



MEWS Now Offers Online Service Requests

Mayfield Electric and Water Systems strives to deliver the best possible customer service. One way we achieve this is by making it easier for our customers to access information related to their accounts. MEWS' website, www.mayfieldews.com, offers customers the opportunity to access deposit information, current rates, our latest tweets, rules and regulations, service policies, archived newsletters, photo galleries, community involvement, energy and water conservation material and much, much more. One of the major website uses includes viewing and paying customer bills online.

MEWS has recognized the need for our customers to have the ability to gain access to account information, turn in service requests and pay bills outside normal business hours due to schedule conflict, physical impairment or lack of transportation. In order to accommodate these customers, MEWS has added a new feature to our website: **Online Service Requests**. Through this tab, located at the top of the webpage and under QuickLinks, MEWS customers will be able to send service orders to our office without making a special trip to our office or dialing a telephone. Customers can report water leaks, request street light and security light maintenance, request sewer maintenance and report damaged meters. One major service that customers have been requesting is the ability to turn off services online. With the new feature, MEWS will be able to fulfill those requests.

Once a customer makes a service order request, their computers' IP address will be logged and an email verification of the request will be sent to the customer. These

Inside This Issue

In The Community:

**National Drinking Water Week
Earth Day 2013**

Getting To Know Us:

Jenny West

Money Down the Drain

Call Before You Dig: 811

Emergency Numbers

Employee Anniversaries

Office Closings

online service requests are recommended for **non-emergency request only**. If you need immediate assistance after hours, you should call our after hours line at 270-247-3531 to reach our answering service. They will dispatch an employee immediately.

MEWS customers will still be required to come into our offices to turn on or transfer services from one address to another because the customers' identity must be verified using a photo ID and social security card. This keeps the MEWS customers' risk of fraud to a minimum when requesting utility services.



**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**

BOARD MEMBERS

Wesley K. Greer
Chairperson

Chris Kendrick
Vice Chairperson

Robert Barclay
Secretary-Treasurer

Nancy Barger
Member

Jana Adams
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: **YOU'RE INVITED!**

To Celebrate National Drinking Water Week With US!

A safe, reliable water supply is critical to the success of any community. It creates jobs, attracts industry and investment, and provides for the health and welfare of citizens in many ways, ranging from disease prevention to fire suppression.

We often take our water supply for granted until it is threatened, either by drought, water main breaks, or some other event.

Mayfield Electric & Water Systems and the American Water Works Association are working together to celebrate:

National Drinking Water Week 2013.

Throughout the week of May 6-10, 2013, MEWS will have water-related give-a-ways, raffles, drawings and a free hamburger/hotdog lunch on Wednesday, May 8 from 11:00-2:00; so, come by and help us celebrate clean, reliable and affordable drinking water!

“Mayfield Electric & Water Systems wants to bring awareness to the vital role that water plays in our daily lives while also showing our appreciation to all our customers,” said MEWS’ Water & Wastewater Manager, Kevin Leonard.

EARTH DAY

Monday, April 22, 2013

***Bring in a non-working CFL & we will
replace it with a 13-watt CFL!
(equivalent to a 60 watt incandescent bulb)**



Getting To Know Us: Jenny West

Jenny West has worked in customer service for Mayfield Electric & Water Systems for 8 years. After working hours, you are likely to find Jenny at the roller rink or at a fundraiser collecting money for local charities and shelters. Jenny is a member of a local roller derby team called West Kentucky Rockin' Rollers and was recently featured in the *Paducah Life* magazine.

Paducah Life is a regional magazine that features stories on the events, places, and people who make this region great. Jenny and her Rockin' Rollers were recognized for all their fundraising, donations and awareness their team has brought to local charities, shelters and people in need.



Don't Let Your Money Go Down The Drain



According to the U.S. Environmental Protection Agency (EPA), U.S. water treatment facilities, which are the facilities that clean your water before it gets to your house, use about 56 billion kilowatt-hours (kWh) per year. That's enough electricity to power more than 5 million homes for an entire year.

Things in your home could be wasting your water and increasing your water and sewer bill without your knowledge. Leaking toilets are easy to overlook and can use more water than you think. Deteriorated flapper valves are the most common source of "silent" leaks in toilets. You may not be able to hear the leak because the water may just be seeping through slowly.

In order to help our customers detect these types of leaks, Mayfield Electric and Water Systems has leak detection tablets available for free. Just place one of the two tablets in your toilet tank. This will turn the tank water blue. Wait for about 10-15 minutes, if the water in the toilet bowl has turned blue, then you have water is seeping through. If you suspect a leak, come to our office and get free tablets.

ALWAYS CALL BEFORE YOU DIG



One free, easy call gets your utility lines marked
AND helps protect you from injury and expense.

**Safe Digging is No Accident:
Always Call 811 Before You Dig.**



Kentucky 811

www.kentucky811.org



**Report Power Outages,
Water, or Sewer Problems to:**

270-247-4661

After hours call:

270-247-3531

*Employee Service Anniversaries
April, May and June*

KEVIN MCCORMACK	16 YRS
BELVA WILKERSON	12 YRS
EDDIE FEAGIN	11 YRS
TODD THURSTON	9 YRS
RUSS GILLS	6 YRS
JASON TUBBS	5 YRS
RYAN YANCEY	3 YRS

REMINDER:

OUR OFFICE WILL BE CLOSED

MAY 27, 2013

TO OBSERVE

MEMORIAL DAY

Mayfield Electric & Water Systems encourages the use of CFL bulbs, but wants to remind our customers that CFLs contain very small traces of mercury and should not be disposed of in your regular garbage.

**Bring in your expired bulb and we will
recycle it for FREE!**