



# FORT VALLEY UTILITY COMMISSION

P.O. BOX 1529 • FORT VALLEY, GEORGIA 31030-1529  
(478)825-7701 • FAX(478) 825-7704 • [www.fvutil.com](http://www.fvutil.com)

March 16, 2020

## **Message from our General Manager|CEO:**

The Utility Commission is actively monitoring the coronavirus (COVID-19) and following guidance from state, federal, and local agencies. The safety and health of our customers and employees is our top priority. To help mitigate the impact of COVID-19, we have implemented several measures.

Effective March 17, 2020, we will be closing the lobby area of our Customer Engagement Center located at 902 Knoxville Street. Utility payments can still be made at our drive-thru window, online at [www.fvutil.com](http://www.fvutil.com), via phone by calling 478-825-7701 option 3, or at one of our six drop box locations. Please do not place cash in the drop boxes.

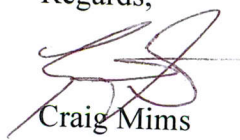
- Utility Commission (Customer Engagement Center) – 902 Knoxville Street
- AP Mini Mart – 702 Orange Street
- City Hall – 204 W Church Street
- Community Plaza – 1200 State University Drive
- Jason's Mini Mart – 402 S Camellia Blvd
- Neighbors Food Mart – 412 Martin Luther King Jr. Drive

For new services, please call customer service at 478-825-7701 option 3, to set up an appointment.

Our employees have eliminated all non-essential business travel and postponed or canceled large meetings. When reasonable and prudent, we will also scale-down office staffing and allow certain employees to work from home. Our operations personnel and other outside crews will continue to operate 24/7 with employees on-site and on-call. Our staff of dedicated employees remain committed to providing you with top-notch, reliable service even during the COVID-19 Pandemic.

Please protect yourself and your family. Additional information for how to protect yourself and loved ones against the COVID-19 virus can be found at [www.cdc.gov](http://www.cdc.gov). Rest assured that our commitment to you will be to continue to provide the reliable services that our customers expect.

Regards,

  
Craig Mims  
General Manager|CEO