



**FOR IMMEDIATE RELEASE**

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**City of Bloomington Utilities Improves Safety Measures for Customers & Employees**

**Bloomington, Ind.** – Following the Center of Disease Control (CDC) recommendations to maintain physical distance between people to avoid transmission of the COVID-19 virus, the City of Bloomington Utilities (CBU) Customer Service Center will temporarily suspend walk-in hours starting Monday, March 23. While the Service Center will be closed to the public, there are several easy ways to contact customer service representatives while remaining at home. Connect with us at (812) 349-3930 or [utilities.cs@bloomington.in.gov](mailto:utilities.cs@bloomington.in.gov) Monday through Friday from 8 a.m. until 5 p.m., or after hours at (812) 339-1444.

Several options for CBU bill payments and assistance are available:

- Customers can pay their monthly bill by debit or credit card over the telephone by calling (812) 349-3930.
- You can also pay online at [esuite.bloomington.in.gov](http://esuite.bloomington.in.gov) and log on with your username and password. Have your account number from your bill and the name on the account handy.
- The automatic payment system, Aquapay, remains unaffected.
- As always, customers can pay by Check or Money Order without coming into our office. Attach your payment to the top portion of the City of Bloomington

Utility bill and mail or drop off at our drop box at 600 E Miller Dr. Bloomington IN 47401. At this time, cash will also be accepted via mail or dropbox. Making change will not be an option, so any over or underpayment will be reflected on your next CBU bill.

If you are experiencing financial hardship please reach out to us! We have several tools available to help customers facing financial challenges, including payment plans and direct financial assistance. Contact Customer Service at (812) 349-3930 or [utilities.cs@bloomington.in.gov](mailto:utilities.cs@bloomington.in.gov) Monday through Friday from 8 a.m. until 5 p.m., or after hours at (812) 339-1444. For health considerations, CBU has temporarily suspended water shutoffs on delinquent accounts, but if you are having difficulties please reach out and let our customer service team assist you as soon as possible. We are available to help customers manage their utility bill through these challenging times. Customers should pay what they can to avoid building up a large balance that will be harder to pay off later. We ask that customers who are not experiencing financial difficulties continue to make their payments.

Follow CBU on facebook @BloomingtonUtilities for updates and further information about water, wastewater, and stormwater during this time. ###