

# SPARTA ELECTRIC & PUBLIC WORKS

FOR IMMEDIATE RELEASE

March 25, 2020

From: Sparta Mayor Jeff Young

## **Sparta Electric and Public Works Temporarily Suspends Disconnections for Non-Payment**

Effective Wednesday, March 25, 2020, Sparta Electric and Public Works will close its lobby until further notice. This decision to limit person-to-person contact was made in order to keep our customers and employees safe during the COVID-19 pandemic. Our job is to ensure the continued delivery of reliable electricity, water, and sanitation services. We remain committed to doing just that, and hope our customers understand the need for healthy employees in providing these essential services.

- To pay electric and water bills, please use the drive-thru window or the night depository at Sparta Electric and Public Works located at 545 Bockman Way, pay online at [www.spartaelectricsystem.com/billpay.htm](http://www.spartaelectricsystem.com/billpay.htm), or call 1-866-923-2187. There is also a night depository box at City Hall located at 6 Liberty Square. Or pay by mail, Sparta Electric and Public Works, 545 Bockman Way, Sparta, TN 38583.
- For new service, transfers, and electrical permits, please contact our office at 931-738-2281.

To support customers during this time of financial hardship and uncertainty, Sparta Electric and Public Works is suspending all disconnections for non-payment of the utility bill. These measures will remain in place until further notice.

We want our customers to understand that the utility bill is not being forgiven indefinitely. It remains due and payable. For this reason, if you are able to pay some or all of your utility bill, please do so. The unpaid balance will be reflected on your monthly statement.

The Sparta Board of Mayor and Aldermen, Sparta Electric and Public Works staff and employees are deeply aware of the hardship the health crisis has placed upon our community. It is the sincere hope of all of us at Sparta Electric and Public Works that these extra measures will provide assistance when it is most needed. After the crisis is behind us, Sparta Electric and Public Works will work with all our customers who have been directly or indirectly affected by COVID-19. Together, we will devise a payment plan to bring those accounts current.

Thank you.

*Sparta Electric and Public Works provides electricity, water, and sanitation services to more than 3,000 customers in the City of Sparta, Tennessee. We offer reliable service, low rates, and extraordinary customer service. For more information about us, visit [www.spartatn.gov](http://www.spartatn.gov) or [www.spartaelectricsystem.com](http://www.spartaelectricsystem.com), or call 931-738-2281.*