

STRUGGLING TO PAY YOUR ENERGY OR WATER BILLS?

You may qualify to receive federal funding to help pay some of your bills this winter! The Low-Income Household Energy Assistance Program (LIHEAP) and Low-Income Household Water Assistance Program (LIHWAP) are federally funded programs to help Indiana residents pay their utility bills and prevent utility shut offs.

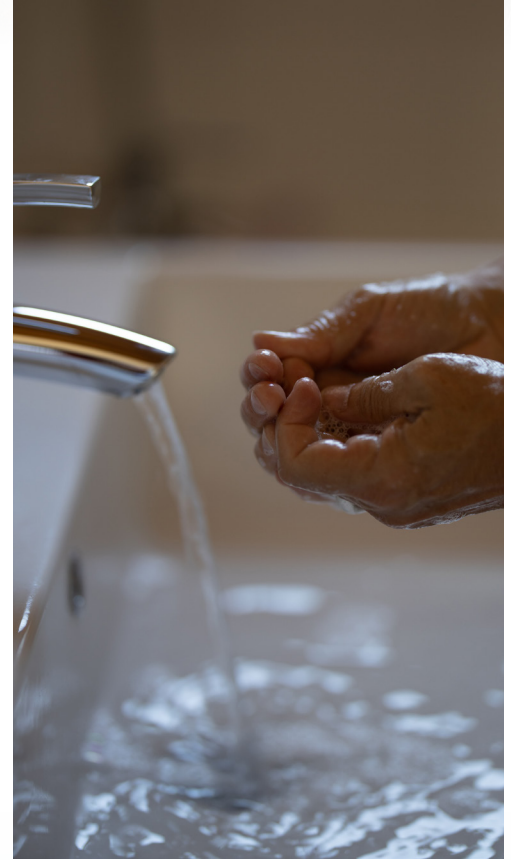
Households that earn less than 60% of the state median income (60 SMI) may qualify to receive this benefit. The online application is open starting October 1, 2022. Qualified households will be protected by the energy moratorium, which prevents their heat and energy utilities from being shut off in the winter months.

New this year, households can apply for water/wastewater utility assistance in the same application as energy assistance. The water assistance program is a temporary emergency program to help low-income households catch up on their water and wastewater bills during the COVID-19 pandemic, though the program does not require proof of COVID-19 hardship to ap-

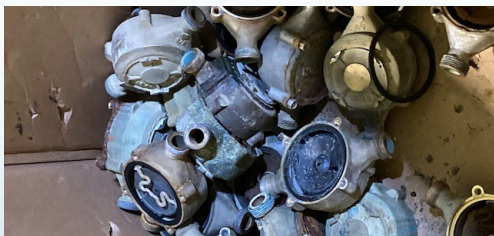
ply. Please contact your local service provider for income eligibility if you have more than five people living in your household. You can find your local service provider at EAP.ihcda.in.gov or by calling 2-1-1.

For Lawrence residents, the local service provider is 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 application process. You may also visit to EAP.ihcda.in.gov to learn more.

The Utility also has a Payment Extension Plan available. You may contact the Business Office at 317-542-0511 to inquire as to the terms and conditions available.



2022 METER CHANGE OUT PROGRAM



We have started our 2022 residential water meter replacement project. The contractor, NECO, started installing new meters in September and will complete the project in early 2023. Lawrence Utilities has a routine water meter replacement program designed to ensure that we have

a high level of accuracy in meter reading with no estimated readings.

The new electronic read technology provides for the high level of accuracy and reliability as well as making our meter reading functions more efficient.

SEWER RATE NOTIFICATION

All our customers should have by now received a notification letter that the sewer rates will increase effective October 1, 2022. Please note that the new rates will start being applied to customer bills with the November and December billings.

COLD WEATHER INFO AND TIPS

With the cold weather on the way, it is a good time to remind our customers to start thinking about weather-proofing their homes to protect against frozen water lines and meters. The Utility has helpful information and tips on the utility web page at <http://www.cityoflawrence.org/utilities/water-sewer>.

Your plumbing contractor is also a great resource to inspect and ensure that adequate protection against damages due to freezing is provided. Please remember that the cost to replace frozen and broken meters are charged to the customer's monthly bill. A little bit of effort in preventing freezing temperatures from causing broken meters is worth it in the long run as meters are not cheap to replace. That is not to mention the inconvenience of being without water for a period of time.

If your meter is located outside in a meter pit in the yard, you will want to inspect to make sure the ring and lid are seated

securely so that there are no gaps that could allow cold air to get into the pit and freeze the water line and meter. A properly sealed pit will retain the natural heat from the ground inside the pit which helps prevent freezing. Hot air rises and cold air descends, so gaps will allow hot air out and let cold air in. Your plumbing contractor can assist with this too, as the property owner is also responsible to ensure the integrity of the meter pit.



Winter is also the time when snow and ice can accumulate on sidewalks and residents and business owners should be aware that it is their responsibility to ensure that the sidewalks on their property are kept free of ice and snow and other debris that prevent the safe passage of pedestrian traffic, even though they may technically be in the right of way. Keeping tree branches trimmed to a height of 10-feet above the sidewalk is also the responsibility of property owners.

Finally, please be aware that when the snow accumulates, the City's snow plow teams will be out. Residential neighborhoods with cars parked in the street may not be plowed until those vehicles are moved out of the street. Please park your cars in the driveway or garage. The City will make every effort to plow all the streets it is responsible for, but managers will use their judgment as to what level of attention can be provided safely, effectively and efficiently.

LEAF DRAINAGE ISSUE REMINDER

Please don't forget during the Fall Season to not allow your leaves to remain on the ground where they end up in the gutter and thereby cause drainage problems due to blocking of stormwater inlets.

Removing leaves, trash and other obstructions will allow water to get away more efficiently and will also improve the appearance of our community.



WATER CONSERVATION TIPS

► New toilets are designed to conserve water use. They use only 1.6 gallons per flush. Replacing an older toilet will pay off in the long run through savings on your water bill.

► Check for leaks. Toilets are notorious for silent leaks, usually through the flapper valve at the bottom of the tank. Place a few drops of food coloring in the toilet tank and wait 15 minutes without flushing. Look into the toilet bowl to see if the water becomes colored. If it does, you have a leak and it should be repaired as soon as possible. A leak in your toilet can waste thousands of gallons per year. A faucet leaking

one drop per second can waste from 2 to 4-thousand gallons per year.

► Generally, it is preferable to replace your toilet with the new water-saving type instead of displacing water with bricks and other objects.

► Consider replacing your toilets fill assembly with a dual-action flush feature to flush only liquid waste with a smaller volume of water.

► Check your outside spigots frequently to ensure they are off. If you have the kind that can be shut off from inside the home, shut them off inside during the winter months when they are not being used.

► Install a water saving or "low-flow" showerhead - they are inexpensive, easy to install and can save thousands of gallons of water per year

► Check your water bill monthly to see how much water you are using. Knowing your water use habits will allow you to spot problems before they become larger and more expensive.