

March 20, 2020

COVID-19: An UPDATE from South Blount County Utility District

In response to continued developments relating to the Coronavirus, beginning **Friday, March 20, 2020**, South Blount Utility District's customer lobby will be closed. The lobby will remain closed until notified otherwise. We encourage our customers to take advantage of the many other payment and account management options available, including:

- Drive-thru window service remains open at main office
- Dropbox locations at main office
- Online payment by credit card or check at <https://www.southblountutility.org/>
- Payments submitted through customer's financial institution's online banking system
- Simply mail payment and stub using the enclosed envelope provided with your utility bill

NEW SERVICE REQUESTS OR OTHER TRANSACTIONS: new service and other transactions will be processed by curbside only, please contact us by phone or send an email to newservice@southblountutility.org to schedule your appointment. New service and leak adjustment forms can be found under customer service at <https://www.southblountutility.org/>

All other South Blount Utility operations and services will continue as normal, on our normal schedule. Should a change to this become necessary we will notify the public.

South Blount Utility remains focused on two main priorities as the spread of the coronavirus evolves – the health and safety of our employees and the health and safety of our customers. Temporarily closing our lobby is in support of our mission to protect the health and safety of our employees and customers. We are prepared to take every necessary precaution to protect against the spread of this virus, we feel this is the responsible reaction to current events. We will continue to closely monitor situational updates provided by the Centers for Disease Control and World Health Organization as well as other local and federal organizations.

As always, we thank you for your trust in South Blount Utility.

A.L. Scott

District Manager, South Blount County Utility District

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DID YOU KNOW?

Public Water Utilities deliver safe, clean, reliable drinking water direct to your home for less than \$.01 per gallon.

Public Water Utilities are highly regulated by the EPA, bottled water distributors are not.

Unlike the bottled water industry, our local water sources are in no risk of running out and our methods for delivering our product are just as secure; we will continue our mission to provide safe, clean, reliable drinking water to the communities we serve.

For reliable information about the coronavirus, please visit:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://www.who.int/health-topics/coronavirus>