



## News Release

FOR IMMEDIATE RELEASE

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### GEUS PAYMENT OPTIONS AND CUSTOMER ASSISTANCE

(March 31, 2020-Greenville, Texas) For customers who wish to pay their bill in cash, GEUS is providing access to more payment locations. GEUS has contracted with Fidelity Express to accept utility payments at numerous convenience stores throughout our community. Customers will not be charged a fee for this service.

Beginning immediately, GEUS customers may pay their utility bill at these or any other Fidelity Express affiliate locations.

Discount Gas Tobacco and Beverage	6002 Wesley
Everest Mart	5552 Hwy 224
Gateway 53	7717 Wesley
Prime Stop	4414 Wesley
Prime Stop	6310 Wesley
Quick Stop	6307 Wesley

Customers will need to provide their first and last name, phone number, and their GEUS customer account number when making payments.

Customers on GEUS' pre-pay plan will continue to make payments at the previously designated locations. Fidelity Express cannot process payments to pre-pay cards.

Customers who are unable to pay their bill should contact GEUS at 903-457-2800 or [customerservice@geus.org](mailto:customerservice@geus.org) to make payment arrangements.

The Public Utility Commission (PUC) of Texas recently voted to ban investor-owned utilities from cutting off services for residential customers while also adding a tariff to all customer's bills in deregulated areas. Many public power utilities, including GEUS, had suspended disconnections in the weeks prior to the Commission's recent order. Funds from the COVID-19 Electricity Relief Program will not go to consumers, but instead will create a fund that utilities will be able to draw from to cover what is expected to be large revenue losses from unpaid bills.

If you need assistance with your GEUS bill, please visit [www.geus.org](http://www.geus.org) for a list of agencies that provide utility bill assistance programs. GEUS' low-income electric assistance program is available to qualified pre-pay applicants through FISH Ministries.

"GEUS customers will not pay the COVID-19 Electricity Relief Program tariff issued by the PUC nor will GEUS be eligible to receive assistance from this fund," said GEUS General Manager Alicia Price. "GEUS is committed to assisting customers while managing this crisis in a fiscally responsible manner," Price added.

(30)

GEUS became the first municipally-owned electric utility in Texas in 1891. 110 years later it became the first municipally-owned cable television and high speed Internet operation in Texas. GEUS offers these services to the 26,000 plus consumer\owners living in the Greenville, Texas area located approximately 50 miles East of Dallas, Texas. GEUS is uniquely governed by an autonomous board of trustees that is appointed by the Greenville City Council. Steps were taken by the Texas Legislature in 1989 to allow this type of governing structure. For more information about our 125+ years of public power history or the services we offer, please visit our web site at [www.geus.org](http://www.geus.org)