LAFAYETTE UTILITIES SYSTEM

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FOR IMMEDIATE RELEASE

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LAFAYETTE UTILITIES SYSTEM LAUNCHES NEW ONLINE ELECTRIC OUTAGE REPORTING OPTION

LAFAYETTE, LA– Lafayette Utilities System (LUS) has launched a new online reporting option for electric outages to further streamline customer communication and enhance emergency response efficiency.

LUS customers can now go to map.lus.org and submit a form by clicking on the red "Report an Outage" button located at the top-right corner of the screen. Customers can continue to report an outage by calling LUS Dispatch at 337-291-5700.

Please note that this online form is strictly dedicated to LUS electric outages. Any issues regarding LUS water or wastewater services must be reported to LUS Dispatch. For internet or TV issues, customers should visit lftfiber.com or call 337-993-4237.

"Modernizing our municipal services is about meeting residents where they are," said **Lafayette Mayor-President Monique B. Boulet.** "Providing a digital platform to report electric outages gives our community immediate access to the tools they need during stressful moments."

"This new feature of the Outage & Events Map directly enhances our operational awareness during weather events and system disruptions," said **LUS Director Jeffrey Stewart.** "By enabling customers to report outages with a few clicks, our Dispatch team receives precise data faster, allowing us to deploy restoration crews more efficiently and reduce overall response times."

LUS Mission Statement: As a publicly owned utilities system, we provide high quality, competitively priced services that exceed our customers' expectations and contribute to the Consolidated Government to support other community needs.

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FOR MORE INFORMATION:
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