



THE LAWRENCE LIFT

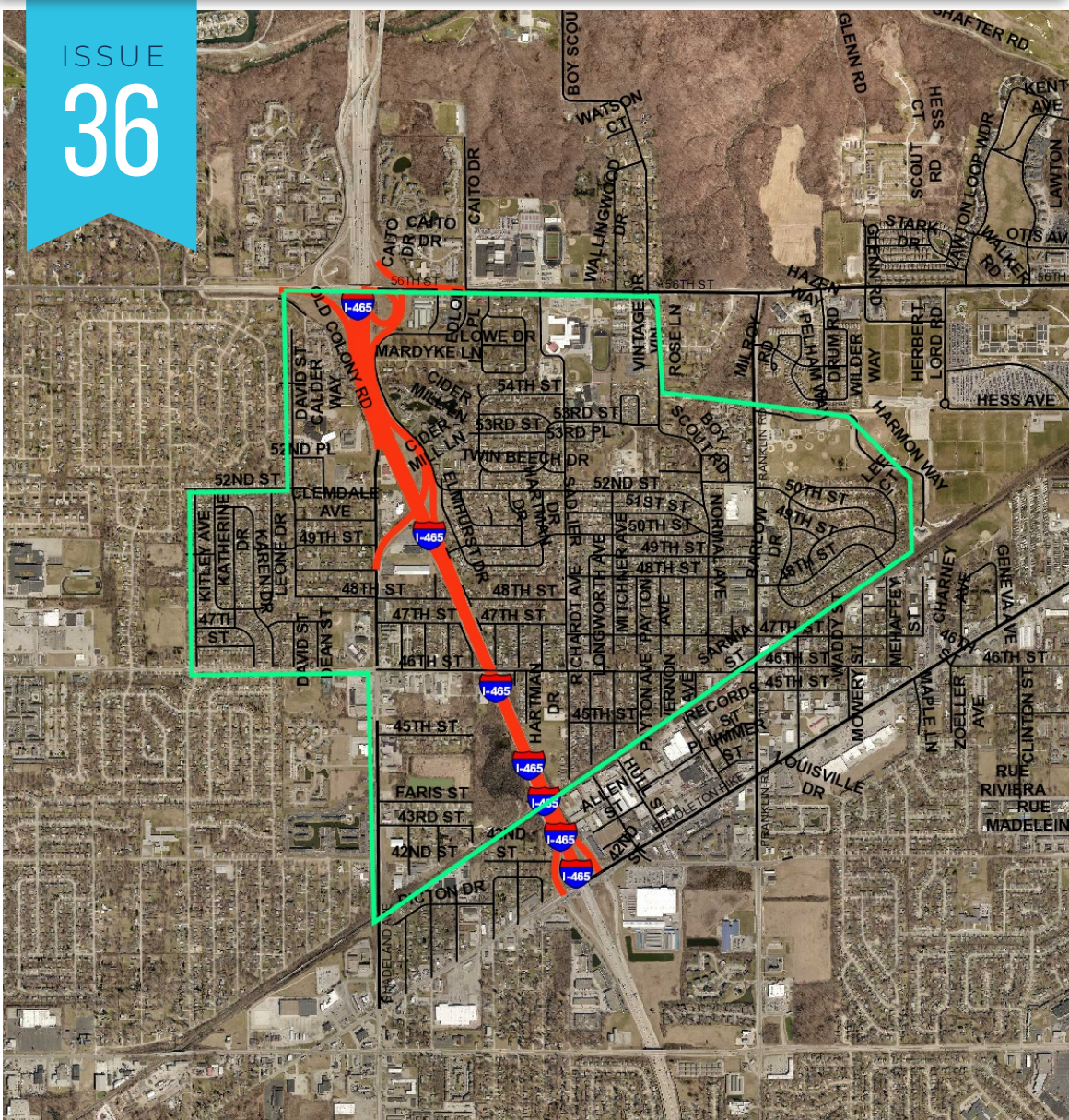
NEWSLETTER

CHECK OUT OUR NEW ONLINE BILL PAY

I would also like to encourage our Lawrence Utility customers to take advantage of our new on-line bill pay platform with recurring credit card option. This is a very convenient new feature and is easy to set up. It is necessary to create login credentials and I would strongly suggest the use of a password manager app or some other password management system! We have had calls from folks who have forgotten their passwords, which can be reset through the automated process within the bill pay platform. We also have two new payment stations available for our customers. One is in the Billing Office lobby and the other is in the lobby of the City Government Center at 9001 East 59th Street. You can set up user accounts as well as make credit card payments on these secured devices.

