

We recently changed our PO Box address, our new information is listed below.

**Payment Processing
PO Box 1366
Indianapolis, IN 46206-1366**

Please contact the billing office at 317-542-0511 if you have any questions.

If you are currently paying your utility bill through your bank, you will need to update the PO Box information to avoid your payment being returned.

It is also a good idea to check your account set up to ensure that the Utility has current contact information on file, such as phone number and/or email. Contact information is very important in case we need to contact you regarding an emergency or for Utility Billing-related issues.

BILL PAYMENT OPTIONS

Lawrence Utilities offers many options to make a bill payment, and they are all free.

You can pay at the new outdoor Kiosk located at 9001 E. 59th St., and the indoor Kiosk located inside the lobby of the City Government Center, which take cash, check and charge.

The City Government Center, along with other city facilities, has re-opened to the public. Please note this does not include the walk-in payment lobby of the Utility Building at 9201 Harrison Park Court.

You may also pay on line at www.cityoflawrence.org and you may make a payment by phone by calling 800-961-8575.

We also offer access to your account 24/7 with our E-Suite program. By activating an E-Suite Account, you can elect to receive bills electronically, view account history

and take advantage of additional payment options like establishing recurring credit card payments.

To set up an E Suite account, please visit: www.cityoflawrence.org. From there, select "Pay My Bill", then "CREATE ACCOUNT/MAKE PAYMENT".

From there you will select "Create User Profile". Once you have entered the required information, you will receive a confirmation email. If you do not see the confirmation email in your regular in-box, you will want to check your spam mailbox.

Once confirmed you will have instant access to view your current bill as well as your previous bills, payment history, usage history and choose to get your bill electronically via email. It will also provide payment options that you may find useful.



SEWER RATE INCREASE UPDATE

In the last issue of the Lift, I discussed the Phase I sewer rate increase that is contained in the new agreement with Citizens Water Authority (CWA). I noted that we are subject to annual increases from 2019 through 2025, when we will be paying ~\$2.49 per thousand gallons treated.

Ultimately, we will reach the full amount authorized under Sewer Rate No. 6 in the CWA rate structure. It is during Phase II, from 2026 through 2029 when we will incrementally reach that full rate. At present, Sewer Rate No. 6 is ~\$3.08 per thousand gallons.



During Phase I, Lawrence is not subject to any additional rate increases that the IURC may approve for CWA. During Phase II we will reach the full Sewer Rate No. 6, whatever it may be at that time, albeit over a 4-year period.

With the poor condition of a large part of our sanitary sewer system in the older parts of the City and with respect to the inflow and infiltration (I&I) of rain and groundwater into it during rain events, it is imperative that we begin an aggressive program of investment in capital projects focused on eliminating sources of I&I.

With pipes and manholes in the 60-70 year old range in the areas west of Post Road, this area is in need of the most investment, much as we are doing with the water system.

It would be much more efficient to be able to complete these improvements in given areas at the same time, but unfortunately, the sewer utility is unable to dedicate funds to ensure that both water and sewer

mains are getting fixed at the same time in the same areas. As I have mentioned before, not only are we paying to treat already clean water that we should not be paying for, but we also experience poor sewer system performance in certain areas during rain events.

As a means of comparison, back in 2012 we had a minor drought. Indiana's normal rainfall is about 42-inches. In 2012, we had about 37 inches total. Our average daily flow to treatment (in million gallons) was 4.71 million gallons per day that year.

This provides a better picture of what our sewage flows should look like compared to the amount of water we sell.

In 2012, our metered water sales were at roughly 3.6 million gallons per day. You may reasonably expect sewer totals to be a bit higher than total water produced due to rain-induced I&I. As you can see, even in a dry year, our total gallons sent to sewage treatment was 1.1 million gallons higher per day than the average amount of water we sold.

It is important to note also that in 2012 we were paying only ~\$0.69 per thousand gallons for sewage treatment too. In 2018, we had a wet year, with about 49.9 inches of rain. Our average daily flow of sewage to treatment was just over 6 million gallons per day. Our average daily water sales were about 3.5 million gallon per day. This is a difference of about 2.5 million gallons per day.

We do need to take into consideration the additional customers connected since 2012 and increased water conservation practices by customers. However, in the larger picture, we are still sending too much clean water to sewage treatment. In 2018, we were paying \$0.75 per thousand gallons. In 2019 that went up to \$0.97 per thousand. In 2021, we will be paying \$1.17 per thousand.

I hope that you have a clearer picture of the problems we are facing with our sanitary sewer system. It is imperative that we

act soon to correct this situation. We must be able, as a community, to properly operate, maintain and invest in our sanitary sewer system.

It is an investment in our own well-being, in the health and vitality of our community. I would much rather be reporting to you about all the improvements we are making, as we are doing with the water utility. It is not pleasant having to inform you all that we need to raise our sewer rates, and I do not take pleasure in it. However, the truth is that we have not properly dealt with utility rates in the past and that has resulted in the sewer system's inadequate revenue stream.

We have been unable to keep up with rising daily operations and maintenance costs and unable to invest in much-needed system improvements, again, primarily in the older parts of the City.



In the end, we will all benefit from improvements in our sanitary sewer system. We will be better able to control and reduce costs going forward, especially by reducing the amount of I&I we are presently paying to treat. We will reduce O&M costs with new infrastructure and greatly reduce the incidences of system failure.

Finally, we will be able to restore some sanity to utility rate increases by changing our approach to one of smaller, but more regular increases that will allow us to keep up with operating costs and maintain the ability to invest in system improvements for the benefit of all.