



MARCH
2020

DEAR LAWRENCE UTILITY CUSTOMER,

E-SUITE ACCOUNT CREATION

This month I want to focus on how to create an E-Suite Account.

With an active account, E-suite is designed to give you full access to your utility bill, as well as providing features such as on-line bill payment, paperless billing and/or recurring credit card payment.

So, fire up your computer and follow along! Let's get your E-Suite account activated! Keep in mind, you will need your utility account number to get started.



First, log on to: www.cityoflawrence.org. On the City Website, on the left side, under "**Most Used Services**", select "**Pay My Bill**". This will take you to the first step of creating your E-Suite account. Choose "**Create Account/Make Payment**". First time users will then select "**Create User Profile**".

Now, let's Confirm Your Account! You will enter your Account Number and Last Name as it appears on your bill then select "**Confirm Account**".

Next, let's Activate Your Account! You will choose a Username and Password as well as enter your preferred email address. Once entered, select "**Register**".

****IMPORTANT****

Write down your username and password in a secure place!

Now, the hard part is over! Tyler Tech/

New World Systems will send you an email with an activation link provided. You will need to click on this link to activate your E-Suite account. If you do not see this email in your inbox, check your spam or junk folder.

Once confirmed, you will have full access to your Lawrence Utility Account. Congratulations! You have just activated your E-Suite account.

Once logged in, you can view your account summary, account details and payment history. This is also where you will choose "**E-Bill Enrollment**" for paperless billing. By doing so, you will avoid the additional statement fee that will be implemented soon.

If you have any trouble or concerns, please contact Lawrence Utilities Business office at **317-542-0511**. Our customer service team will be glad to help you through this process.

PROPERTY OWNER RESPONSIBILITIES

• As mentioned in the previous Lift, we are getting one step closer to the Spring which means more rain is on the way. So in order to keep our storm water drainage systems in good condition and to minimize ponding and flooding within your properties:

- Work with neighbors to clear brush, debris and other blockages from neighborhood creeks and ditches. This will go a long way to keep water flowing. Not dumping debris/yard waste in or along waterways will also help prevent blockages.
- Keep storm inlet grates, driveway culverts and cross pipes in good repair and clear of debris, trash, and leaves.

This is a Property Owner responsibility.

• City ordinance requires property owners to obtain a City permit before disturbing land within their property, that affects drainage downstream, on adjacent properties or within City ROW/easements. City inspectors monitor for this kind of work and will issue stop work orders once a violation has been determined.

• Trash Removal (from City Ordinance 5-2-3-2 (B)): Residents shall adhere to the day provided for the collection of the garbage and trash within their respective areas and shall not cause any container to be set out prior to 6:00 p.m. on the evening prior to the day of collection in their area, and shall cause the garbage and trash containers to be removed from public view not later than 6:00 p.m. on the day the collection of the garbage and trash has been made. (E) No container shall be placed in any manner that would block the free flow of pedestrian or vehicular traffic using any sidewalk, public right-of-way or thoroughfare of the City.



UTILITY TO FLUSH WATER MAINS

City of Lawrence Utilities will be flushing water mains during normal business hours from Monday, March 30 through Friday, May 1, 2020.

As a result of this activity, some customers may experience a temporary discoloration of their water and/or a low water pressure condition. Color can range from a light yellow to an orange-red.

If this occurs, the customer should run a medium stream of cold water until the water clears. If a customer is ex-

periencing this problem, the customer should not run hot water or wash clothes until the water clears up.



The City does not reimburse customers for water used to flush their service lines due to iron discoloration. Main flushing is necessary in order to properly maintain the water distribution system and helps to improve water quality and maintain adequate disinfectant levels per regulatory requirements.

If you have any questions please feel free to contact City of Lawrence Utilities at (317) 542-0511, press 0 to speak with a Customer Service representative.

WATER BILL INCREASES

Recently, some of our customers commented on social media about their water bills going up.

I want to take this opportunity to remind all our customers that the bills did go up per the rate increase adopted in May 2017. The bills went up in three phases; June 2017; January 1, 2019 and January 1, 2020.

With respect to those concerned about the usage amounts, although we try to include the same amount of usage days from cycle to cycle, the number of days can differ due to holidays and meter read dates.

The Cycle 1 billings in December (pay in January) were billed for roughly 24 days, while the following Cycle 1 billings in January (pay in February) had roughly 37 days.

Normally, your billings will have roughly 30 days. Again, this was all due to how the Christmas holiday hit with respect to the normal meter read dates.

A day or two's variation from month to month is not unusual, but this past December, the meter read date was pushed back a week due to the conflict with the holiday office closings and normal meter read dates.

We apologize for any inconvenience and confusion. Advance notice will be provided in the future if this situation is expected to occur.

The 2017 rate increase not only generated needed revenue to properly fund daily operations, but also generates capital improvements funding. Since September of 2017, over \$8.5 million in water system improvements have been completed in our Phase I Water System Improvements projects, and Phase II will start in 2020 with an additional \$12+ million in improvements planned.

In addition, our water main replacement program is underway and we have also recently replaced 1,000

residential service meters. These meters are being changed due to battery life-cycle and to also get newer meters with improved features, such as the Eye On Water app being able to provide leak notice after 24 hours as opposed to once per month on the reading date, which is what the older meters provide. Meter replacements on this scale will be a routine capital investment that will take place continually, as with the water main replacement program.

Because we turned the water utility's financial condition around, we are in a position now where we can move away from waiting 12-15 years between rate increases, which then require large-scale increases, such as was seen in 2002 and again in 2017.

Moving forward, rate increases will be significantly smaller but on a more regular basis.

Thank you,

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ANNUAL SPRING FLING

The Lawrence Department of Parks and Recreation invites you to participate in our annual SPRING FLING on April 11th at Lawrence Community Park (5301 North Franklin Road). An egg hunt will begin promptly at 10:00

am at the Community Center, children from infants to 12 years old are welcome. Bring a bag or basket to gather your egg. Refreshments and prizes will be provided to all whom attend. Rain or Shine!