



Marion Utilities

1540 N. Washington St.

Marion IN 46952

www.marionutilities.com

Marion Utilities COVID-19 Update

At Marion Utilities, the health and safety of our customers and employees is of utmost importance. Along with the City of Marion Administration and other community leaders, we continue to monitor the COVID-19 pandemic daily and will do our best to protect citizens while continuing to provide essential services.

During this time, we want to assure you that COVID-19 has no impact on our water quality or supply, or our solid waste pick-up services. However, we have made a few changes to our operations in line with the recommendations of federal, state, and local authorities aimed at protecting the health of our customers and employees. While we remain open for business, Marion Utilities is closing its Customer Service lobby and Transfer Station beginning March 25, 2020 until further notice. Our hours of operation will be 8 am to 4 pm. Customers are encouraged to use our drive-thru, our kiosk, and also our online payment system at www.marionutilities.com during this time. Payments can also be made over the phone by calling 765-664-2391 opt. 2 (during business hours) or opt. 4 (after hours).

If you need to speak with a Customer Service Representative, please call 765-664-2391, opt. 3, between 8 am and 4 pm, and leave a message. Your message will be forwarded to a representative and you will receive a call back as soon as possible.

We also recognize that access to clean water is essential to hand washing and other practices that reduce the spread of COVID-19 – and therefore we are temporarily suspending termination of water service for non-payment.

Additionally, no recycling services will be available at Marion Utilities during this time.

We are here to serve you, and we appreciate your patience as we work to continue to provide service while complying with the mandates concerning COVID-19. If you have any questions or concerns, please feel free to contact us at 765-664-2391.

