

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.

## NEW ONLINE BILLPAY PLATFORM

Within the last few weeks, we have launched our new on-line bill pay platform. I did not make sure that adequate advance notification with detailed information was distributed to our customers and for that, I apologize. I know that many have found this frustrating.

On the positive side, it does appear that many have successfully signed up without encountering any problems. In addition, the new platform is mobile-friendly and transactions can easily be made from a mobile phone or other cellular device. In this issue, I hope to provide some clarity to what we are asking our customers to do with regard to the new on-line bill payment platform.

Essentially, we are asking our customers to register an account on the new platform, even if they may already have an account in our present eSuite platform.

**1.** First, navigate to [cityoflawrence.org/billpay](http://cityoflawrence.org/billpay) and then select the "NEW SYSTEM:CREATE ACCOUNT/MAKE PAYMENT" button. From there you will enter an email address and create your password. Once that is done, you will receive an email to verify and complete your billing account set up. This may go to your spam box at first so if you do not see the email, please check there. It took several minutes for the email to arrive when I set up my account. Once you have registered in the new system you will then need to add your utility account (s).

**2.** Please note that by signing up you are automatically enrolled in the electronic billing feature, which means your utility bills will be emailed to you. You may opt out of this feature after

receiving your first bill electronically.

**3.** It should also be noted that changes to your account, such as name change, marital status change, adding another person to your account, etc. will require contacting the business office at 317-542-0511 to make those changes. Making changes in the on-line bill pay platform does not change the master billing account information in our billing software.

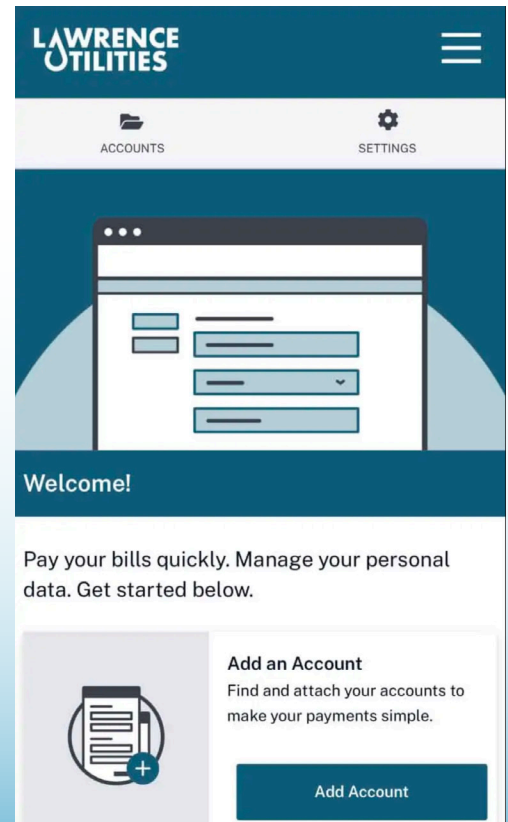
**4.** Once you have entered all your information in the new on-line bill pay platform, you will have options to either make a one-time payment with credit card or e-check, or, you may set up to have a recurring credit card payment option.

**5.** You will also have seen a button for accessing the "OLD PAYMENT SYSTEM". For those of you with an eSuite account, clicking this button will take you to your eSuite account. Access to eSuite will remain for a time, but eventually access to eSuite will be shut off.

**6.** At this time, customers in the new platform will not have access to billing historical data. This information will be available in eSuite until eSuite is shut off. We recommend that customers sign up for the Eye On Water app, which is free and will provide at a minimum your monthly and annual consumption. For those customers with the newer E-series meters with cellular endpoints, the amount of data and features is enhanced. To find out what type of meter you presently have, please contact the Business Office at 317-542-0511. While the Utility is engaged in changing out water meters so that all customers have the most

advanced features available in the Eye On Water app, this project will take many years to complete. All that being said, we will always be able to provide customers with their billing historical data.

**7.** You may also still make a one-time payment via phone by calling the Business Office at (317) 542-0511 and then press 1 to make payment via credit card (Visa, Master Card, Discover Card) or e-check. You will need your 12-digit utility account number and the amount you need to pay in order to do this. If you are making a payment on the disconnect date you will need to call the Business Office to report your payment.





## 56TH STREET ROAD CONDITIONS

Are You Unhappy About the Condition of 56th Street Between I-465 and Franklin?

