



COVID-19 Update

This is certainly an unprecedented time for our country and the world as we grapple with COVID-19. This global pandemic has changed life as we know it. It has also changed the way that we do business here at Mansfield Electric (MMED).

As a priority to keep our staff safe, and thus maintain reliable electric service to all Mansfield Electric customers, our office is temporarily closed to the public. Working remotely, our Front office staff is still able to answer any customer questions, process payments, and handle service requests. Our Operational staff and Line crews continue to be available to respond to any emergencies from other offsite locations. As government protocols recommend, we will return to normal business operations as soon as possible. Please go to our website www.mansfieldelectric.com for our any updates on our business operations status.

With many people working from home or had their jobs terminated due to the COVID-19 pandemic, I recognize that this could create a higher than normal electric bill and a challenging economic condition for many. I want to encourage anyone who is experiencing financial hardship to please contact our office at 508-261-7361 so that we can work out an acceptable payment plan option for you.

If you are able to make your prompt payment on your electric account, please accept my thanks as this allows us to keep our rates affordable ... *3rd lowest residential electric rates in Massachusetts!* In fact, all MMED rate classes have been within the lowest 10% in cost of service among all electric utilities in Massachusetts – including investor-owned and municipal utilities since 2016.

I also want to give a promotional plug for you to consider making any charitable contribution you can to the “Mansfield Community Assistance Fund”. *Please see details on reverse side of this notice.*

‘Thank You’ for your electric payment and for any charitable donation you can make. By doing what we all can do, we will get through this together! In the meantime, please stay safe and healthy and accept our appreciation for your patience and understanding.

Joseph M. Sollecito, Esq.
Mansfield Municipal Electric Department
General Manager



SPECIAL REQUEST

Especially now during the COVID-19 pandemic, families may struggle to pay for heating, energy and utility costs due to loss of employment or illness.

The **Mansfield Community Assistance Fund**, a charitable donation fund established in 2018 as a cooperative effort by West Side Benevolent Circle, Town of Mansfield Council on Aging & Social Services, Mansfield Bank, and Mansfield Electric, provides financial assistance directly to Mansfield residents who are struggling to pay for their energy bills.

This fund is unique in two ways. First, it helps those who are not income eligible for state and federal funding programs. Second, it is completely funded by Mansfield residents for Mansfield residents. With the assistance of all involved, all donations go directly back to the community.

Please donate now to help those who are financially impacted by this pandemic and send your monetary contribution to:

**Mansfield Community Assistance Fund
C/O West Side Benevolent Circle
P.O. Box 506
Mansfield, MA 02048**

To donate using a credit card, please see link on www.mansfielelectric.com