

MEWS NEWS

Spring Issue 2015

Safety Tips & Steps To Take During an Outage



Power outages are never fun; however, they are a fact of life that every utility customer will have to endure due to weather and unforeseen events. Even though Mayfield Electric & Water Systems alerts customers when we have a planned outage to perform maintenance, there are times when outages will occur without any advance notice. It could be a transformer causing an outage throughout your block, or a prolonged outage caused by extreme weather. In any case, your home's power is not 100% immune to natural causes or everyday wear and tear. What should you do when your power goes out? Who should you call to report an outage? How

long will your food last in the refrigerator and freezer? These are all wonderful questions MEWS employees are asked during times of outages. MEWS has taken the time to answer a few of the most common questions below.

My power just went out. What should I do?

If a customer's power goes out, they should quickly look out the window, check with your neighbors, street lights, etc. to see if the outage is isolated to your house. If so, check the circuit breakers or fuses in your home. All breakers should be in the "on" position, but if a breaker tripped, it would have moved to the "off" side. If all the breakers are in the "on" position and you still do not have power, turn the main breaker off and then on again. If you are still without power, call our office at 270-247-4661 during normal business hours or 270-247-3531 after hours to have a service technician come and evaluate the problem. If a service man is called out after normal business hours, an overtime fee will NOT be applied to the customer account if the problem is diagnosed as an MEWS issue.

Safety Tip: Depending on the time of year, it may start to get cold if the outage is for a prolonged period of time. Make sure to stay warm! Dress in layers and wear a hat and gloves. Drink something warm-hot water heaters can stay warm for hours after the power goes out.

Should I unplug my electronics?

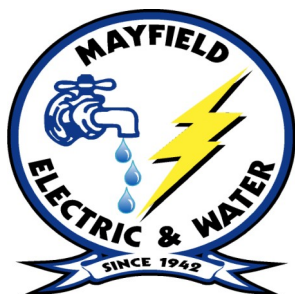
If your power goes out, you should turn off and unplug electrical equipment, including sensitive electronics. Make sure to turn off or disconnect any appliances or electronics you may have been using when the power outage occurred. When the power comes back on, surges or spikes can damage equipment. Installing a surge protector on sensitive electronics can help alleviate damage from outages that occur when you are not home to unplug your appliances.

Safety Tip: Avoid any unnecessary travel during widespread outages. Traffic lights will be out and roads may be congested.

Will the food in my refrigerator/freezer ruin?

Planned outages are kept at a minimum to reduce inconvenience and the risk of loss. However, sometimes outage times are beyond our control and can last several hours. In this case, MEWS suggests keeping the refrigerator and freezer doors closed as much as possible. An unopened fridge should keep foods cold for about 4 hours. A full freezer will keep the temperature for about 48 hours. A half full freezer will keep the temperature for approximately 24 hours.

Energy Tip: If your freezer is half full, fill empty jugs with water and put them in the freezer to help fill it. Not only will a full freezer keep the temperature longer during prolonged outages, it will also help your freezer use less energy to stay at freezing temperatures.



**Mayfield Electric &
Water Systems**

CONTACTS:

270-247-4661

www.mayfieldews.com

301 E Broadway
Mayfield, KY 42066

OFFICE HOURS:

Monday thru Friday
7:00 AM to 4:30 PM

Mayfield Electric & Water
Systems'

BOARD MEMBERS

Wesley K. Greer
Chairperson

Chris Kendrick
Vice Chairperson

Nancy Barger
Secretary-Treasurer

Jana Adams
Council Representative

Tim Choate
Member

Sam Boyd Neely, Jr.
Attorney

The electric plant board is made up of progressive community leaders and directs the management of MEWS. The plant board consists of 5 members appointed by the Mayor and confirmed by the City Council.

In The Community:

Lions' Club Christmas Parade 2014



Artwork To Calendars: 2015

MEWS Representative, Mary Beth Paschall recently visited the 4th grade at Mayfield Elementary to discuss different types of energy sources. The students created artwork inspired by what they learned from the presentation. MEWS has showcased this artwork in a 2015 calendar for our customers again this year. The calendar also lists when the office will be closed due to holidays and features

the local artists on the back. We hope you enjoy your gift!! A special congratulations goes to Allie Wilkey, age 9, for her drawing featured for January 2016. Her artwork, which depicts a child reading a book under the soft-light of a lamp, was chosen as MEWS' Artwork Challenge Winner.



Getting To Know Us: Ely Collins

Ely Collins started working part time with Mayfield Electric & Water Systems in 2012 in our Water and Wastewater Departments. In October 2013, Ely started full-time employment with MEWS working in our Internet Department.

