



One Municipal Plaza
401 S. Meridian Street
Lebanon IN 46052
765-482-5100
www.lebanon-utilities.com

Lebanon Utilities COVID-19 Update 3/18/20

Lebanon Utilities cares about our customers and our community. All vital utility services are online and we do not expect interruption during the COVID-19 emergency.

This is a fluid situation, and we encourage you to stay current on guidance from the [CDC](https://www.cdc.gov/) and the [Indiana State Department of Health](https://www.in.gov/health/) in order to keep yourself and your loved ones safe.

Below are answers to some frequently asked questions about our operations during this time of uncertainty. Additional updates will be posted as they arise.

Will utility service provided by Lebanon Utilities be interrupted by the COVID-19 outbreak?

Lebanon Utilities anticipates utility service will **not** be interrupted due to disruptions from COVID-19. Consistent with Mayor Gentry's comments on March 17th, 2020 Lebanon Utilities is suspending disconnections for nonpayment effective immediately.

What does "suspending disconnections for nonpayment" mean?

For now, Lebanon Utilities is not stopping customers' services if you can't pay your bills right now. Lebanon Utilities will continue to read meters and send bills, so it's best to pay what you can to avoid building up a large balance that will be harder to pay off later. This will be similar to the current policy to suspend electric disconnects when the temperature is below 32 degrees, but it has been expanded to apply to electric, water, wastewater and telecom.

I am unable to pay by my bill due to disruptions caused by COVID-19. Will Lebanon Utilities help?

Yes, Lebanon Utilities has suspended all utility disconnections. As always, Lebanon Utilities will work with customers to avoid interruption of their utility service including establishing flexible payment arrangements to allow customers to catch up on past due bills. Please contact our office at (765) 482-5100 to speak to a representative regarding options.



One Municipal Plaza
401 S. Meridian Street
Lebanon IN 46052
765-482-5100
www.lebanon-utilities.com

How does this affect late fees?

Late fees will still apply. We encourage everyone to stay as up to date with their payments as possible. We understand that this is an unusual time, so we will work with you on an extension and we are not currently disconnecting service if payments are overdue. On March 13, 2020, the President declared a National Emergency and Governor Holcomb declared a public health emergency in Indiana on March 6, 2020. Although we will continue to charge and assess late fees in order to keep the non-profit utility viable, we are tracking and tabulating all late fees charged during this emergency.

How can I pay my bill with the Lebanon Municipal Building closed?

There are 4 ways you can pay your bill:

1. Online at <https://lebanon-utilities.com/>
2. Secure phone line 765-482-5100
3. The drop box located in the front of the Lebanon Municipal Building. You don't even have to leave your car!
4. By mail: One Municipal Plaza 401 S. Meridian Street Lebanon, IN 46052

How do I do a move in, move out, do a pay agreement or any other business with the Lebanon Municipal Building closed?

Please contact our office at (765) 482-5100 to speak to a representative. We are in the office, but the office is currently closed to the public. Our phone and email customer service hours are M T Th F 7:30 a.m. – 4:30 p.m. W 9:30 a.m.– 4:30 p.m.