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FOR IMMEDIATE RELEASE

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LAFAYETTE UTILITIES SYSTEM CELEBRATES GRAND OPENING AND RIBBON CUTTING OF NEW CUSTOMER SERVICE CENTER

LAFAYETTE, LA– Lafayette Utilities System (LUS) celebrated the grand opening and ribbon cutting of the **W. Congress Street Customer Service Center**, a major infrastructure and service investment aimed at enhancing convenience, accessibility, and the overall experience for LUS customers.

Located at 4010 W. Congress Street, this project introduces a new facility featuring expanded drive thru capacity, upgraded customer lobby areas, and improved access to LUS services. Designed with growth in mind, the center equips LUS to meet current and future customer needs through streamlined operations and enhanced customer service delivery.

Center Hours:

- **Lobby Hours:** Monday through Friday, 8 a.m. to 5 p.m., excluding holidays
- **Drive Thru Hours:** Monday through Friday, 8 a.m. to 7 p.m., excluding holidays.

"Opening the doors to this facility is an exciting milestone for LUS and for Lafayette," said **Lafayette Mayor-President Monique B. Boulet.** "This center is more than just a place to pay a bill—it's a long-term investment in our community's infrastructure that enhances efficiency, elevates the customer experience, and supports Lafayette's ongoing growth."

"This Customer Service Center is a tangible reflection of our mission to deliver high-quality, competitively priced services to Lafayette," said **LUS Director Jeffrey Stewart.** "As a publicly owned system, investing in our customer experience ensures we continue building a stronger, more efficient utility system that supports community needs for years to come."

The Moss Street Customer Service Center, located at 2701 Moss Street, remains open to serve customers as usual. Customers may also continue to make payments through My Account, by phone, or through Paymentus, a third-party payment system, at participating retail locations throughout Lafayette and across the country. Information for My Account and Paymentus can be found on LUS's website at lus.org/bill-payment/.

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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