



PRESS RELEASE

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FOR IMMEDIATE RELEASE

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LUS and LUS Fiber Open New Customer Service Center

LAFAYETTE, La. (July 12, 2010) – Lafayette Utilities System (LUS) and LUS Fiber will host a Grand Opening at their new Customer Service Center at 1875 W. Pinhook Road tomorrow. The center, located at the corner of Pinhook and Kaliste Saloom Roads, provides a second location (in addition to the one at the Lafayette Consolidated Government building at 705 W. University Ave.) for customers of LUS and LUS Fiber to pay their bills, request service changes or get answers to general questions about LUS and LUS Fiber.

Grand Opening festivities at the new Customer Service Center begin at 9 a.m. with a ribbon cutting, and is expected to be attended by several local leaders and dignitaries. Members of the public are also invited to tour the new facility and experience the lightning-fast, crystal clear video, Internet and phone services offered by LUS Fiber. One of those services on display is LUS Fiber's new video product, powered by Microsoft Mediaroom, which comes with dozens of enhanced features like Instant Channel Change, Picture-in-Picture Browsing, Enhanced Search, and Whole Home DVR.

"We began seeing a need for a second customer service location several years ago, as Lafayette's population growth led to a significant increase in LUS's customer base," said LUS Director Terry Huval. "Now, not only can we alleviate some of the traffic at our City Hall location, but we can also provide a showroom for residents to see our LUS Fiber services in action."

People who show up at the Grand Opening can also register to win prizes, including tickets to see Country music stars Lori Morgan and Pam Tillis at Evangeline Downs, courtesy of KXKC, and an Xbox 360, courtesy of Prejean Creative. There will also be a special appearance by Jingles the Clown at 3 p.m., and kids can enjoy free face painting and balloon animals.

The new center also houses both LUS's and LUS Fiber's Customer Service call centers. Customers with utilities questions can call (337) 291-8280, Monday – Friday, 8 a.m. to 5 p.m. Customers with fiber questions can call (337) 99-FIBER (337-993-4237), Monday – Friday, 8 a.m. to 7 p.m. and Saturdays, 8 a.m. – 5 p.m. The LUS Fiber/LUS Customer Service Center lobby is open Monday – Friday, 8 a.m. to 5 p.m.

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About LUS:

Lafayette Utilities System provides electric, water, wastewater and telecommunications services to the city of Lafayette, reaching approximately 65,000 customers. Our mission is to provide high-quality, competitively-priced services that exceed our customers' expectations, and contribute to the Lafayette Consolidated Government to support other community needs.

About LUS Fiber:

LUS Fiber, a division of Lafayette Utilities System, is constructing the city's only 100% fiber optic network. Upon completion, the system will be composed of more than 83,000 miles of glass fiber in the city alone. LUS Fiber began serving customers TV, Internet and phone services over this powerful communications infrastructure in February 2009 and will continue to build the network so that every home, business and school in the city has the option to get connected.