

Bob Rogers
Mayor



City of Murray



Tuesday, March 17, 2020

The City of Murray has continued to monitor the recommendations from the CDC, the Governor's Office, the Kentucky Department for Public Health, and Calloway County's Emergency Management regarding the appropriate precautions regarding the COVID-19 virus.

Based on the directive from the Governor's Office, the City of Murray will be closing all of our facilities, with the exception of the Police Department, to members of the public. We will continue to offer services by phone, on-line at www.murrayky.gov, and by utilizing our drive through. This will be effective as of 5:00 PM today.

The safety and security of our community is our number one priority: emergency services will continue to be provided. The Murray Fire Department will be closed to members of the public and will be processing burn permits on-line only. Murray Water & Sewer and Murray Natural Gas facilities will also be closed to members of the public and will be conducting business by phone. The Murray Police Department will continue to respond to calls for service along with having the foyer open to members of the public. Visitors are asked to utilize the intercom system located in the foyer to communicate the type of service needed.

City Hall will be staffed from 7:30 AM to 4:30 PM to process utility payments, tax payments, and utility transactions from the drive through that is accessible from our entrance off 5th Street. Customers may also make non-cash payments by utilizing the night drop that is located in the east lane of the drive through, by paying on-line at www.murrayky.gov, or by telephone payments.

City Sanitation services will continue to run as scheduled and the City of Murray Transfer Station will continue normal operations.

TELEPHONE (270) 762-0350

104 North 5th Street, Suite B
Murray, Kentucky 42071
FAX (270) 762-0306

Website: www.murrayky.gov

TDD (270) 753-1621



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Please call us for your business needs and inquiries:

- call 911 for police, fire, medical, and gas-related emergency calls
- call 270-753-1621 for non-emergency police related calls
- call 270-762-0320 for non-emergency fire related calls, such as burn permits or inspections
- call 270-762-0330 for utility billing questions or to schedule utility disconnects, transfers, or connects
- call 1-866-846-3594 for property tax telephone payments
- call 1-866-957-4195 for utility telephone payments
- call 270-762-0336 for utility inspection appointments and other utility related issues
- call 270-762-0380 for sanitation scheduling or questions

For any other services, such as building permits or other general inquiries, please call 270-762-0330 between the hours of 7:30 AM and 4:30 PM or e-mail customerservice@murrayky.gov.

We will continue to monitor updates from the agencies mentioned above to determine when it is appropriate to reopen the facilities to members of the public.

We encourage you to utilize the following for the most up-to-date information regarding the COVID-19 virus:

- <https://cdc.gov/coronavirus/2019-nCoV/index.html>
- <https://chfs.ky.gov/agencies/dph/pages/covid19.aspx>
- the State of Kentucky COVID-19 Hotline: 800-722-5725

Please join us in our efforts to join #TeamKentucky and #TogetherKY by following the recommendations provided to do our part in keeping our community healthy and safe.

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