Ely recently married Kirsten (Byrn) Collins, who is a teacher at Carlisle County Middle School. Together they enjoy spending their time away from work camping and hunting.



Credit/Debit Card Convenience Fee

Due to the rising fees associated with accepting payments via credit/debit card or electronically, the MEWS Board has made the decision to charge a convenience fee for the use of a credit/debit card to pay utility bills in the office, or any transactions made online or by phone. The convenience fee will begin March 1, 2015 and will be \$2.50 per transaction.

WILL BE CHARGED A CONVENIENCE FEE:

- Customers paying with a debit/credit card in the office
- Customers paying online or by phone
- Customers who are set up on recurring payments via e-Billing

WILL NOT BE CHARGED A CONVENIENCE FEE:

- Customers paying with cash/check in the office
- Customers who pay via Bank Draft

Any customer set up on recurring payments that would like to switch to Bank Draft can call our office to request a Bank Draft Authorization form or visit www.mayfieldews.com.

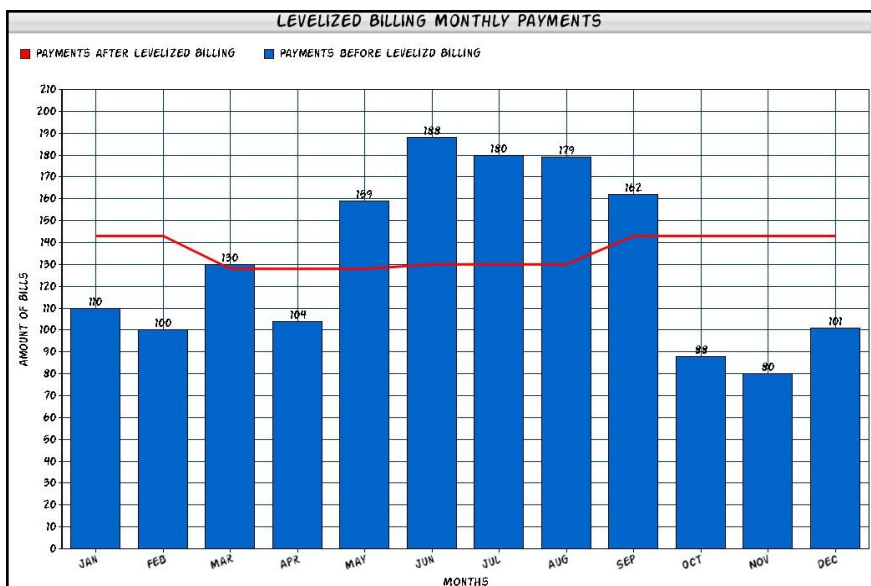
MEWS apologizes for any inconvenience this decision may cause; however, because MEWS operates as a non-profit utility, recovery of the cost associated with these payments is imperative to prevent future revenue erosion. Please call our office at 270-247-4661 with any questions or concerns.



Service Spotlight: Get Levelized !

Take the surprise out of your monthly energy bill! Even though the amount of energy you use fluctuates each month with the changing weather, your monthly utility bill will change very little with Levelized Billing.

- No surprises when your bill arrives
- Your monthly bill will be the average of your past 12 months' power bills
- No enrollment fee
- No 'true-up' at the end of the year



PLUS, Levelized Billing is the perfect partner to BANK DRAFT! You'll know the approximate amount coming out of your account each month, making your bill easy to pay AND easy to budget for! The chart to the right depicts how your billing might look on our Levelized Billing Program. The Blue Bar is a customer without Levelized Billing. The bill fluctuates month to month based on consumption. The Red Line is a customer on the Levelized Billing Program. The bills are based on an average and stay **level** all year long. Perfect for BUDGETING! If you would like to sign up for the program, call our office at 270-247-4661 or print a Levelized Billing Authorization form online at www.mayfieldews.com.



Employee Service Anniversaries

JANUARY, FEBRUARY & MARCH

DOUG GIPSON	31 YRS
JAMES KEITH	21 YRS
DARREN STEWART	19 YRS
BRENT TUCKER	19 YRS
JASON WEATHERLY	18 YRS
KELLY GREEN	16 YRS
KRISTIE MCADOO	16 YRS
RANDY RAMBO	16 YRS
CLINT WOODWARD	16 YRS
BRENT SHULTZ	11 YRS
MARY BETH PASCHALL	8 YRS
ZAC WEAKS	3 YRS
ERIC HICKS	3 YRS
SHERRIE POWELL	1 YR
MEAGAN ARNOLD	1 YR

Office Closings

Presidents' Day
Monday, February 16

Good Friday
Friday, April 3, 2015

