

## **NU Notice of Facility and Service Accessibility for Disabled Persons**

NU is committed to excellence in serving all customers including people with disabilities. We strive to ensure, where readily achievable, to make our customer service facilities, programs, services and activities accessible to and useable by disabled persons, including persons who are deaf, hard of hearing, or blind, or who have other sensory impairments. Some of our existing access features include:

- Convenient off-street parking designated specifically for disabled persons.
- Curb cuts and ramps between parking areas and buildings.
- Level access into our lobby.
- Fully accessible bathrooms, public waiting areas, bill pay areas including cashiers, and Customer Service areas.
- We work cooperatively with disabled-related organizations to identify barriers to accessibility and usability.
- A range of assistive and communication aids provided to persons who are deaf, hard of hearing, or blind, or with other sensory impairments. There is no additional charge for such aids. Some of these aids include:
  - Large print materials for the visually impaired.

***If you require aid, please do not hesitate to let the Customer Service Representative know, or contact Customer service, at email [customerservice@newportutilities.com](mailto:customerservice@newportutilities.com), or telephone 423-625-2800 or visit our website at [www.NUconnect.com](http://www.NUconnect.com).***

*This Notice of Facility and Service Accessibility for Disabled Persons was revised January 18, 2018.*