

JOINT NEWS RELEASE

City of Alcoa, City of Maryville Utilities

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CITY OF ALCOA, CITY OF MARYVILLE UTILITIES TEMPORARILY ALTER POLICIES AS A RESULT OF COVID-19

Alcoa and Maryville, Tennessee – In anticipation of the growing hardship posed by the economic effects of the COVID-19 Coronavirus, city of Alcoa and city of Maryville electric, water and wastewater utilities suspended cut-offs and new late fees from March 25 until April 23.

As the economic impact of this unprecedented event escalates, it is important that utility access remain constant for our families to support their health and well-being. The municipal utilities will assist customers with payment arrangements and connect them to any available resources that may be available. Bills will continue to accrue – and it will be important that customers contact customer service staff to make arrangements for their accounts.

Visit our websites at [city of Alcoa](#) and [city of Maryville](#) for more information. City of Alcoa customer service staff are available by phone at (865) 380-4700. City of Maryville customer service staff are available by phone at (865) 273-3456. We have also established [this page](#) for intergovernmental resources and information related to COVID-19.

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