

Steps taken by the VPU to protect our customers and staff (updated 3/18/20)

Like you and your family, we are following CDC sanitation guidelines for our office which includes establishing social distance boundaries, providing hand sanitizer, etc. Some other measures we have implemented include:

All nonessential visitors (vendors, family members, etc.) have been asked to avoid the Utility.

Payments

As access to our lobby has been substantially restricted, we are encouraging customers to access our suite of easy-to-use online or payment-by-phone services.

- By Tech – If you are not already accessing our On-Line Bill Pay service, please consider enrolling by hitting Control + click here:
<https://www.paymentservicenetwork.com/PSNUtilauthname.asp?acc=RT17745>
- By Phone - During this time the Utility will absorb the fees associated with credit or debit card usage, so we encourage you to consider calling our office and paying by phone.
- By Check - Customers paying by check may leave payments in the drop box at the front door – but please remember to provide your remittance advice so we can properly apply your payment
- By Cash - Customers needing to pay with cash are asked to call ahead so that the office staff may prepare a receipt and change in advance in order to minimize exposure.

Payment Arrangements

For those who need more time to pay your bill, we ask that you contact our office and work through the arrangement process over the phone. We understand this is a very trying time for many in our community and so, in response, we are more than willing to work with our customers but please remember that you need to be working with us.

Conversion Loans

At this time we are handling all steam conversion loan activity via email, mail, or via our drop box. Your patience is greatly appreciated. We encourage you to keep in touch with Linda, our conversion loan specialist, by calling our main office number or emailing her at lindaa@vpuc.com. A lot of this process can be handled in a fairly quick manner so long as we are communicating.

Emergency Matters

Call us at 748-7540 if you have an emergency.