

LEAK ADJUSTMENT REQUEST INFORMATION

We have seen some leak adjustment requests lately and I would like to explain how Lawrence Utilities handles requests for adjustments to water bills. There is a cost for the Utility to pump, store and treat the water that we deliver to your homes and businesses and that is the reason we do not offer adjustments on the water portion of the bill. But we do realize that not all leaked water goes down the sanitary sewer and so we are happy to adjust the sewer portion of the bill to normal levels where there are no indications of leaks.

Per our approved policies and procedures, the Utility does not adjust the water portion of customer bills except in cases where it is demonstrated that the Utility has made an error in the billing process or has physically caused a leak on the customer's side of the meter. Because we do not do any work on plumbing inside homes or businesses, it is almost impossible that any of our activities would result in a leak after the meter. Leaks eligible for adjustment are those where the leaked water does not go down the sanitary sewer drain. These would be leaks after the meter in piping or fittings on the customers service line outside of the house, or inside the house, such as under the slab, in a wall, etc. Leaks that would not be eligible are toilet leaks related to a faulty flapper valve or a sticking fill valve, water softeners stuck in the regeneration cycle and run water to the sanitary sewer. These, or any other water-using appliance with a discharge line to the sanitary sewer (automatic humidifiers) are leaks not eligible for adjustments.

If a customer experiences a leak on their side of the meter and it is documented by the contractor or plumber making the repairs that the leaked water did not go down the sanitary sewer, then the Utility

will make an adjustment to the sewer portion of the bill. We will need to have copies of the invoice from the party making the repairs as to the nature and location of the leak. What we cannot accept is a work ticket that says, "repaired leak" and a cost, but with no other information.

During the summer sprinkling months of July, August, September and October, residential customer bills are automatically adjusted to the average water usage during the months of February through May of the same year, and no further adjustments to the sewer bills will be made during those months.

We strongly encourage our customers to be proactive with regard to monitoring their visible plumbing lines and fixtures and address leaks in a timely manner. If you are renting a home, be sure and check your lease to see whether you or your landlord is responsible to make these, and other kinds of repairs related to water and sanitary sewer lines and appurtenances. Checking toilets with food coloring dye is a simple and easy way to see if your toilets are running. Simply pour some food coloring into the tank (not the bowl) and wait about 5-10 minutes and see if the color appears in the bowl. If it does, you have a flapper leak and will want to replace it. Toilet leaks will run a lot more water than most people realize.

As home and business owners, we are responsible for the plumbing systems that serve our property. It does not take much time to inspect these systems on a regular basis to ensure that there are no leaks or other adverse condition issues developing. Remember, for sewer lines, the property owner is responsible for the line from the house all the way to the point of con-

nection with the public sewer main. For water service lines, the utility is responsible for the service line from the public water main to the meter pit in the yard (if the meter is outside in a pit), or the curb stop in the yard (if the meter is inside the house). A "curb stop" is industry lingo for a shut off valve.



If you do experience an increase in your utility bill due to a leak and there is no adjustment available under the approved policies, you may always contact the Utility to arrange a payment plan. Our staff will be happy to work with you to do so once there is confirmation the leak has been repaired and water usage has returned to normal levels. Assistance with winter heating bills and utility bills is also available via the LIHEAP (Energy Assistance) and LIHWAP (Water & Wastewater Assistance) programs. For more information, please contact the John H. Boner Community Center at 2236 East 10th Street, Indianapolis, IN 46201. Their web address is <http://jbncenters.org/>, and their phone number is (317) 633-8210. You may contact them to discuss eligibility and for assistance with the application process.

THE LAWRENCE LIFT

EYE ON WATER - TOOLS FOR NEW WATER METERS

The new meters installed under our meter change out program offers more features to our customers who have had their meter changed. We offer you direct and secure access to your water usage data.

Visit the City of Lawrence Website and click on the EyeOnWater suite for available tools. The site includes a secure online website to review and analyze your usage patterns and history. A consumer smartphone app will be made available after the initial online sign-up. With these tools, you are able to view your hourly usage activity, and gain greater understanding and control of the amount of water you use. Lawrence Utilities EyeOnWater Online provides easy to understand graphs

and the ability to establish alerts– including identifying potential leaks. Settings are also available that allow you to have a notification sent to you electronically when your water usage in a 24-hour period exceeds an amount that you set. This feature provides the best means available at this time for early leak warnings.

The annual meter change out program is designed to have these new meters with these additional features installed for all metered accounts. If we have not made it to your area yet, we will be there soon! Please note that you may also email Lawrence Utilities to address these and other issues by emailing lucustomerservice@cityoflawrence.org.



TRASH AND SENIOR DISCOUNTS

Another issue that has come up recently is the process for applying for and receiving the “Senior Discount” for trash services. To be eligible, the account holder must provide proof of age (65 or older); there can be no more than two people residing at the address, and you cannot have more than one trash toter and one recycle toter.



LAWRENCE IS BEAUTIFUL!

Kindness is a condition for which we do not need a cure and are OK with spreading around to others. Being kind to the planet is an easy way to show that! Take some time to do some cleanup in your neighborhood, or anywhere for that matter!

Arrange a Cleanup Day

You may contact either:

Lawrence DPW

(317) 823-8959

(317) 545-8787

Lawrence Utilities

(317) 542-0511

