



104 West Call Street  
P.O. Box 10  
Algona, Iowa 50511  
Phone: (515) 295-3584  
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Web: [www.netamu.com](http://www.netamu.com)

## News Release

**Effective Immediately: March 23, 2020**

**For more information, please call  
John Bilsten, AMU General  
Manager, or Bob Jennings, AMU  
Marketing Director**

### **COVID-19 Virus Outbreak Pushes Algona Municipal Utilities to Close Public Access to All Utility Buildings, Including the AMU Drive-through and Office**

Effective immediately, the Algona Municipal Utilities (AMU) Office Drive-through Payment Window is closed due to the COVID-19 Virus outbreak. Customers are asked to call AMU during normal business hours at 295-3584 to make an appointment for any business that needs to be conducted. All other AMU facilities are closed to the public. This includes walk-in traffic into the AMU Office at 104 West Call Street. The facilities will remain closed to the public until further notice. AMU will reevaluate the situation weekly.

We have limited the number of employees working at AMU facilities to help reduce the spread of the virus and to make sure we have healthy employees available to provide essential services. Please be patient as we have limited staff available to answer your questions. Please leave a message if necessary and we will return calls as soon as possible.

AMU has postponed all non-essential work until further notice.

People wanting to do business within an AMU building will need to call 295-3584.

AMU is taking these actions to help prevent the spread of the virus.

**Algona Municipal Utilities**  
***“Community Owned for Community Benefit”***

AMU customers wanting to make utility and communications payments can make those payments the following ways:

- Payments can be placed in a drop box in front of the AMU office on 104 W. Call Street.
- Payments can be placed in a drop box in the AMU Drive-through.
- Customers can make online payments through the SmartHub App, available at AMU's website, [www.netamu.com](http://www.netamu.com).
- Customers can make payments by calling AMU's Toll-Free Secure Payment Line at (833) 890-9503.
- Customers can make payments after 4:30 pm by calling AMU's main line at 295-3584.

If you have issues with AMU communications services, please call the AMU Communications Technical support line at (515) 295-6901.

AMU regrets any inconvenience to our customers and appreciates everyone's support as we all work to keep each other safe during this difficult period.

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