



## News Release

**FOR IMMEDIATE RELEASE**

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### **GEUS CUSTOMER SERVICE WALK-IN CLOSURE AND PAYMENT ARRANGEMENTS**

(July 17, 2020-Greenville, Texas) Due to continued increases in the spread of COVID-19 throughout our community, COVID-19 impacts on GEUS' workforce and the need to protect our essential employees from possible exposure, GEUS is temporarily suspending walk-in services at the Customer Service Center effective Monday, July 20, 2020.

GEUS has continued throughout this pandemic to have essential employees working remotely, onsite and throughout the community to ensure vital electric and Internet services remain reliable.

"GEUS recognizes this closure will create inconveniences for some customers," said GEUS General Manager Alicia Hooks. "Customer Service Representatives will continue to serve customers by phone, email and online options. We appreciate our customers' patience as we work through this together," Hooks added.

Customers in need of assistance of any kind should contact GEUS at 903-457-2800 or [customerservice@geus.org](mailto:customerservice@geus.org).

During the COVID-19 pandemic, GEUS is working with customers who are unable to pay their bill in full to make payment arrangements. It is vital for customers to contact GEUS Customer Service to pay their bill or make payment arrangements for all past due balances by 5pm Monday, August 3, 2020, to avoid disconnection of services.

GEUS will continue to accept payments through the drive-thru and the drop box located on the northeast corner of the Customer Service building at 2810 Wesley St.

Many other payment options are available including pay-by-phone through 903-457-2800, online pay at [www.geus.org](http://www.geus.org), bank draft, mobile application, stores that accept Fidelity Express payments or by USPS mail.

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.



Instead, greet each other with a nod or a wave. The virus can be passed from one person to another by shaking hands and then touching your eyes, nose and mouth.



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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 consumerowners 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)