



2022 CONSUMER CONFIDENCE REPORT

The City of Lawrence Utility's 2022 CONSUMER CONFIDENCE REPORT (CCR) is now available by typing the following URL address into your address bar (not your search bar):

<https://tinyurl.com/consumerreport2022>

The CCR is an annual report that contains information of interest as well as water quality testing data for the previous years' regulatory testing requirements.

If you would like to have a paper copy mailed to you, please call the Business Office at (317) 542-0511 and request a copy. A copy of the CCR is also available on the city's website here: <https://www.cityoflawrence.org/utilities/consumer-reports>

WATER QUALITY IMPROVEMENTS & CHALLENGES

Recently, I had a question from a customer who wanted to know when his water was going to improve. My response is simple; it has already improved.

The millions of dollars we have invested in water treatment plant reconstruction and improvements, our rehabilitated storage facilities, improvements in the well fields, enhanced SCADA controls and other associated plant improvements ensure that we produce the best, safest water possible from our 100% ground water supply.

But there is another step in getting the water to the customer, and that is via the distribution system. Lawrence is responsible for nearly 200 miles of water mains and service lines. For water service lines, the utility is responsible from the public main to the meter pit or curb stop (if the meter is inside the structure served), typically located at the property line. In the older parts of the city, most of the mains are old and heavily encrusted with decades of iron deposits. These iron deposits can and do affect water quality at the tap.

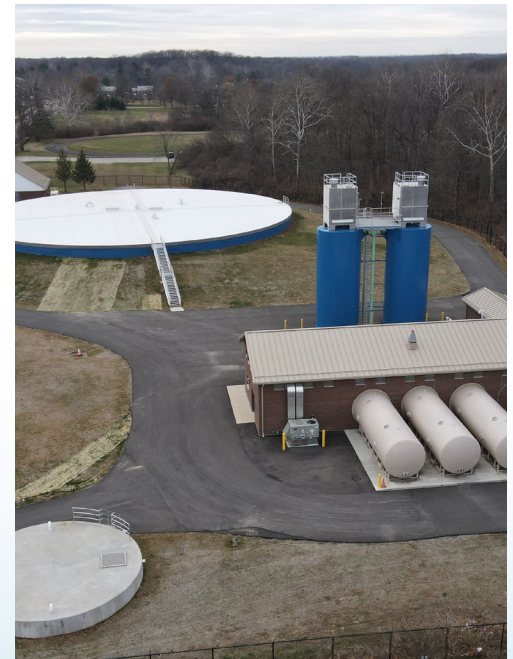
In normal usage conditions, customers enjoy a nice, clean stream of water. But there are times when these iron deposits can get disturbed, such as during a main break, an active fire where hydrants are opened, and unauthorized access to hydrants by those who most likely do not know how to properly open and close hydrants. The

resultant large surge in flows through the mains can dislodge iron deposits and stir them up so that they are suspended in the stream of water and make it to the tap. In these cases, there is not much that can be done other than to let the water settle back down and, in some cases, we can perform targeted main flushing in the affected area. We also flush the entire main system in the spring and fall to help control iron build up and clean the mains.

Customer service lines are also a source of discoloration and particulate matter. This is more likely to be seen in older homes where there are galvanized water lines present, either inside the home or outside from the meter pit to the house. Lawrence did not ever utilize galvanized pipe as service line material from the public main to the meter pit or curb stop. But we have seen galvanized service lines on the customer's side of the meter pit or curb stop. Galvanized lines corrode over time, and they corrode from the inside out. This can result in occasional discoloration and in particulate matter getting in the plumbing and clogging aerator screens or interfering with valve operation or even water-using appliances.

So, while we have come a long way towards getting Lawrence's water production, treatment and storage infrastructure back into good condition, there are still miles of water mains and service lines to

address, which will take years and continued investment in the distribution system. In our water master plan, we targeted initial main replacement projects in areas with high frequency of main failure and in areas where mains are undersized so that



fire protection in those areas is improved.

