

# MEWS NEWS

APRIL-JUNE 2011

*"Keeping our energy focused on you!"*

## New Program Requires NO Deposit!

Since the introduction of the new deposit policy in October 2008, Mayfield Electric & Water Systems has been seeking ways to help customers who are required pay the maximum deposit amounts to turn on utilities. After researching different options and programs, we have implemented a pre-paid utility program that enables customers to connect services with NO deposit.

This new SmartPay program is a pay-as-you-go payment plan that offers customers the opportunity to pay for utilities BEFORE they use them. Since the customer is no longer post-billed and the risk of final bills being left unpaid is eliminated, no deposit is required.

Not only does SmartPay help those customers with large deposits, but it also benefits customers with due dates that do not correlate with the day

they receive their paychecks. This is possible because SmartPay allows participants to customize their own payment schedule. As long as your account has a balance, you will have utilities. There are NO due dates. You pay what you can pay on your account, when you get the money. So, since there are no more due dates, there are NO more late fees. Customers on SmartPay no longer have to worry about being charged late fees because they get paid *after* their bill is due.



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**Mayfield Electric  
& Water Systems**

**Contacts:**

**270-247-4661**

**www.mayfieldews.com**

**301 E Broadway  
Mayfield, KY 42066**

**OFFICE HOURS:**

**Monday thru Friday**

**7:00 AM to 4:30 PM**

**BOARD MEMBERS**

**Wesley K. Greer**  
Chairperson

**Chris Kendrick**  
Vice Chairperson

**Robert Barclay**  
Secretary-Treasurer

**Nancy Barger**  
Member

**Kathy O'Nan**  
Member

**Sam Boyd Neely, Jr.**  
Attorney

The electric plant board is made up of progressive community leaders and directs the management of MEWS.

The plant board consists of 5 members appointed by the Mayor and confirmed by the City Council.

**MEWS wins BEST USE OF THEME in the Lions Club Christmas Parade with our *Christmas Vacation* float!**

**“There GLOWS the Neighborhood!”**



**Left:** Ryan Yancey as *Cousin Eddie*.

**Above:** Brent Shultz pulls the float with a rendition of *Cousin Eddie's* RV.



**Above:** Children of MEWS employees fill the float with smiles and laughter.



**Above:** L to R-Laken Shultz, Will Shultz and Lexie Feagin smile for the camera while anxiously waiting for the parade to begin.



**Right:** Kristie McAdoo and Kelly Green accept the trophy presented by Bob Sims with the local Lions Club.

# Water. Celebrate The Essential

A safe, reliable water supply is critical to the success of any community. It creates jobs, attracts industry and investment, and provides for the health and welfare of citizens in ways ranging from disease prevention to fire suppression. We often take water supply for granted until it is threatened, either by drought, water main breaks, or some other event.

Mayfield Electric & Water Systems and the American Water Works Association are working together to celebrate *National Drinking Water Week 2011*. Throughout the week of May 2-6, 2011, MEWS will have FREE water-related give-a-ways, raffles and drawings. On Friday, May 6, MEWS will host a community-wide celebration complete with a free hamburger or hotdog lunch for our patrons. "Mayfield Electric & Water Systems wants to bring awareness to the vital role that *water* plays in our daily lives while also showing our appreciation to all of our customers county-wide," said MEWS' Water & Wastewater Manager, Kevin Leonard.

## In The Community: **REALITY ZONE**

As part of a Business Education Partnership, every year in March Mayfield Electric & Water Systems chooses to participate in *Reality Zone*. This program is demonstrated at both Mayfield and Graves County Middle Schools and is designed to provide students with a "reality check" at how much things cost in the real world. It is a game of *Life* for the young students.

Before the students enter the *Reality Zone*, they are assigned a gross income, marital status and children by their teachers. Armed with this information, the students begin their "real lives" having to purchase groceries, pay a mortgage, buy insurance and of course pay their utility bills with their assigned incomes.

The *Reality Zone* is staffed with local businesses who "sell" their products to the students. Mayfield Electric & Water Systems is proud to be a part of such a wonderful program that helps to strengthen and mold today's youth.



