



S&P Global



# THE LAWRENCE LIFT NEWSLETTER

## WINTER WEATHER PREPAREDNESS TIPS ARE YOU READY FOR WINTER?

Taking preventive action is your best defense against having to deal with extreme cold-weather conditions. Before winter approaches we suggest that you prepare a Winter Weather Preparedness Kit so you and your family are ready for hazardous conditions. Visit <http://www.cityoflawrence.org/utilities/water-sewer> to find out everything your kit should include and while you're there read our Winter Weather Preparedness Tips as well.

Thank You,

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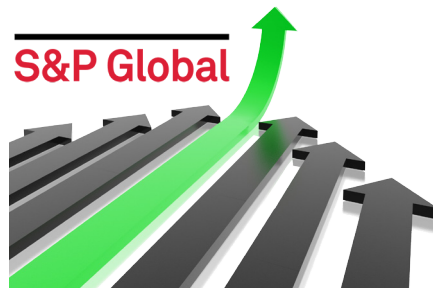
ISSUE

32



# LAWRENCE UTILITIES UNVEILS NEW, ENHANCED ONLINE BILL PAY FEATURE

Dear Lawrence Utility Customer, At long last, Lawrence Utilities has implemented an on-line bill pay platform for its customers through its e-Suite portal at <http://www.cityoflawrence.org/billpay>. We are happy to announce this new feature of our billing system that will provide customers with payment options including recurring credit card payments, viewing of their present and past utility bills, consumption history and analysis and allows customers to go "paperless" by selecting to receive electronic (pdf) bills to their designated email, which will also help lower operational costs associated with printing and mailing bills. All it takes is your account number, a valid email address and a few minutes of your time and you can go electronic with your utility bill paying. Customer information is stored securely off-site in a cloud-environment. It's quick, convenient and secure and has been one of the most requested improvements from our customers and we are happy to finally make it available! No more lines, no more waiting, available anytime night or day! This solution will give customers more access to their billing information so they can better manage their accounts and also become more aware of their consumption trends and spot ways to conserve water and lower their bills.



**LAWRENCE UTILITIES EARNS S&P GLOBAL RATINGS  
UPGRADE FOR SECOND STREATAIGHT YEAR**

On September 20th, the Water utility received more great news regarding its financial turnaround when rating agency Standard and Poor's announced it raised the utility's rating two-notches from BBB to A- with positive outlook. This is the second consecutive year the utility has received a two-notch upgrade to its rating. This is a major milestone for the water utility and validates the progress that has been made over the last two years. It is also great news for ratepayers as this will lower the utility's borrowing costs on future projects, which will allow for additional improvements to the water system. The two consecutive rating increases most likely will have saved the water utility at least \$3.5 million in borrowing costs over the life of the bonds.

In the August issue I made mention of the need to disconnect sump pumps from sanitary sewers to reduce sewage treatment costs by eliminating

sources of clear water. One of our readers pointed out to me that I made no mention of what to do with this clear water once it is disconnected from the sanitary sewer. Neither the City nor the utility wants these sump pump discharges to result in unsafe conditions or damage to pavement or sidewalks, nor do we expect property owners to discharge the water onto their property or in their yards with nowhere for it to go. Before you consider disconnection, you will want to investigate and be sure there is a nearby storm sewer, drainage pipe, ditch or other dedicated storm water facility for you to discharge to. If you are not sure and are interested in disconnecting, we will be happy to come out, check and provide guidance.

Thank you,

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