Check out our new online bill pay! Visit us at www.cityoflawrence.org/billpay to enroll in e-bill and pay by credit card! Remember to record your password somewhere secure after you set up your account!

ISSUE
36



Dear Lawrence Utility Customer,

2019 is shaping up to be a very busy year for capital improvements projects for the water and sewer utilities. With our Phase I Water Projects nearing completion (new water treatment plant on Richardt Street, Oaklandon Tower rehabilitation, Sumac water main replacement and Wellfield improvements), we are set to begin the engineering for our Phase II projects. Phase II will include Fort Harrison and Indian Lake water treatment plant rehabilitation and upgrading, Winding Ridge ground storage tank improvements, 47th Street water main improvements (between Richardt Street and Franklin Road) and other water main projects in areas west of Post Road.

In addition, we will be working on water main extensions on Shadeland Way, Carroll Road, East 62nd Street, Franklin Road between 47th & 45th and the Brookhaven subdivision. All these areas will see new mains and, in some cases, upsized mains to improve fire flows in those areas.

Along with all this work will of course come some disruption to the affected areas in the way of traffic impacts. Crews will be working and area residents will need to be aware and mindful of their driving through these construction zones. The contractors will be providing maintenance of traffic signage and there may be times when roads are closed off and traffic detoured in order to complete the work safely. We would ask for your patience and cooperation as we start rolling out these improvements. Please be aware too that parking may be restricted sometimes due to

street work. There will be a lot of road cuts and consequently, we will need to mill and resurface a lot of the streets in the areas we will be working in. There may be incidental sidewalk and driveway approach work too. Ultimately, the neighborhoods affected will see major improvements, but it will take some time to get all these projects done. But I believe the final product will be worth the occasional inconvenience and we will certainly do our utmost to make sure these projects run as smoothly as possible.

With respect to the sanitary sewer system, we will soon be launching a Lift Station rehabilitation project on German Church Road just south of 52nd Street. This lift station has serious safety and structural issues that must be corrected. In addition to this project, we will also be performing sanitary sewer main and manhole rehabilitation work in the area outlined in green in the map below. In order to maximize the amount of work we can get done, we are seeking to secure an OCRA Grant of up to \$1,000,000. This grant is scored on various criteria and residents living in the area shown below can help us increase our score and chances of securing the grant by providing a response to a survey we will be launching soon on the city website. There are some simple yes/no questions and a space for comments as well. Look for this survey to be out soon on the website at www.cityoflawrence.org by February 15th. If you live in this area, your participation is greatly appreciated as we move forward with this project. You may also receive a survey "postcard" in the mail that will have the return postage pre-paid for your convenience.

nience.

The Water Utility has determined the annual Spring city-wide water main flushing dates. The mains will be flushed starting April 1st and be completed on or about May 3rd. Customers should be aware that their water could be discolored as a result of this flushing and, should they experience water discoloration, run a steady stream of COLD water until the water clears up. Water discoloration is caused by iron buildup in the mains and in customer service lines, especially if the service lines and customer plumbing include galvanized iron pipe. Anytime there is a surge in flow, such as would occur during a fire when one or more hydrants are opened, or during a water main break, where a large volume of water starts flowing, iron can be stirred up in the mains and it just takes time for it to settle back out. During normal flow, this is usually not a problem. As we continue our aggressive water main replacement program, these older mains will be abandoned and this problem will be significantly reduced.

Check out our new online bill pay! Visit us at www.cityoflawrence.org/billpay to enroll in e-bill and pay by credit card! Remember to record your password somewhere secure after you set up your account!

Thank you,



Scott Salsbery, Superintendent
ssalsbery@cityoflawrence.org
(317) 524-6305