



## October 28, 2025 – Superintendent’s Report

### ADMIN UPDATE:

The Utilities has received a request from the resident at 12240 Misty Way for a leak adjustment to the water portion of their utility bill. As the board is aware, the approved USB policy for account adjustments is only for the sewer portion of the bill if the residential customers can provide the proper documentation that there was a leak and that it has been repaired. The resident did provide the receipt from the plumber as required. The resident states that the leak was in the crawl space and they were unaware of the leak and that the water wasn’t really used as it went into the dirt. The resident has asked the board to adjust the over \$600.00 bill accordingly to include the water registered through the meter as well as the sewage. The customer was informed of the approved USB policy in regard to leak adjustments and that the Utility is only permitted to adjust the sewer portion of the bill and that for anything beyond that it would require the USB’s approval.

- Increased consumption began July 10, 2025.
- From meter data the leak appears to have stopped on August 25, 2025.
- The sewer portion of the bill was automatically adjusted during the Summer “Sprinkling” months of June, July, August, & September per approved Resolution No. 2009-12 and Amended Ordinance No. 4, 2010 along with following Resolution No. 3, 2014 of the City of Lawrence, Indiana Utility Service Business Office Establishing Collections and Services Policies for the Operation of the Lawrence Utilities.
- The water meter at this address is Eye on Water compatible and was installed in 2023.
- As of the date this report was written, the customer has not signed up for the Eye on Water application to take advantage of the features available such as notifications of possible leaks.

The Utilities will re-open the payment lobby at 9201 Harrison Park Court on Tuesday, November 4, 2025. The payment lobby will be open weekly Tuesday – Thursday from 8:00 a.m. to 4:30 p.m. I will be adding this information to the Utility Lift Newsletter for November and will be requesting the information be added to the city website and all city social media accounts as well.

The Fort Harrison Sewer Capacity Improvements Project Phase III (Shafter Road) continues to move forward as planned. No outstanding issues to report at this time.

The Utilities 2026 budget preparation will be starting with intent to present to the board in December.

Before this evening you also have the proposed 2026 USB Meeting Schedule for approval.