With the lasting impacts of the recent covid pandemic, we are seeing increased costs of water main (and other) replacement projects, longer project duration times due to supply chain issues and contractor staffing issues. These issues will affect the

THE LAWRENCE LIFT

WATER QUALITY CONTINUED

pace of water main replacement moving forward as our capital funding for these projects is not going as far as it was prior to the pandemic.

Unfortunately, this all means that we will continue to see occasional discolored water incidences. But I am happy to report

that the number of calls we receive regarding this problem has decreased since we began our improvements projects.

To date, we are closing in on having replaced roughly 40,000 linear feet of water mains, primarily in the older parts of the city. Water main replacement will be

an ongoing project, one that every utility must address. So, while I can with all confidence state that our water has improved over the past several years, that must be tempered with the reality that there is still much more to be done to continue to provide safe, clean and reliable drinking water and fire-fighting water to the community.

SEWER DISCUSSION

We are now set to embark on a program of sanitary sewer improvements projects as well. Like the water utility, our sewer utility was floundering financially, and that issue was addressed in September 2022 with a sewer rate increase and bond issue, after an unfortunate delay due to the pandemic.

Our primary focus with the sanitary sewer is to address the chronic Sanitary Sewer Overflows we experience in rain events. In addition, like the water distribution system, the sewer collection system in the older parts of the city is in bad shape in many places. They are old, leaky and defective clay-tile sewers and they allow a lot of Inflow & Infiltration of clear water into the system, which we then pay to treat.

They also take in so much clear water that the system surcharges in certain areas, resulting in these overflows. We have a similar amount of sewer main and laterals in the ground as water lines, and so there is much work to be done. Right now, we are completing a \$4.1 million SWIF Grant funded sewer improvement project which includes matching funds from the city's ARPA funds secured by the administration after much communication at state and federal levels.

This project will be completed soon, and we are eager to get our flow metering study performed to assess the efficacy of those improvements. But like the water distribution system issues, we have a long

way to go to address our sanitary sewer issues and what we are undertaking now is just the start.

Infrastructure improvements should be done continually. There is no possibility of getting to a point where we can say, "OK, it's all fixed now!" The infrastructure in the ground gets older every year and system components fail. But fortunately, we are now on the right path moving forward and our infrastructure conditions will only continue to improve if we continue to value them as we should and have the collective will to continue to invest in improvements and replacements. We must be willing as a community to invest in infrastructure or else learn to live with the results of neglect.

WATER METER REPLACEMENTS CONTINUE

The next phase of our annual Water Meter Replacement Program is set to start in May. Because the targeted meters are predominantly inside this time, the contractor will be sending letters to customers to arrange appointments in order to be able to access the home to accomplish this work. The contractor will begin mailing letters out on May 9, 2023. If you receive a let-

ter, please respond in a timely manner so that we can get this work accomplished as quickly and easily as possible. Your cooperation is greatly appreciated as we are working with our contractor to get these new meters installed. If you receive a letter and have questions or concerns, please contact the office at (317) 542-0511 or as noted in the letter itself. Please note that

the contractor will send out a maximum of two letters to each property requesting an appointment be set up. Failure to respond and set up an appointment by the deadline noted in the second letter will result in the utility placing a Blue Tag on the property stating on what date the water service will be disconnected until such time as an appointment is set up.

FIESTA LAWRENCE

"This year, Fiesta Lawrence is going global! Fiesta Lawrence will be taking place on May 13th at the Fort Ben Cultural Campus. This is a FREE outdoor event which includes live music and entertainment, food, crafts, resources and more. Come join us for this cultural experience! Our goals are

to promote cultural awareness, encourage cross-cultural engagement, and celebrate the diverse backgrounds of the residents of our community. For more information, please visit <https://visitlawrenceindiana.com/events/fiestalawrence/> See you soon!"

