



A Coronavirus Update from Nicholasville Utilities

To minimize the risk of exposure to the coronavirus (COVID-19), Nicholasville Utilities is making changes to how we provide service to your homes, schools, and businesses.

Before we share the details of our coronavirus response, we want to assure you that **your water is safe to drink**.

Our water treatment processes and barriers remove viruses or inactivate them through filtration and disinfection. Your tap water meets all federal and state drinking water requirements.

There are no changes needed at this time in how we treat your water, just in how we provide service to you, our customers. **Our top priority is keeping everyone as safe as possible.**

Beginning March 17, Nicholasville Utilities is taking the following steps to reduce the potential spread of COVID-19:

- **We will no longer discontinue service for non-payment until further notice for residential and commercial customers.**
- **We will not charge penalties or interest for late payments of bills due April 10 for residential and commercial customers.**
- Drive through service will be available at the office, but no walk-in. Please call or email us if you have questions: 859.885.9473 or info@nicholasville.org
- Our employees will limit the amount of contact with customers during field visits.
- We will monitor updates from the Center for Disease Control (CDC) and the World Health Organization (WHO) along with other state and federal information sources and make further changes as needed.
- We will keep you informed through communications like this.

This plan will be in effect until further notice.

For ongoing information about how the City of Nicholasville is responding to COVID-19, follow our social media pages and visit nicholasville.org.

The State of Kentucky has provided the following information sources for more information on the Coronavirus: kycovid19.ky.gov, 1-800-722-5725.

Thank you for being a loyal customer and for placing your trust in your locally-owned and operated city utility, Nicholasville Utilities.