**Above:** Jeanna Elliott, Customer Service & Marketing Manager at MEWS, calculates how much money a GCMS student has left.

## Getting to know us: **Miranda Evans**



Miranda Evans was hired by MEWS as our newest Accounting Clerk. She uses special software and ledgers to process financial expenditures, receipts and

other financial transactions for MEWS. She processes and files our work orders and takes care of some of our "special services" such as Bank Draft.

During her time away from work, Miranda enjoys spending time with her husband, Michael, and her daughter, Sophee. Miranda just welcomed her second daughter, Lanee, in March.

# EARTH DAY 2011

Friday, April 22, 2011

Bring in a non-working CFL & we will  
replace it with a 13-watt CFL!

(equivalent to a 60 watt incandescent bulb)



Sign Up  
Now!

**MYUSAGE.COM**  
Powers Awareness

Mayfield Electric & Water Systems has had a lot of great feedback about the capabilities of our new AMI metering system. This new system has notified hundreds customers of potential water leaks, been used to determine if a leak has been fixed, and has pinpointed high consumption days for both water and electric. In order to better serve our customers, we have taken this new system one step further. YOU can now view your utility consumption from the comfort of your home or office at [www.myusage.com](http://www.myusage.com).

You DO NOT have to come in our office, sign any paperwork or pay any fees. This is a free service offered by Mayfield Electric & Water Systems to help our customers to better manage their utility costs by monitoring and becoming aware of their usage patterns. All you have to do is go to [www.myusage.com](http://www.myusage.com), follow the prompts and sign up.

Customers who have signed up to view their usage on [myusage.com](http://myusage.com) will be able to view their usage on real time and will receive daily usage alerts via email.

*New Program continued from page 1.*

Statistics show that pre-pay utility programs also help lower electricity consumption because customers will monitor their usage more closely and will become aware of usage patterns. Therefore, any customer interested in monitoring and lowering their utility usage would potentially benefit from our pre-pay metering program, as well.

SmartPay is a very eco-friendly program. Not just because you could potentially lower your energy consumption by recognizing your household energy patterns, but also because this program is paperless. Because there are no due dates, no paper bills or notices are sent out from the MEWS office. Customers on this program will be viewing their accounts online. They must maintain a balance at all times in order to keep utilities in working order. To ensure that customers know when their balances are getting dangerously low, they will receive low balance and pending disconnect notices by phone or text message, and will receive a daily balance, low balance, pending disconnect, disconnection and reconnection notices via email. For their convenience, MEWS has installed a computer in our office lobby for SmartPay customers without internet access to use during working office hours.

SmartPay customers can make payments on their accounts from the convenience of their own home by phone or online. They can also make payments on their accounts by visiting our office during our new lobby hours of 7:00 am to 4:30 pm.



**MEWS Internet is now FASTER!**

**Residential Plans Starting At Just  
\$24.95/month**

**Call MEWS' Internet Dept to find out  
how you can access speeds up to 3 MEGS!**

**EMPLOYEE SERVICE  
ANNIVERSARIES FOR  
APRIL, MAY & JUNE 2011**

KEVIN McCORMACK	14
BELVA WILKERSON	10
EDDIE FEAGIN	9
TODD THURSTON	7
RUSS GILLS	4

**Report Power Outages,  
Water, or Sewer Problems to:**

**270-247-4661**

**After hours call:**

**270-247-3531**



Don't forget to  
follow us on twitter  
for the latest  
MEWS updates!

@MEWSPublic

**OFFICE CLOSINGS:**

**Good Friday**

April 22, 2011

**Memorial Day**

May 30, 2011

To better serve our customers, MEWS has implemented

**NEW LOBBY HOURS:**

**Monday thru Friday 7:00 AM–4:30 PM**

STANDARD POSTAGE  
U.S. POSTAGE  
PAID  
MAYFIELD, KY  
PERMIT NO. 129  
ZIP CODE 42066

Mayfield Electric & Water Systems  
301 E Broadway  
Mayfield, KY 42066  
270-247-4661

