



THE

LAWRENCE LIFT



NEWSLETTER

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DEAR LAWRENCE UTILITY CUSTOMER,

Let me start the New Year by wishing you all a Happy and Prosperous New Year!

FIRST SNOW EVENT

We had our first snow event The week of December 16th and I am happy to report that we were able to meet our goals of getting the streets cleared so that those who needed to be out and about could do so.

I would like to pass along a couple items from our Street Department that will be helpful. The first, and most important, is that, whenever possible, property owners should park cars in their driveways instead of in the street when we have enough snow that plows will be out. Crowded streets, especially in cul-de-sacs, make for inefficient plowing and less than desirable snow removal. We realize that in some cases, maybe there just isn't enough room in your driveway. In those cases, maybe an arrangement with a neighbor could be sought?

Mailbox damage is another issue that comes up in snow-plowing season. For the most part, mailboxes installed properly will not be a problem, but when the

plows go by, snow does get pushed off the street. If you have a wooden mailbox post that looks like this one, then it is more likely that your mailbox could be knocked over.



The damage to the wood post in the picture is from weed-eating around the base of the post. Over time, enough wood is lost that the post cannot take the weight of snow being pushed off the road. There are metal and plastic wooden post protectors that may be purchased to protect wooden posts from being weakened due to weed-eating. Lowe's has them for about \$8 and they install in seconds with no tools.

Incidents of mailboxes being knocked over during snow-plowing activity are inevitable, however much we try to avoid it. But sometimes, the mailboxes themselves are the issue, with weak posts as shown above, or ones that are not structurally suited to Indiana weather, or that are placed too close to the road.

Here is a link to the USPS website with mailbox installation guidelines:

<https://www.usps.com/manage/mailboxes.htm>

You may also check with your local post office.

Also, please remember that residents and businesses in Lawrence are required under City Ordinance 5-2-1-37 to keep their sidewalks free and clear of dirt and debris, including snow and ice. Please remember to keep your sidewalks unobstructed and safe for the benefit of those who use them.

BEFORE FREEZING WEATHER

This is the time of year where water service lines and meters can freeze and break. Here are some tips, easily found on the internet:

- Find the main water shut-off valve to your home. Show all household members how to turn it off in case of a burst pipe or similar emergency.
- The pipes most likely to freeze are those nearest an uninsulated

wall, door, window, garage, attic, basement or along an uninsulated floor.

- Add insulation to exterior walls wherever possible and wrap pipes with insulation.
- Eliminate cold drafts near water pipes and, if yours is indoors, your water meter. Make sure all doors and windows to the outside are tightly closed, including those in basements and crawl spaces. Fill cracks in walls

and around windows, replace cracked glass, and install storm windows on basement windows.

- Disconnect and drain garden hoses from outside faucets, and turn off the connection to those faucets at the interior valve. Drain any exposed pipes. Insulate outside faucets and backflow devices with newspaper, rags or similar material, covering them with plastic and securing with string or wire.

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BEFORE FREEZING WEATHER CONTINUED:

- Winterize irrigation systems.
- If your kitchen or bathroom sink is located against an outside wall, insulate the wall and exposed pipes. Open cabinet doors to allow warm air to circulate around the pipes.
- Keep the doors to rooms where the pipes and water meter are located so warm air can keep temperatures above freezing.
- Cover foundation vents with foam blocks or cardboard.
- If your water meter is in an outdoor pit, check to see that the

pit cover fits properly and has no cracks through which cold air can flow. Inside the pit, check to make sure that the pipes, valves and water meter itself aren't touching the pit's walls. (The "pit" is a cylindrical casing with a metal cover about the size of a dinner plate or saucer.)

- Letting a faucet fed by pipes exposed to extremely cold weather drip can prevent the water inside from freezing. Flowing water can still freeze but this method makes it somewhat more diffi-

cult for the water to freeze.

- When you're away, never completely shut off the heat unless you drain all the pipes and toilets first. If you do this, be sure to turn off your water heater first, and drain your heating system's pipes and radiators, too.
- Flowing water can also break up ice that has started to freeze inside pipes. Turn on the water periodically at all faucets that are exposed to cold air when outside temperatures have been below freezing for several days.

NEW ONLINE BILLPAY



For those customers used to paying through the Paymentus payment service, please remember that this service is no longer available. The service agreement with Paymentus expired September 1, 2019 and will no longer be used.

Check out our new online bill pay! Visit us at www.cityoflawrence.org/billpay to enroll in e-bill and pay by credit card! Remember to record your password somewhere secure after you set up your account! And remember, going through the Paymentus or other payment service portal is NOT the same as accessing your e-Suite account.

For optimal service, please use your e-Suite account! And please remember to choose paperless billing, which is good for the environment and also reduces costs! In 2021, those customers opting to keep receiving a paper bill in the mail will be charged a Statement Fee of \$1.00/month, which will rise to \$2.00/month in 2022.

We also highly recommend the recurring credit card payment feature, which charges your credit card on your bill due date and eliminates your having to make a payment through other means.

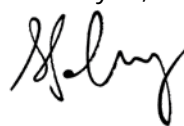
Setting up an eSuite account to view your present and past bills is easy and also allows you to select the paperless billing feature. An additional feature that

is available and highly recommended is the Eye On Water app (you can see the link for this app on the bottom of the city's website).

Once you click on the link, you can open an informational page that explains what level of service is available, which is based on your meter type (Eye On Water App Resident Guide).

You may contact the Business Office at (317) 542-0511 for more details about your meter type or additional questions.

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.