

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

## BILL PAYMENT OPTIONS

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

You can pay at one of our two new Citybase payment kiosks located at 9001 East 59th Street at the Lawrence Government Center. One is located outside on the south end of the building in the drive-thru lane; the other is inside the lobby to your right as you enter.

The City building is open to the public now. Please note this does not include the walk-in payment lobby of the Utility Building at 9201 Harrison Park Court, which remains closed.

You may also pay on line at [www.cityoflawrence.org](http://www.cityoflawrence.org) and you may make a payment by phone by calling 317-542-0511 and then select "1" for automated payments then follow the instructions. You will need your account number handy.



## LAWRENCE UTILITIES TO FLUSH MAINS



City of Lawrence Utilities will be flushing water mains during normal business hours from Monday, March 29 through Friday, April 30, 2021.

During flushing, 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. DO NOT run hot water or wash clothes until the water clears up as this could result in discolored clothing and getting the iron out of the hot water heater is difficult. 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.

## ONLINE BILLPAY TRANSITION

In response to questions and complaints concerning our present on-line bill pay platform, Lawrence Utilities is happy to announce that we will be transitioning to a new and improved online payment platform in the coming months!

Our staff are working out details so that we can continue to improve our offerings in this area. These changes will allow customers to pay their utility bills remotely via a cellphone or tablet/iPad device.

Some of the great new features are:

- Flexible Online Account Maintenance
- Recurring & Scheduled Payments via Credit Card and eCheck
- Mobile Friendly

Please note that we do anticipate this tran-

sition to take roughly 4-6 months so more information will be provided as we move forward. Customers will need to make a new account on our new system but we will provide clearer information on this as we move forward.

In the meantime, we encourage our customers to continue to use the payment kiosks located at the City Government Center located at 9001 East 59th Street. There is one inside and one outside. These payment kiosks take cash, credit card or check (the check is scanned and then returned to you) and the outside one is available 24 hours per day.

In the very near future we will be removing the night drop-box located at the Utility Building at 9201 Harrison Park Court and

customers dropping off checks there will need to start using the new kiosks. Remember: When using the kiosks, you will need to have your utility account number with you!

We appreciate your patience as we continue to make improvements to electronic/on-line bill payment options for Lawrence Utility customers.

Our goal is to always seek to provide better options and services for our customers and we believe the steps we are taking today will do so. Please be sure to read upcoming issues for more details about this improvement.

