



P R E S S R E L E A S E

FOR IMMEDIATE RELEASE

March 24, 2020

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BPUB Suspends Service Disconnections Until April 30

BROWNSVILLE, TX –To support its customers during the coronavirus (COVID-19) outbreak, the Brownsville Public Utilities Board (BPUB) will suspend service disconnections to electric, water and wastewater residential and commercial customers until April 30, 2020.

“In this time of uncertainty, BPUB pledges to do whatever it can to provide the consistency that we all need in our lives right now,” said BPUB General Manager & CEO John S. Bruciak. “Right now, our focus is in helping all of our customers overcome this hardship, and the last thing we want to do is remove essential services from their homes. We are here and more committed than ever to provide critical services to our community.”

BPUB is working diligently to protect its customers and employees during the COVID-19 pandemic. While the BPUB offices are closed to visitors, there are still numerous ways to make payments, including mailing a check, paying by phone and making an online payment. BPUB is also ready to respond to issues unrelated to bill payments either by phone or online. Unless instructed otherwise by the state or federal government, BPUB will not forgive payments. During the suspension period, monthly bills will be mailed out to customers with monthly payments as usual.

BPUB is encouraging the community to practice social distancing by making account inquiries or payment arrangements online or by phone to help flatten the curve of COVID-19.

BPUB will continue to monitor this public health event and will make any operational changes as appropriate to ensure continuity of service for all BPUB customers during this time. For more information, customers can call 956-983-6121 from 7:30 a.m. to 5:30 p.m. Monday through Friday or visit the website at www.brownsville-pub.com, Facebook at <https://www.facebook.com/brownsvillepub> or Twitter at https://twitter.com/BPUB_Tweets.

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The Brownsville Public Utilities Board is a full-service, locally owned and operated utility providing electric, water and wastewater service. It has more than 590 dedicated and responsive employees that provide reliable utility service for the City of Brownsville.