

Because of the financial uncertainty many are facing due to COVID-19, Winchester Utility System will be suspending “disconnection of services for nonpayment” effective immediately through April 15, 2020. This applies to all home and business accounts. While services will not be disconnected, bills will continue to accrue as well as any past due penalties. We encourage customers to make payments if able. We will continue to notify customers of past due bills utilizing auto phone calls, text messages and letters.

In order to limit social exposure, customers will not be able to use the front lobby. We do encourage customers to use one of the following methods for paying your bill:

You can pay online with your debit/credit card at [www.winchesterutilities.com](http://www.winchesterutilities.com)

Mail in your payment

Setup bank draft from your checking account

E-Payment thru your bank

Use of drive through and after-hours night drop box

Service cut ins and cut outs will continue.

Customers wishing to **cut in new service** can send an email to [customerservice@winchesterutilities.com](mailto:customerservice@winchesterutilities.com) requesting a copy of the forms needed so they can be completed ahead of time. This will limit your time in the office. The forms will need to be brought back to the main office along with any required supporting documents and payment requirements.

Customers wishing to **cut out service** can send email to [customerservice@winchesterutilities.com](mailto:customerservice@winchesterutilities.com) requesting a copy of the cut off form. The completed / signed form can be returned via email or fax (931-962-4214) along with a copy of your driver’s license. This will not require a visit to the main office.

Contractors need to utilize the online electrical permit site (instructions can be found on the home page at [www.winchesterutilities.com](http://www.winchesterutilities.com)) to purchase or submit state electrical inspections. The website is [www.core.tn.gov](http://www.core.tn.gov).

Contact Customer service at (931) 967-2238 if you have questions or if assistance is needed.