



March 13, 2020

GRU Suspends Service Disconnects

Main Idea:

GRU is offering relief to customers during the COVID-19 crisis by suspending residential service disconnections for at least 30 days.

Background:

GRU understands the importance of uninterrupted utility services, especially as many in our community may need to work from home or self-isolate.

As a result, GRU management and the Gainesville City Commission decided in a meeting on March 12 to suspend utility shutoffs for at least 30 days beginning Monday, March 16. The commission will determine during its regular meeting on April 2 whether to continue the policy.

GRU currently gives customers a 21-day grace period before suspending utility services and doesn't perform shutoffs on Fridays or weekends.

While GRU's lobby continues to maintain regular operating hours, we encourage customers to take advantage of convenient self-service payment options offered on gru.com or to make phone payments by calling 352-334-3434. Customers are urged to continue making regular payments if possible to avoid creating an unmanageable past-due balance.

For the safety of our customers and employees, our customer service representatives are using hand sanitizer after payment transactions or wearing protective gloves. We have also added a sanitizing station in our lobby.

Greatest impact:

This policy will have the greatest impact on residential customers whose health or work status is affected by the coronavirus.