

COVID 19 Response

Because of the effects of the COVID-19 Pandemic, we understand that some customers are concerned about being able to make their utility payments. We are providing customer service and payment options to assist utility customers navigate these challenging times.

We recently implemented some changes to make sure our customers' utilities are not interrupted. Please review the implemented changes, options for making payments, how to contact our staff and options for requesting service remotely. The information contains services that are currently available but can also be beneficial going forward.

We also included the phone numbers for several local assistance agencies in the event you wish to discuss your account with them.

IMPLEMENTED CHANGES:

Temporarily Halt Utility Service Disconnections for Nonpayment

To provide relief for those who are not currently able to pay for utility services because of the COVID-19 crisis, there will be a temporary freeze on utility disconnects for the time being.

Utility Bill Payment Arrangements

In addition to the freeze on utility disconnects, we ask that any customer impacted by COVID-19 needing assistance paying their utility bill to please call (417) 532-2345 to request payment arrangements or payment extensions.

Local organizations that can help in times of need include:

MOCA - (573) 765-3263

Crosslines - (417) 588-3559

Salvation Army - (417) 532.5135

Ministerial Alliance - (417) 588-6900

COVID-19 Response: Customer Payment and Services Options

Our lobby is closed for the duration of the Stay-at-Home Order. Please take advantage of the online and phone payment options listed above. Our drive-thru window is open from 8 a.m. to 5 p.m. Monday through Friday.

Payment Options

The City of Lebanon offers a variety of ways to pay your utility bill.

- Pay [online](#) 24/7.
- Pay by phone 24/7 - (866) 795-5935 (requires account number and last payment amount to utilize).
- Night Deposit Box at Lebanon City Hall.
- Mail your payment to City of Lebanon, P.O. Box 111, Lebanon, MO 65536.
- Drive-Through Window 8 a.m. to 5 p.m. Mondays through Fridays.
- Call (417) 532-2345 to pay via phone during regular business hours

Stay Vigilant about Potential Fraud

Some customers may be the victim of phone or email scams, especially during the COVID-19 crisis. We urge you to remain vigilant and aware of the potential for people to try to get you to send them money or gift cards or provide them with your personal information.

Common Sense Steps to Avoiding Scams

Lebanon utilities will never call you asking for personal information. If you suspect the call is not legitimate, take note of the number then terminate the call immediately.

We do not call customers after normal business hours or on weekends.

If you receive a call demanding payment or telling you they will shut off your services, please terminate the call immediately.