

COVID-19 Actions we are taking

Tuesday March 17, 2020 At LU Services, delivering quality service via heating and water heating equipment is always our primary goal. With the rapidly evolving COVID-19 situation, we wanted to provide you with an update on the actions we're taking to protect the health and safety of our customers and employees and to help ensure that the communities we serve can continue to count on the services we provide.

Supporting the health and safety of our employees

- We have a pandemic preparedness plan in place and have established a task force that is working with guidance from the Centers for Disease Control and Prevention (CDC).
- We continue to monitor the situation and actively share updates and information with our employees so that they can keep themselves and their families safe.
- We have limited employee travel, limited in-person meetings, and postponed larger gatherings and events.
- To prevent the spread of the virus, we're encouraging anyone who feels sick or has concerns regarding potential exposure to stay at home.

Protecting our customers

- Our Walk-In Center at 33 Stearns St. will remain closed until further notice.
- For making payments
 - please utilize the drop slot in front of the building at 33 Stearns St. or our drop box in Commerce Park in Ogdensburg, or
 - mail your payment, or
 - call us at 315-296-1000 with a debit or credit card (no fee will be charged)

Ensuring the delivery of safe and reliable service

As a provider of quality heating and water heating equipment, we must often respond to extreme conditions. We take this responsibility seriously. You can count on us to continue to serve you in the safe and efficient manner that you have come to expect from us. Feel free to call us at 315-296-1000 should you have any questions or need service.