THE LAWRENCE LIFT

JANUARY 2026

LAWRENCE UTILITIES NEWSLETTER

EYEONWATER APP - FREE MONITORING!

The new meters installed as part of our water meter change out program offer more features to our customers who have had their meter changed. We offer you direct and secure access to your water usage data.

Visit the City of Lawrence Website and click on the EyeOnWater suite for available tools. The site includes a secure online website to review and analyze your usage patterns and history.

A consumer smartphone app will be made available after the initial online sign-up. With these tools, you can view your hourly usage activity and gain greater understanding and control of the amount of water you use.

Lawrence Utilities EyeOnWater Online provides easy to understand graphs and the ability to establish alerts– including identifying potential leaks. Settings are also available that allow you to have a notification sent to you electronically when your water usage in a 24-hour period exceeds the amount that you set. This feature provides the best means available currently for early leak warnings.

The annual meter change out program is designed to have these new meters with these additional features installed for all metered accounts.

If we have not made it to your area yet, we will be there soon! Please note that you may also email Lawrence Utilities to address these and other issues by emailing: *lucustomerservice@cityoflawrence.org*

LEAK ADJUSTMENTS

We have seen some leak adjustment requests lately and I would like to explain how Lawrence Utilities handles requests for residential adjustments to water bills. There is a cost for the Utility to pump, store and treat the water that we deliver to your homes and businesses and that is the reason we do not offer adjustments on the water portion of the bill. But we do realize that not all leaked water goes down the sanitary sewer and so we can adjust the sewer portion of the bill to normal levels when required criteria is met.

Per our approved policies and procedures, the Utility does not adjust the water portion of customer bills except in cases where it is demonstrated that the Utility has made an error in the billing process or has physically caused a leak on the residential customer's side of the meter. Leaks eligible for adjustment are those where the leaked water does not go down the sanitary sewer drain. These would be leaks after the meter in piping or fittings on the customers service line outside of the house, or inside the house, such as under the slab, in a wall, etc.

Leaks that would not be eligible are toilet leaks related to a faulty flapper valve or a sticking fill valve, water softeners stuck in the regeneration cycle and run water to the sanitary sewer. These, or any other water-using appliance with a discharge line to the sanitary sewer (automatic humidifiers) are leaks not eligible for adjustments.

If a residential customer experiences a leak on their side of the meter and it is documented by the contractor or plumber making the repairs that the leaked water did not go down the sanitary sewer, then the Utility will make an adjustment to the sewer portion of the bill. We will need to have copies of the invoice from the party making the repairs as to the nature and location of the leak. What we cannot accept is a work ticket that says, "repaired leak" and a cost, but with no other information.

During the summer sprinkling months of July, August, September and October, residential customer bills are automatically adjusted to the average water usage during the months of February, March, April and May of the same year, and no further adjustments to the sewer bills will be made during those months.

We encourage our customers to be proactive regarding monitoring their visible plumbing lines and fixtures and address leaks in a timely manner. If you are renting a home, be sure and check your lease to see whether you

or your landlord is responsible to make these, and other kinds of repairs related to water and sanitary sewer lines and appurtenances. **Continued on back >**

LEAK ADJUSTMENTS CONTINUED

Checking toilets with food coloring dye is a simple and easy way to see if your toilets are running. Simply pour some food coloring into the tank (not the bowl) and wait about 5-10 minutes and see if the color appears in the bowl. If it does, you have a flapper leak and will want to replace it. Toilet leaks will run a lot more water than most people realize.

As home and business owners, we are responsible for the plumbing systems that serve our property. It does not take much time to inspect these systems on a regular basis to ensure that there are no leaks or other adverse condition issues developing. Remember, for sewer lines, the property owner is responsible for the sanitary sewer lateral line from the house all the way to the point of connection with the public sewer main. For water service lines, the utility is responsible for the service line from the public water main to the meter pit in the yard (if the meter is outside in a pit), or the curb stop in the yard (if the meter is inside the house). A "curb stop" is industry lingo for a shut off valve.

If you do experience an increase in your utility bill due to a leak and there is no adjustment available under the approved policies, you may always contact the Utility to arrange a payment plan.

Our staff will be happy to work with you to do so once there is confirmation the leak has been repaired and water usage has returned to normal levels.

WINTER WEATHER TIPS

With the cold weather upon us, a simple reminder to our customers about weather-proofing their homes and businesses to protect against frozen water lines and meters.

The Utility has helpful information and tips on the utility web page at: *cityoflawrence.org/utilities/water-sewer*

Your plumbing contractor is also a great resource to inspect and ensure that adequate protection against damages due to freezing is provided.

Please remember that the cost to replace frozen and broken meters are charged to the customer's monthly bill. A little bit of effort in preventing freezing temperatures from causing broken meters is worth it in the long run as meters are not cheap to replace. That is not to mention the inconvenience of being without water.

If your meter is located outside in a meter pit in the yard, you will want to inspect to make sure the ring and lid are seated securely so that there are no gaps that could allow cold air to get into the pit and freeze the water line and meter.
A properly sealed pit will retain the natural heat from the ground inside the pit which helps prevent freezing. Hot air rises and cold air descends, so gaps will allow hot air out and let cold air in. Your plumbing contractor can assist with this too, as the property owner is also responsible to ensure the integrity of the meter pit.

Winter is also the time when snow and ice can accumulate on sidewalks and residential and business owners should be aware that it is their responsibility to ensure that the sidewalks on their property are kept free of ice and snow and other debris that prevent the safe passage of pedestrian traffic, even though they may technically be in the right of way.

Keeping tree branches trimmed to a height of 10-feet above the sidewalk is also the responsibility of property owners. Finally, please be aware that when the snow accumulates, the City's snowplow teams will be out.

Residential neighborhoods with cars parked in the street may not be plowed until those vehicles are moved out of the street. Please Park your cars in the driveway or garage. The city will make every effort to plow all the streets it is responsible for, but managers will use their judgment as to what level of attention can be provided safely, effectively, and efficiently.

LAWRENCE UTILITIES

Thank you,
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