



## FREEZING REMINDERS

Please remember that we are still in that time of year when freezing temperatures are possible and frozen and broken water meters and service lines are still possible.

Remember to protect your water meter and piping from freezing by installing insulation where needed, keeping garage doors closed if your meter and water ap-

pliances such as water heater, softeners, etc are located in the garage, and making sure outside spigots are closed and hoses removed.

## OUTDOOR WATER METERS

You will also want to make sure your water meter pit lid is securely fastened if your water meter is located outside in a meter pit. To the right are a couple images of what a typical water meter pit lid looks like. The smaller black plastic device is the transponder for the electronic meter reading feature. These lids should be at grade (even with the yard, not sticking way up out of the ground or conversely, sunken more than an inch below yard level). It is the homeowners responsibility to ensure that pit lids are at grade and securely fastened.



## INDOOR WATER METERS

Sometimes, water meters are located inside the home, typically in a basement or utility closet, or in the garage. They are usually pretty close to where the main shut off valve is for all your inside plumbing. You will want to ensure this master or main shut off valve is always easily accessible and operable. In addition, the water meter itself, if located inside, must be free and clear of any obstructions such as water heaters, furnaces, softener units, or otherwise obstructed.

If the Utility cannot easily and safely access an inside meter, we will inform the customer and provide ample time for them to take measures to restore access. If the customer does not do so, we will install an outside meter pit in the yard. The inside meter would then be deactivated and no

longer used to provide billing data. Here are a couple of examples of inside meter sets. Note the handyman operating an old-style gate valve. These types of valves, if not routinely operated to ensure they work, are notorious for being inoperable when most needed! The quarter-turn ball valve is highly recommended (see picture of valve with blue handle).





# THE LAWRENCE LIFT

## WATER METERS CONTINUED

The water meter shown by the water heater is a typical installation (note this homeowner also elected to have a quarter-turn ball valve to shut off main water supply just upstream of the meter).

The meters shown above are easily and safely accessed for maintenance and changing when needed. If changes are

made so that the meter is no longer easily and safely accessible, we will take the actions noted above with respect to installing an outside meter pit.

If you have concerns about whether or not your inside meter is easily and safely accessible, please contact the Business Office at 317-542-0511 and someone will as-

sist you in answering that question. Better yet, email [lucustomerservice@cityoflawrence.org](mailto:lucustomerservice@cityoflawrence.org) a picture of your inside meter and we will be easily able to answer your question.

## 2023 WATER METER REPLACEMENT PROJECT

Beginning soon, our contractor, NECO, will begin this year's water meter replacement project. This year, we will be focusing on replacing meters that are located inside the home or garage. This process will involve NECO reaching out to targeted customers to schedule appointments to perform this work.

We greatly appreciate your assistance in completing this project by responding to these requests in a timely manner.

Remember too, that these new meters will provide the customer with the full capabilities of the Badger Eye On Water app (available here: <https://helpseyeonwater.com/creating-an-account/>), which will help you monitor your water usage and provide an alerting feature to inform you if your water usage exceeds a preset amount per day that you set, which can prevent high water bills resulting from leaks that are not found and fixed in a timely manner.

Also, the Utility does not adjust the water portion of customer bills and only provides an adjustment to the sewer portion of the bill when it is demonstrated that the leaked water did not go down the sewer drain. We also do not provide sewer adjustments during the summer sprinkling months, which means leaks occurring in the months of June, July, August and Sep-

tember will not be eligible for a sewer adjustment.

It really pays off to stay on top of your plumbing. In an emergency, you do not want to be struggling to find a shut off valve or trying to shut off a valve that will not work! And no one enjoys paying extra for water leaks that could easily have been prevented with some common-sense protective measures in freezing weather or by diligently inspecting all the visible plumbing and fixtures in your home on a regular basis.

