

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.

CONTINUED PAYMENT SYSTEM IMPROVEMENTS

Please remember that the Utility has installed two new payment kiosks at the City of Lawrence Government Center located at 9001 East 59th Street. The one outside on the south side of the building is available 24/7. There is another one in the lobby of the Government Center that is available during normal business hours. Both take cash, check or credit card payments, but not money orders. Also, please be aware that with our continuing efforts to better serve our customers we are preparing to make some changes to the online bill pay process that will provide customers with more account management features as well as a mobile-friendly site. This new process is through Citybase,

the same company that provides the new payment kiosk services. It is our hope that these changes will address many of the issues our customers have identified.

Please note that we do anticipate this transition to take roughly 2-5 months and we will provide more information as we move forward. Customers will need to make a new customer account in the new system and we will phase out the current eSuite system. We will provide additional information on this change as we move forward. At this time, we are anticipating this site to be live by the end of June. The existing online payment platform (eSuite) will continue to be available through the end of 2021.



SEWER SYSTEM UPDATES

As homeowners, it is a given that there are ongoing costs associated with owning a home. We have to pay utility bills, insurance and make mortgage payments; sometimes we must spend money on things that wear out or break, like roofs, windows, doors and appliances; plumbing, HVAC and electrical systems.

In addition, we know that generally, costs go up and not down! I would hope that we all see our income rising as well in order to offset these increases, but that is not always the case, as we all know. However, that does not mean we let things go and not pay our bills. You cannot live in a house with no roof, windows or doors. Moreover, if your toilet quits working you fix it as you do with water heaters and refrigerators. You also spend time and money to do preventive maintenance, such as cleaning gutters and downspouts; sealing cracks and replacing broken glass panes and a number of other things so that you op-

imize the life span of the various components of your home (or business). You replace siding or scrape and paint. Sometimes, you have to make additions to your home, or perform other renovations and upgrades. You do this to have a home that retains its value, is low-cost to operate and is adequate for the size of your family and needs.



DAMAGED LAWRENCE SEWER PIPE

These same ideas apply to our Sanitary Sewer system as well. We have to invest in it and we have to be sure we are taking care of it as we go along, so that we get the most useful life out of it.

Proper maintenance and timely repairs are required in addition to upgrades and replacement as needed. We have to have a professional, motivated and well-trained staff who can operate, maintain and make repairs as needed every day. We must do these things so that our sewer system adequately serves the residents and businesses that discharge to it and who rely on its proper function every day.

We do this so that sewage stays in the system instead of spilling outside of it when it rains. We do this so we will not have to spend inordinate amounts of money treating clean water from rain (I think they call this “cloud-sourcing” these days?). We have to be able to cover the treatment

SEWER SYSTEM UPDATES CONTINUED

costs, electrical costs and other operating costs such as payroll, insurance, fleet maintenance, materials/supplies, tools and equipment that we need in order to properly maintain and operate the system.

The city's sanitary sewer infrastructure is as critical and important to the life, prosperity and public health and safety as your home is to you and your family. That is why you take care of it and invest in it when you need to.

It is the work and responsibility of Lawrence Utilities to take proper care of the city's sanitary sewer system, just as we do with the potable water system. The time is upon us now when we need to invest in our sanitary sewer system.

We need to rehabilitate, replace and upgrade many of the components that make up our system, like mains, manholes, service laterals in the right of way, lift stations and grinder pumps. We also need to ensure we have adequate revenue to pay our routine operating costs for the various services, utilities, materials and supplies that we use every day. We must ensure that when you use the facilities at your home or business, the waste goes away safely and efficiently and without large quantities of rain and ground water that is already clean! We are also in the midst of a review of our Agreed Order underway by the EPA.



Much like the situation with the water utility in 2017, we are at a point where there is no alternative to a rate increase. We are of course looking into securing funding for capital projects that are available via the recent funding from the government. But while that may help execute some improvement projects, it does nothing to offset our routine operating costs and will not provide for ongoing capital investment in the sewer system to improve performance, ensure adequate capacity for existing and future demands as well as eliminate sanitary sewer overflows, which are at the root of our Agreed Order. As a city, we have not addressed sewer rates since 2009.

This is the same scenario that led to our nearly losing our water system to insolvency. Our water and sanitary sewer systems are some of our best and most valuable assets in the city, and we need to take proper care of them.

I have said this before, because I have been asked before, but we do not need to build a sewage treatment plant to do so! The cost to build such a plant as well as to build the sub-systems that will be required to get all our sewage flow to a central plant is easily in excess of \$100-million, maybe closer to \$200-million. And such a project would still not address all the old leaky pipes, manholes and laterals we have in the system. Those still have to be fixed in order to ensure safe and proper operation of the system.

We will be communicating soon about the nature and extent of the sewage rate increase needed in order to fix our system and put us on the right track as we have done with the potable water system. It is our responsibility as a community and for us as utility operators. Finally, it is for the health, safety and well-being of the community, both now and into the future.

UPCOMING CITY EVENTS



Be sure and mark your calendars for the upcoming "Lawrence 4th Fest" to be held July 4th from 9:00 AM to 11 PM at Lawrence Community Park located at 5301 North Franklin Road. The parade and carnival will be included as well as a Fish Fry, Classic Car Show, live musical entertain-

ment and food trucks. The unparalleled Lawrence Fireworks Extravaganza will round out the day! Be there!!

The annual Lawrence Community Safety Day is also coming back on August 14th from 10 AM to 2 PM at Fire Station 40 located at the northeast corner of 59th and Lee Road. Be sure to attend for all the fun activities and helpful information booths as well as the Wing Eating Contest!!

Check www.visitlawrenceindiana.com for more info!

Other upcoming events:

- Fridays at the Fort - June 18 to August 27
- BBQ & Blues - September 18
- Lagers in Lawrence - September 18
- Indy 1/2 Marathon @ Fort Ben - October 2
- Lawrence Christmas - November 27
- Fort Ben Farmer's Market - every Thursday between 4 to 7 PM starting June 3 through October 7