



THE

LAWRENCE LIFT



NEWSLETTER

ISSUE 52

JUNE
2020

DEAR LAWRENCE UTILITY CUSTOMER,

IMPORTANT UTILITY CHARGE INFORMATION

Please read below for important information of concern to our customers who may have utility charges in arrears.

- The Business (aka "Billing") Office will re-open for walk-in service on July 1, 2020. However, we strongly encourage the continued use of on-line and over the phone payment options. For your safety and others, if coming to transact business in person, we ask that you wear a mask while in the lobby and practice safe distancing.
- Lawrence Utilities will resume non-payment disconnection starting August 4, 2020.
- To avoid service disconnection, customers with an arrears balance will

need to apply for a Deferred Payment Plan (Extension) in person at the Business Office. Deferred payment plans must be signed by an authorized account holder before the date of disconnect. Failure to do so will result in disconnection of water service.

- Please note: A Deferred Payment Plan is not reflected on monthly bills. The amount due, agreed upon via the Deferred Payment Plan, supersedes the amount due on the monthly bill and must be paid as directed or result in disconnection of water service. The Deferred Payment Plan will remain in

effect until the contractual agreement has been paid in full.

- Late payment penalties will begin with the July bills (payments due July 30th and August 17th). Accounts with an arrears balance due will be assessed a late penalty if not paid in full.
- Again, if you receive a red disconnect notice, or have an arrears balance with the July bill, a Deferred Payment Plan must be signed to avoid disconnection of water service.

CONSTRUCTION UPDATES

The Sewer Utility's Elmhurst LS Basin Rehab Project is set to start in early June. Contractors will be mobilizing to get started. The area affected is from 46th Street on the north to Pendleton Pike on the south; and from Shadeland Avenue on the west to I-465 on the east. There are a couple small segments outside this area in the vicinity of 48th and Elmhurst and another one in the vicinity of 46th and MeHaffey. There will be lane restrictions and some temporary road closures. This \$1.26-million project will commence with sewer main cleaning, CCTV inspections and will also include excavated main replacements, sewer main lining, lateral lining and manhole rehab work. Disturbed areas will be restored. Please be aware of the construction activity and observe all traffic control signage and reduce your speed in work zones. Safety is paramount for workers and the public. This work is expected to be substantially complete around November 2020.

The Brookhaven Water Main Replacement project is well underway and progress has been good. This \$2.6-million project is designed to replace 1950's era water mains in the Brookhaven subdivision in order to reduce failure occurrence, repair costs and to improve water quality. We have seen some problems with persons speeding through the construction zones and disregarding traffic control measures. This places not only the offender, but the workers and other traveling public in jeopardy. Please obey the traffic controls put in place for everyone's safety! This first part of the overall Brookhaven renewal project will see substantial completion around December 2020.

Our Phase II Water System Improvements Project will have a bid opening on June 25 and we expect to see construction activity commence sometime in August. This extensive project includes work on our two remaining

water treatment plants (the \$4.3-million Richardt WTP was completed in 2019), the Winding Ridge ground storage tank, SCADA improvements in the Fort and Indian Lake well fields as well as various water main replacement projects. This work will extend into 2021 and be completed towards the latter part of 2021. More information will be in this newsletter as the project develops.

I would like to remind all our customers that our Inflow and Infiltration (I&I) issues continue to impact us very negatively. The introduction of rain and groundwater into our sanitary sewer system continues to place us in a position of having to pay for the unnecessary treatment of clear water that should not be in our system.

The annual rate increases under our sewage treatment contract with CEG go up annually and our ability to allow

CONSTRUCTION UPDATES CONT.

new connections from development is being negatively impacted. While the Elmhurst LS Basin Project is designed to restore structural integrity and reduce I&I, it will not by itself solve the problem.

We need to do much more of this type of work in order to rein in these unnecessarily high treatment costs and to correct problems such as chronic sanitary sewer overflows from our system during rain events.

If you consider that our average daily

water demand is about 4.1 million gallons per day, it is disturbing to see that our average daily flow sent to the sewage treatment plant is over 6-million gallons per day on average.

All that extra volume we pay for is nothing but rain and groundwater. We simply have to do more in the way of capital improvements projects in order to bring this I&I problem down to a reasonable level (you can never eliminate it entirely).

This is our best option to control rising treatment costs, restore capacity for

new development and eliminate our sewer overflow problems.

You can do your part by making sure that you do not have gutter downspouts, sump pumps, perimeter drains or other illegal sources of clear water connected to your sanitary sewer service line.

NEW CONSTRUCTION CONTRACT

A Construction Contract was awarded to Midwest Paving LLC to resurface Harrison Park and Samuel Records subdivisions as part of our 2020 Community Crossings Matching Grant pro-

gram. Work is expected to start soon and will take approximately 100 days to complete. The City of Lawrence is the recipient of a \$1-million Community Crossings Matching Grant from

INDOT for 2020. The City will match that with \$1-million in local funds to do road projects.

PAYMENT KIOSK PARTNERSHIP

Lawrence Utilities is proud to announce its partnership with CityBase to provide payment kiosks to customers. CityBase kiosks offer 24/7 safe and reliable payment access while ensuring payments are applied to your account

in real-time. We will be offering an indoor and outdoor option to ensure ease and accessibility. Each kiosk will allow customers to check their balance and make cash, check and credit/debit payments.



LABOR DAY FESTIVAL



As you are all aware, due to the Coronavirus pandemic the City has canceled the July 4th Fest in the interest of public health and safety.

The City is planning a September 5 event that will be a combination 4th Fest/Community Safety Day celebration.

There will be music, food trucks, car show, Lion's Fish Fry, beer garden and fireworks. There will be more information coming out soon as the plans are finalized.

This is a family-friendly event and the public is encouraged to come out and

picnic, listen to the music, salute our Health Care Workers/First Responders and cap it all off with another awesome Lawrence fireworks extravaganza!

Thank you,

Scott Salsbery, Supt.
ssalsbery@cityoflawrence.org
317.524.6305

Note: The contents contained herein are for informational purposes only and do not constitute legal advice.