

MEWS NEWS

April, May & June 2014

New Program Allows MEWS Customers to Choose Their Due Date

In an effort to provide improved customer service, Mayfield Electric & Water Systems has begun a new program where you, the customer, have the ability to select a due date that fits your budget and pay-day schedule. Many customers should benefit from this new program including those that receive social security or retirement benefits once a month, teachers that are paid monthly, or anyone whose pay day doesn't coincide with their set utility due date.

MEWS is able to offer this program to our electricity customers due to the new Advanced Metering Infrastructure (AMI) meters that were installed for our customers. Since the meters are no longer physically read by a person, we are able to change the day when a particular electric meter reading is obtained and thus able offer a more convenient due date.

With this program, new customers will have the opportunity to select a due date for their electric, water and sewer bills from the following available days of the month:
5th, 12th, or 19th.

Current customers will have the opportunity to move their due date from their current day to one of the listed due dates as well. If a **current** customer chooses to move their due date, they should be aware that the **first** bill after the date change may have a lengthened billing period due to the previous reading schedule. Once the due date for a customer's bill has been changed, it can not be changed again for 12 months.

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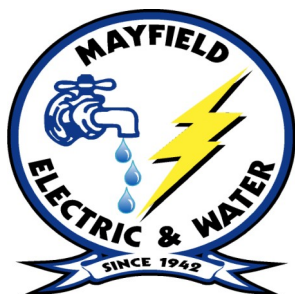
**Please Use Caution
Call Before You Dig: 811**

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MEWS hopes this new program will benefit those whose due dates do not coincide with the dates of their payroll, by saving the customer money in late penalties and/or any other charges that may apply from making late payments.

If you would like to change your due date, please come to our office and fill out a change form, email us at customerservice@mewsbb.com or go to our website and go to the Service Requests tab.



**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

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 2014.

Throughout the week of May 5-9, 2014 MEWS will have water-related give-a-ways, raffles, and drawings 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

Tuesday, April 22, 2014

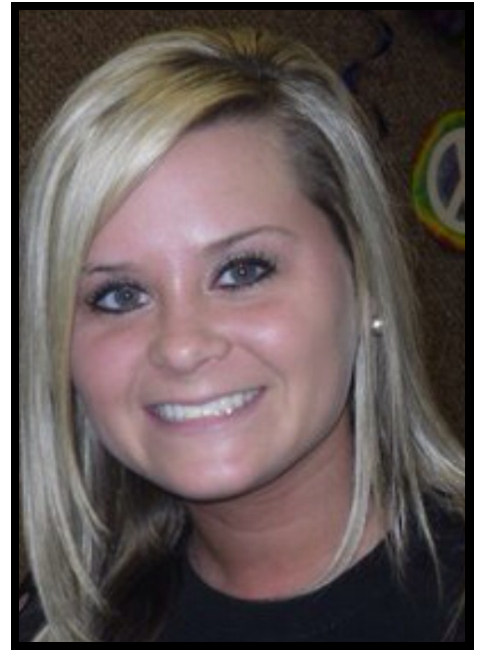
***Bring in a non-working CFL & we will
replace it with a FREE 13-watt CFL !
(equivalent to a 60 watt incandescent bulb)**



Getting To Know Us: Meagan Arnold

Mayfield Electric & Water Systems has hired a few new faces in 2014. One of our new Customer Service Representatives is Meagan Arnold. As a western Kentucky native, Meagan grew up in Carlisle County and is a graduate of Murray State University. Before coming to MEWS, Meagan worked at Kentucky Utilities; so, she already has a vast working knowledge of the electrical industry.

Meagan is married to Kirk Arnold and has one child, Paislee Jo. In her spare hours away from work, she likes to spend time with her family, and dabble in the clothing industry.



Please Use Caution

Mayfield Electric & Water Systems and Graves County Water District have upgraded every water meter within their service areas to the new Automated Meter Infrastructure (AMI) metering system. These new meters provide our customers with innovative equipment that allows for daily consumption monitoring through www.myusage.com, early leak detection, more accurate meter reading, and minute-by-minute usage recording to help track your water consumption and potentially save money.



These new meters have a black, plastic piece of equipment that is attached through and setting on top of your water meter lid (pictured above). This piece of equipment transmits your consumption wirelessly to MEWS. **We respectfully ask that you please use caution when mowing or working near your water meter** as not to damage or destroy it. If it becomes inoperable, your readings will temporarily stop transmitting to our office and an MEWS employee will have to replace the equipment. MEWS and GCWD strive to provide our customers with the best possible equipment and service at the most affordable price, but continually replacing our equipment can get costly. In order to sustain low-level rates, we ask you to please mow **around** your water meter, not over it, and we encourage you to call MEWS if your transmission device has been damaged at 270-247-4661. Thank you!

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	17 YRS
BELVA WILKERSON	13 YRS
EDDIE FEAGIN	12 YRS
TODD THURSTON	10 YRS
RUSS GILLS	7 YRS
JASON TUBBS	6 YRS
RYAN YANCEY	4 YRS

REMINDER:

OUR OFFICE WILL BE CLOSED

MAY 26, 2014

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!**