

## **Lobby Closed**

Effective Friday, March 27, The Electric Plant Board of the City of Vanceburg will be redirecting customer traffic to our drive-thru until further notice. This is a direct result of the spread of the COVID-19 virus and is intended to better protect our customers, employees, and communities.

Our drive-thru will maintain normal business hours. In addition to our drive-thru, we also encourage customers to use the following bill pay services:

- **Online bill pay on our website: [epb-vanceburg.com](http://epb-vanceburg.com)**
- **Call (877) 885-7968**
- **Mail your bill to: PO Box 489, Vanceburg, KY 41179**
- **Place payments in our drop box located at our front door**

For other items such as:

- **New services**
- **Connects/Disconnects**
- **Other issues**

Please call our office at (606) 796-2641 and one of our customer service experts will help you with the required paperwork and give you directions on what is required.

The Electric Plant Board will continue to monitor this evolving situation and will provide information to our customers, as needed, through our website. Remember, other than closing our lobby, the utility is at normal operations to ensure that our customers have reliable service. So, stay safe, use social distancing, wash your hands, and stay at home as much as possible.