



03/18/2020 – IMMEDIATE PRESS RELEASE

Hannibal Board of Public Works Customer Service Changes Related to COVID-19

The Hannibal Board of Public Works (HBPW) continues to monitor the ever-changing events focused on COVID-19. Our Management staff has been reviewing information from the local, state, and federal level on recommendations. We have been in contact with utility groups like the American Public Power Association as well as the Missouri Public Municipal Alliance and are continuing to review their suggested methods to combat this illness. The internal discussions have been challenging to say the least and our focus has been to continue to offer the best possible customer and essential services we can during this difficult time. Management briefed our Board during last night's Board meeting of these changes.

On 03/12/2020, HBPW Management created an Extreme Circumstances policy to outline potential changes to HBPW business practices. The main priority of this policy is to ensure the continued safety to all customers and employees and provide continuity of critical utility services while safeguarding the HBPW's financial and operational assets.

As of 03/17/2020, the HBPW has placed a moratorium on utility service nonpayment disconnects until further notices. At this time, no one can predict when this crisis will be over and we feel there is a definite need to allow customer to continue to have utility services. We will give ample notice to our customers before we resume normal operations related to utility service nonpayment disconnects.

As of 4:30 PM 03/18/2020, the HBPW main office and other facilities will be closed to the public. Our services are not shutting down. Our office staff and field crews will still be working during normal hours at this time. Customer Service Representatives will be available to answer any account related questions at 573-221-8050. We will still be available for 24/7 emergency service issues at 573-221-0955. In a continued effort to protect the health and well-being of both customers and staff, we are not allowing any employee to enter a residence or business unless there is a true emergency. Our customer service department will be implementing an online method for account related services such as new customer enrollment or transfer of service. Please be patient while we work through this process as it is a new approach for our staff. They will be accessible through the website: <https://hannibalbpw.smarthub.coop>. Again please call with any questions.

The HBPW offers multiple ways to access account information which can be found on our website: <https://www.hannibalbpw.org/departments/customer-service/pay-your-bill/>. The payment location at City Hall will also be closed. Both the main office and City Hall have secure drop boxes where payments can be delivered. Payments will continue to be processed on a regular basis. Customers will continue to receive regular and delinquent billing statements in order to allow customers to apply for any type of utility assistance moving forward, up-to-date statements are required at this time.

Please continue to monitor our website or social media outlets for additional information.

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