



Savannah Utility Department  
May 19, 2020

Over the past several months our community has experienced an unprecedented situation. The COVID-19 pandemic has caused a major impact in the economic stability of our local community and entire nation. We at the Savannah Utility Department (SUD) understand the economic hardships that have been caused during these trying times. Shortly after the onset of the COVID-19 pandemic, SUD suspended all disconnections due to non-payment for our customers that were affected by these hardships. This change in policy was not intended to be a forgiveness, but a deferment for those customers that were unable to make their utility payments due to the effects of COVID-19.

Beginning June 1, 2020, SUD will resume its disconnection policy for all non-payments. Customers will have until that date to contact our Utility Department customer service office at (731) 925-4216 to discuss payment arrangements. All customers must be in good standing or have an approved payment arrangement by this date or be subject to disconnection for non-payment.

In our efforts to address the threat of COVID-19 SUD understood the need to continue essential services of safe drinking water and wastewater treatment which are paramount to ensure basic health protections. These services have continued to mitigate the problems that arose from the effects of this pandemic. We will continue to ensure that SUD customers are our number one priority. Thank you for allowing us to serve you. Stay safe!

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