

COVID19 UPDATE

MORENO VALLEY UTILITY OFFICE

WILL BE **CLOSED** UNTIL FURTHER NOTICE

TO ASSIST OUR CUSTOMERS DURING THIS UNCERTAIN TIME, MVU HAS TAKEN THE FOLLOWING ACTIONS TO BENEFIT OUR CUSTOMERS:

- *Suspending service disconnections, providing payment extensions, and waiving late fees until further notice
- *Waiving renewal requirements for Energy Assistance and medical baseline customers
- *Relaxing requirements to qualify for MVU's Energy Assistance Program

Payments can still be made:

- By mail to:
 - MVU Payment Processing Center**
 - 380 N. San Jacinto St. Hemet, CA 92543
- Online as a guest or online using the MyMVU mobile app
- By phone using our Pay-by-Phone service by calling (844) 657-6473
- Via the drop box at our local office

If you need additional assistance, please contact our 24/7 Customer Service at (844) 341-6469.

For more information please
visit: www.moval.org/mvutility | call: (951) 413.3500 | email: mvuadmin@moval.org



MVU
MORENO VALLEY
UTILITY


MORENO VALLEY
WHERE DREAMS SOAR