

# THE LAWRENCE LIFT

JULY 2021 - ISSUE 65



## LAWRENCE UTILITIES

NEWSLETTER

We recently changed PO Box address, our new information is listed below.

**Payment Processing**  
**PO Box 1366**  
**Indianapolis, IN 46206-1366**

If you are currently paying your utility bill through your bank, you will need to update the PO Box information to avoid your payment being returned. Please contact the billing office at 317-542-0511 if you have any questions.

## WATER MAIN REPAIR UPDATES

For those customers who live on Maple Lane, Zoeller Avenue and Wallingwood Drive, Miller Pipeline will be performing the water main replacement project on these streets.

In our pre-construction meeting, we learned that due to production/shipping issues for construction materials, including piping, fittings and other components, lead times for ordering and receiving these materials is much longer than usual.

Thus, it could be that we do not see construction start as early as we would have liked, and it may be around September 1 before they can get going. This would push the final restoration activities, especially pavement repair, into the spring of 2022. If you received a Right of Entry form to with regard to meter pit installations,

driveway or cross-pipe work, please be sure to sign them and return them as noted at the bottom of the form.

For those customers living in the area bounded by 54th Street on the north, Richardt Avenue on the east, 49th Street on the south and Shadeland Way on the west, please be aware that Lawrence Utilities has entered into a contract to begin design work to replace the water mains in this area.

HWC Engineering is the firm selected to perform the work and property owners in the affected area should be receiving a notice soon concerning the performing of initial survey work to be done as part of the design process. We appreciate your cooperation and patience as this work is performed.



## NEWS ABOUT UTILITY WORKER IMPERSONATIONS

Many of you may have read recent news articles about a male subject forcing his way into homes under the guise of a "utility worker". Please be aware that at no time will a Lawrence Utility person be at your

door stating they need to enter your home for some reason or another. Our field staff will always have on a shirt or jacket with the Lawrence Utility logo and will always be able to provide their city identification

card. If someone is at your door stating they are a Lawrence Utility worker and need to get inside your home, do not let them in. call 911 and report it immediately.

## BIDS OPEN FOR WATER MAIN PHASE II WORK

We opened bids for our Phase II - Contract B Water Main Replacement project on June 30, 2021.

Once the bids are reviewed and a recommendation made, we will award the contract and begin moving towards construction. There will be work performed on 46th Street from Franklin to Shadeland; Richardt Street from 48th to 56th; Franklin Road from 47th to 56th; Hermosa Drive, Elmhurst and Woodcroft from 46th to 47th

and McGuire Court. We will also be seeking to expand the work on Hermosa to add some additional replacement work for the water main feeding the Kroger complex at 79th & Fall Creek, which is experiencing frequent main breaks.

With these much-needed projects under construction soon, customers in the project areas should be aware that while we are not making any changes to our sys-

tem's operating pressure at the plant or with our elevated storage tanks, some minor pressure increases in customers' plumbing is possible.

Per the Ten States Standards, ideally water distribution systems should operate between 60 and 80 pounds per square inch (psi). Our typical water system pressure runs about 55 to 60 psi. Old mains with heavy iron deposits generally have lower

## WATER MAIN PHASE II CONTINUED

pressure under flowing conditions. New mains with no deposits will have slightly higher pressure under flowing conditions, but not at a level exceeding what properly installed home plumbing is designed to withstand.

Customers whose water meters are located inside the structures served and do not have a check valve to prevent water flow-

ing back into the public main cause illegal cross-connections.

Since the 1980s, Lawrence Utilities staff has installed meter pits equipped with check valves to prevent this “backflow” from happening. The typical scenario is that a customer’s water heater will increase the pressure on his/her plumbing which would relieve itself by flowing back

into the lower-pressure public water main. The new pits and check valves prevent this situation from happening.

Customers experiencing their water heater relief valves activating should contact a plumber to install an expansion tank on their plumbing to solve this issue. Lawrence Utilities does not provide expansion tanks or reimbursement for installation

## SANITARY SEWER UPDATES

Many of you will recall that I have mentioned our Agreed Order with the EPA in many previous issues dealing with sanitary sewer issues. The order was issued due to our experiencing recurring Sanitary Sewer Overflows in a few areas during rain events above a certain intensity.

We were to have performed \$2M per year in sewer system improvements over a 10-year period in order to eliminate these SSO’s. While we in the industry understand that SSO’s can never be totally eliminated, because created things have a way of failing, the idea is to work towards that goal. We did not quite make it.

Not only have we not hit the \$2M per year mark in all years, we also have not eliminated the “chronic” SSO’s in three locations. These are 46th & Post Road, 71st & Oaklandon Road and 7699 East 53rd Street. The sewer rates were adjusted in 2009 in order to fund these kinds of improvements. However, in the intervening years we did not adjust our rates to keep up with other costs that were rising. These are costs such as sewage treatment costs, routine operating and maintenance costs and internal capital costs for things like

major system repairs, replacement of major and minor equipment such as pumps and motors for lift stations, lift station controls, vehicle and specialty equipment replacements. In addition, there were, and continue to be, other necessary projects that have to be performed that would not necessarily relate to addressing the root cause of our SSO problems, which is inflow and infiltration of clear water sources into the sanitary sewer system. A lift station that is old and in poor condition and needs replacing would not necessarily be a project that removes sources of clear water. But it still has to be done.

Thus, our \$2M that was supposed to be dedicated to improvements continued to be tapped to meet other costs. As a result of all this, we recently received a new communication from the EPA seeking to impose a new Administrative Order of Consent (AOC). We will now be in a position where we need to incur additional legal costs to negotiate the terms of this AOC, along with additional engineering fees to support our position as to our response to this communication from EPA. This will

also mean a revised rate study will need to be completed since our original study was undertaken before this new communication from EPA. The additional requirements of the AOC will result in additional costs that we did not originally factor into the original study.

In short, a whole lot of work is going to have to get done quickly so that we can get our financial house in order on the sewer side, address the EPA issue as well as be in a position to seek State Water Infrastructure Grant funding through the Indiana Finance Authority. I will be providing more information as all these things develop so please stay tuned.



## OUTDOOR PAYMENT KIOSK



For our customers: Please remember that our new outside payment kiosk located at 9001 East 59th Street (the City Government Center) is up and running and utility bills can be paid there 24/7 with cash, check or charge.

You will need to have your utility account number with you. It is located at the south side of the building and accessed via the drive-up lane. Additional signage will be placed soon, but it is easy to find and very easy to use!