



JAN
2018



UTILITIES



THE LAWRENCE LIFT NEWSLETTER

ISSUE

23

DEAR LAWRENCE UTILITY CUSTOMER

I am pleased to report some further developments in a couple areas of our utility operations that many of you have been calling for the utility to address; that is, when you can get through on the phone system. Like much of our infrastructure such as water plants, wells, storage tanks and water mains, the Business Office phone system is also in need of an upgrade. Working with our IT Director, Mr. Stephen Clark and the City Controller's Office, I am happy to report that we will be implementing a new phone system in early 2018 as part of a city-wide phone system improvement project. Dropped calls, inability to get through, problems with transferring calls have all been problematic, as many of you know from experience. In addition, the ability to customize the message customers receive when calling in after-hours has been very difficult to do and in some instances the message was not switched to fit the circumstances (such as Holiday closure). Since he has come on board as our IT Director, Mr. Clark has worked diligently to improve our IT services in the city and this is one area where he has focused energy once the magnitude of our problems was understood and his efforts and the efforts of his staff in researching, planning and implementing this fix are greatly appreciated!

Another customer service feature many of you have been patiently awaiting is the implementation of electronic billing and bill payment features through a customer portal that allows access to current and historical utility bills, consumption trends, historical usage and other features. In addition, a customer would also be able to make a payment through the same portal, including the ability to set-up an auto draft payment with a credit or debit card. We will offer the ability to make credit card payments, debit card payments, ACH payments, and you will also have the option to have your bill automatically sent to your credit card account (up to the maximum amount allowed in the system, which is \$500). We are anticipating these new features will be available sometime in the 1st quarter of 2018!



CITY TO DEVELOP A MASTER PLAN

TO INCREASE SAFETY AND MOBILITY OF RESIDENTS WHO BIKE AND WALK WITHIN THE COMMUNITY

The City of Lawrence Department of Public Works would like your input. The City was recently awarded federal funding to assemble a bicycle-pedestrian master plan. This plan will aid the City in identifying projects for bicycle-pedestrian enhancements that have the most need and impact. The City asks you to fill out a short survey online that will help us identify these high priority areas for possible inclusion in the master plan to enhance the City's bicycle-pedestrian infrastructure. Please visit the City of Lawrence's website, www.cityoflawrence.org, to complete the survey. We appreciate all suggestions and for you taking the time to provide feedback.

Scott Salsbery
Utilities Superintendent
(317) 524-6305
ssalsbery@cityoflawrence.org



A LOOK AT PROJECTS COMING IN 2018

Oaklandon Tower – This project has been awarded with an anticipated start date of March 5, 2018 and completion date of June 23, 2018. Please note that the Oaklandon Play Park will be closed during this work for safety reasons.

Fort Harrison/Indian Lake Well Field Improvements – Plans are being finalized and we anticipate advertising this project for bid in early 2018. The project includes structural repairs, installation of emergency generators and other electrical improvements.

The 2017 Sanitary Sewer Manhole Rehabilitation Project is underway with completion anticipated in early 2018. This project is designed to address structural problems with our sanitary sewer manholes that result in poor hydraulic performance, introduction of inflow/infiltration (clear water) and loss of structural integrity of older manholes.

The Sewer Utility is also set to issue a Notice Of Award for its **2017 Lawrence Trades District Sanitary Sewer Improvements Project**. This project, situated between Pendleton Pike and the CSX railroad tracks, and from Franklin Road west to the interstate, consists of sanitary sewer main, service lateral and manhole improvements. These much needed improvements are part of the Sewer Utility's Master Plan developed with American Structurepoint in response to the EPA Agreed Order mandating sanitary sewer system improvements.

The Lawrence Rede-

velopment Commission in 2017 completed a redevelopment plan for this same section of Lawrence which calls for creation of a new district centered around building trades and business-to-business enterprises – to be called the Lawrence Trades District. Through infrastructure improvements, placemaking initiatives, and strategic use of incentives, the Redevelopment Commission seeks to attract a new generation of employers to the area, and is targeting the skilled trades due to high growth and workforce demand in the sector, along with strong wage potential and opportunities for

entrepreneurship. The Trades District Sanitary Sewer project is designed to aid in redevelopment of this area of the City consistent with the Trades District plan, to enhance the Franklin Road corridor, and to encourage new businesses and jobs to the benefit of all of Lawrence.

Thank you,

Scott Salsbery, Superintendent
 ssalsbery@cityoflawrence.org
 (317) 524-6305