



THE LAWRENCE LIFT NEWSLETTER

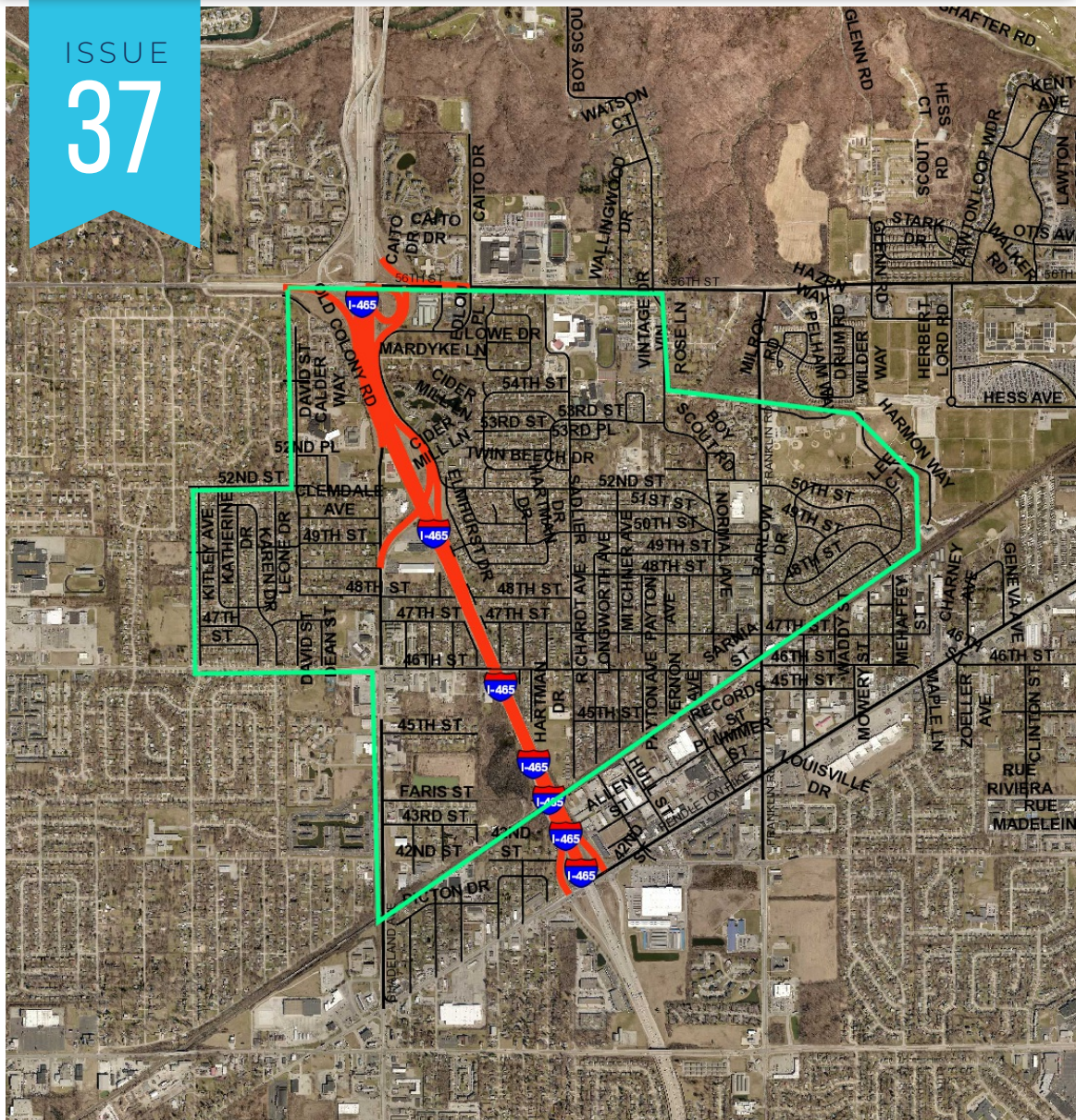
UTILITY TO FLUSH MAINS

City of Lawrence Utilities will be flushing water mains during normal business hours from Monday, April 1 through Friday, May 3, 2019.

As a result of this activity, 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. If a customer is experiencing this problem, the customer should not run hot water or wash clothes until the water clears up. 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.

ISSUE 37



Dear Lawrence Utility Customer,

In this issue, I will be communicating information concerning storm water issues in the City.

The first thing I would like to do is clarify that the OCRA Grant mentioned in the last issue is for Sanitary Sewer Improvements, not Storm Sewer. Some of the survey results indicate that some residents are referencing storm water issues, which is not what the grant is for. We would still like to see our residents and businesses in the affected area respond though, and send in letters or comments supporting our efforts to secure this additional funding to improve infrastructure in the City of Lawrence.

Recently, around February 7th and 8th, we here in City Operations were out responding to drainage complaints brought on by the snow melt that was further compounded by the rain we received. While there were some issues we could address, there are others we cannot. There are some issues too that property owners need to address, such as keeping leaves out of the street, which clog up storm water inlets, as well as keeping ditches free of trash, leaves and other debris. These simple things will go a long way toward lessening the impact of localized flooding during rain events. The ones we cannot address are the much needed projects affecting large areas.

The City of Lawrence does not receive any of the Storm Water fees collected on Lawrence property tax bills. Thus, there is no funding under the control of Lawrence

to address these larger systemic issues. However, we are working diligently with Indy DPW to establish a better working relationship and ensure that, per the spirit of the whole storm water district program, storm water fees collected from Lawrence residents and businesses are used for projects in Lawrence and for projects that benefit the City of Lawrence. It is no big secret that this has been an issue for some time, and that no progress has been seen in getting the major projects that are needed in Lawrence done for some time. But that is changing. Right now, there is approximately \$10M programmed for storm water improvements that have either been completed, currently in design or under construction. The areas that will see improvements in the near future are: Upper Pogue's Run (45th & Richardt soccer park/Hartman Drive south of 46th), Trades District (Hull, Sellers and Records Streets), and the 47th/48th & Richardt area. I can guarantee that we will continue to push forward with Indy DPW to establish a good, solid and effective working relationship that will not only ensure that much needed projects get done in Lawrence, but that our storm water fees benefit Lawrence and that protocols will be set up to minimize delays in getting projects in the pipeline for design and construction in the most efficient way possible. This effort is a big undertaking, long overdue, and neither I nor anyone else can guarantee that all this will happen overnight. But you may rest assured that we are working on it and will continue to do so until we get a program up and running that works for the benefit of the City of Lawrence and our residents.

I would like to point out the "How Do I" feature on the City's website. This feature allows Lawrence residents and businesses to report suspected code violations such as trash/litter, illegal dumping, high grass and weeds, safety concerns and street related issues such as potholes, obstructions and even street lighting issues. Security and safety in our communities should be everyone's concern, and this simple tool allows you to bring items such as these to the City's Code Enforcement section and the Operations staff. We have also added a feature to allow photos to be submitted along with the concern to help City staff better process and take action on your concerns. The on-line submittal also makes a permanent record of these concerns and allows us to better track progress and expedite resolution.



Thank you,

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

Check out our new online bill pay! Visit us a 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 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!