



UTILITIES CORONAVIRUS UPDATE

Nicholasville Utilities Customers,

Your understanding and support are appreciated as we take precautions to protect you and our employees against COVID-19. Safety and service are our top priorities.

Effective Friday, March 20 we have made the following changes in our customer service office as recommended by the Centers for Disease Control and Prevention (CDC),

- The lobby is closed to the public.
- Our drive through window is operating from 8:00 am - 2:00 pm hours for cash payments only.
- Requests for new utility service also will also be accepted at the drive-through window. Please call ahead to 859-885-9473 to speed up the process.

We encourage you to consider one of the following convenient payment options:

You will need to know your utility account number and the amount you owe for these transactions.

1. **Automated online payment at nicholasville.org.** Select "Utilities" from the menu bar, then "Pay Bill Online" in the left-hand column of the Utilities page. We accept Visa, MasterCard, Discover, and Electronic Check. We have temporarily waived *the \$2.25 convenience fee.*
2. **Automated phone payment at 1-855-748-3312.** Please have your credit card number, expiration date and privacy code ready. We have temporarily waived *the \$2.25.*
3. **Cash payment through the kiosk** located in our parking lot by the drive-through. Simply follow the directions on the touch screen. *No Charge.*
4. **Checks or money-orders can be deposited in our drop box** at 601 N. Main St. If you are not including a payment stub, please mark your account number OR name, address and phone number clearly so we know where to apply the payment.

If you have payment or service questions, please call us at 859-885-9473. For more details about our adjusted operations due to COVID-19, please visit nicholasville.org.

Thank you for your prompt payment. As a not-for-profit, municipal utility, we do everything we can to keep your rates among the lowest in the nation. Your payments are what keep the lights on and the water flowing.

Sincerely,

Robert A. Amato
Utilities Director