

FOR IMMEDIATE RELEASE

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## Important Notice: AUSTIN UTILITIES announces temporary business office closure

AUSTIN, Minn. — To help protect the health and safety of our customers and employees in our community and to mitigate potential disruption to our business operations during the COVID-19 pandemic, Austin Utilities (AU) will temporarily close its office to the public effective March 18<sup>th</sup> and will limit service calls to emergency only. In addition, AU has voluntarily implemented a suspension on service disconnections for non-payment, effective immediately, and will waive late payment fees.

First and foremost, we want to maintain a safe workplace and encourage practices protecting the health of employees and customers. We also want to ensure the continuity of our electric, natural gas and water services. Implementing this closure will limit direct interaction with the public and will help to minimize risk of exposure for employees and our community.

AU will still be conducting business. Customers can perform necessary business through our SmartHub app, website, phone, mail, and deposit boxes. When dropping payments into the deposit boxes, please include your name, account number, and phone number. Payments can also be made using our automated pay-by-phone service at 844.262.2442.

If you need to conduct business with Austin Utilities, we encourage you to contact our office during normal business hours, Mon. - Fri. at 507-433-8886 or email at [talk2au@austinutilities.com](mailto:talk2au@austinutilities.com). Limited emergency after-hour services will be provided.

By temporarily closing our offices and limiting contact with the public, we are putting the safety of our employees and our community first while continuing to provide electric, natural gas and water utility services. We appreciate your patience and understanding during this unprecedented situation. Please protect yourself and others by staying home if you are sick.

For further updates please monitor our website and Facebook page.