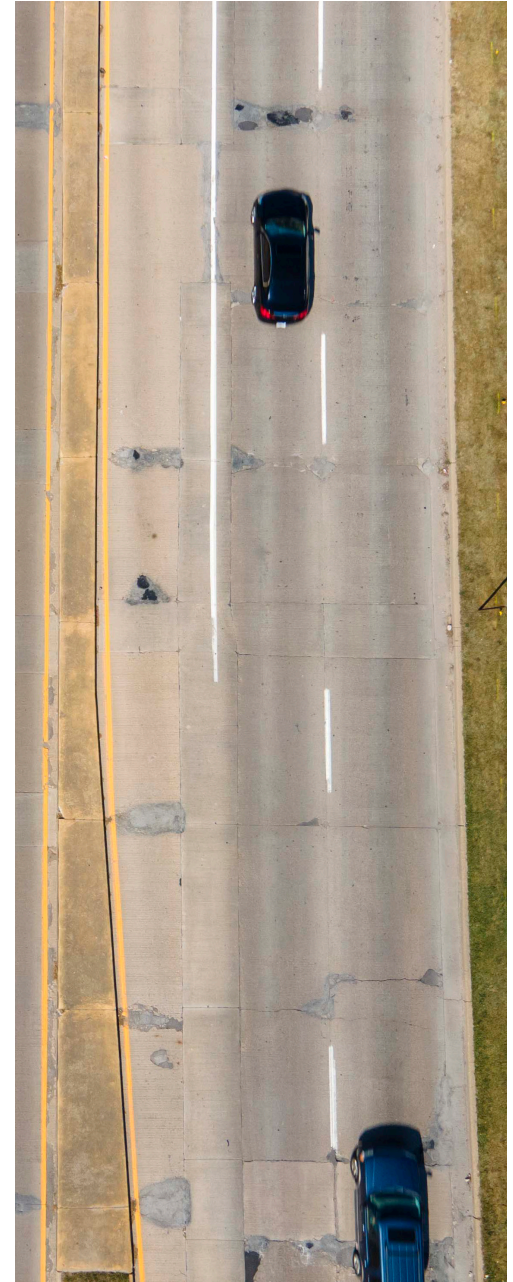
Determining who is responsible for which streets in Marion County may sometimes seem confusing. Most streets within the City of Lawrence are under our jurisdiction. However, thoroughfares, like 56th Street, are a shared responsibility between City of Indianapolis DPW and Lawrence. Lawrence is responsible for general maintenance, such as pothole patching and plowing snow.

However, it is the City of Indianapolis's responsibility to rehab/reconstruct the road when it reaches the end of its useful lifetime. Lawrence does not receive any gas tax funding to maintain these thoroughfares and all the funds we do expend on maintenance comes out of the Street Department funding. The worse shape these thoroughfares are in, the more it costs Lawrence to repair/maintain them. Consequently, less funding is available to main-

tain the many miles of local streets that Lawrence is responsible for.

56th Street is failing, some may say 'has failed', and can no longer be maintained with simple pothole patching. This section is really bad and getting worse. We do want to acknowledge and thank Indy DPW for installing the turn arrows for the north & south movements onto Boy Scout Road from west and east-bound 56th Street. Credit where credit is due!

Indianapolis does have this project in their capital plan, and the plan has been in design since **2019**. The 56th Street project was set to go to bid last year, but put on hold with no reason stated. It was scheduled to bid again this October, but earlier this month we were informed that the project is being put on hold until **2026**. Again, with no reason given. This section of 56th street will only get worse and may not last until then.



### So what can you do?

- Here's a link to the Mayor Joe Hogsett Mayor's Action Center <https://www.indy.gov/agency/mayors-action-center>
- The 56th Street area in question is in Indianapolis City Councilor Ethan Evans' District, District 4. His contact info is 317-619-9534 [Ethan.Evans2@indy.gov](mailto:Ethan.Evans2@indy.gov)
- The other Indianapolis City Councilor who represents a district in the City of Lawrence is Councilor Ali Brown (317-750-6955, [Ali.Brown@indy.gov](mailto:Ali.Brown@indy.gov))

Please contact these Councilors and Mayor Hogsett's Action Center to let them know of your concerns and that this street needs attention sooner rather than later!!

## LEAF DISPOSAL PRACTICES



With the fall season fast approaching, leaves will be falling. Leaves should be collected and disposed of in the appropriate manner.

There are a number of lawn waste bags at the City Building and the DPW office will make them available on a first-come/first-serve basis (limit two packets per residen-

tial address) until they are gone. It is not a good idea or practice to leave them to nature so that they collect in ditches and gutters where they end up blocking storm drainage pipes and inlets. This contributes to poor performance of the storm sewer system when it is most needed, resulting in localized flooding and increased maintenance and repair costs.