



IMPORTANT NOTICE: PAYMENT PLATFORM UPGRADE

We hope this message finds you well. We have listened to feedback and input from our customers, and we are excited to announce an upcoming upgrade to our payment platform that will bring a host of new features and modernization to enhance your experience with our services.

As part of our ongoing commitment to providing you with efficient and convenient utility services, we are pleased to introduce a comprehensive upgrade to our online payment platform. This upgrade is designed to streamline your account management and provide you with a range of new services aimed at simplifying your utility billing and payments.

Key Features of the Upgrade

1. Mobile Account Management:

With our new platform, you can now manage your utility account from the convenience of your mobile device. Access your account, view billing information, and make payments on the go, ensuring that you have full control of your utility services at your fingertips.

2. E-Billing: Say goodbye to paper bills! Our e-billing service will enable you to receive your utility bills electronically, reducing clutter and helping the

environment. You'll receive notifications when your bills are ready, making it easier to keep track of your expenses.

3. Recurring Credit Card: Enjoy the ease of setting up recurring credit card payments. Say goodbye to late fees and missed payments by scheduling automatic payments to ensure your bills are paid on time, every time.

4. Consumption Data: Access detailed consumption data to better understand your utility usage patterns. This valuable information can help you make informed decisions on how to reduce your consumption and save on utility costs.

5. Scheduled Payment Options:

Gain greater flexibility in managing your payments by scheduling them for a date that suits you best. Whether you prefer to pay at the beginning, middle, or end of the month, our new platform allows you to customize your payment schedule.

We understand that change can sometimes be challenging, but we believe that this upgrade will significantly enhance your experience with our utility services. Our customer support team will be avail-

able to assist you throughout the transition, should you have any questions or encounter any difficulties. Please stay tuned for additional information, including key dates, which will be provided in the coming weeks.

Thank you for your continued trust in Lawrence Utilities. We look forward to providing you with an improved and more convenient online experience. Your satisfaction remains our top priority.

LUPaymentUpdate.com

SCAN ME



FRANKLIN ROAD PAVING HAS BEGUN

Many of you will be quite pleasantly surprised to see that Franklin Road is now repaved. I'd venture to say that some thought it would never happen! That was a very long water main project and in fact it is not exactly done even now.

We still have 46th Street and parts of Richardt Street to repave as well. These roads will be done in the spring of 2024, but the underground work is all completed.



THE LAWRENCE LIFT

BROOKSIDE WATER MAIN REPLACEMENT

Now we are working on the Brookside Park subdivision water main replacement and stormwater improvements projects. They will be completed next year as well.

As a reminder, whenever in the course of our water main replacement projects we come across water lines that are galvanized iron pipe or lead (although we have never once encountered a lead pipe

in Lawrence), we replace those lines all the way to within 2-feet of the foundation wall, or as close as we can get if there are obstructions like landscaping features, decks, patios, etc.

This water line replacement is done at no charge to the property owner and is part of our strategy for achieving compliance with the new rules regarding lead service lines.

Speaking of which, I have received about 18 photos of service lines where they enter the structure, so I'd like to give a big "Thank You!" to all who have taken the time to send those photos in.

I would like to see a lot more. Each one we can confirm like this is one more we do not have to dig a hole in the yard for, which costs more.

WINTER IS COMING

I don't want to bring anyone down who is not a fan of winter, but it's right around the corner.

Now is the time to start checking to see if you have any exposed pipes, replace defective insulation, seal up holes and areas where cold air can get to pipes and your meter if it's inside.

Check your main water shut off valve in the house too, to ensure it works if and when needed.



If your water meter is in a pit outside, make sure your pit's lid is properly secured and there are no gaps or areas where cold air can descend into the meter pit and freeze the meter.

Remember, the replacement of frozen and broken meters are charged to the property owner.

PRIORITY WASTE IS THE NEW LAWRENCE WASTE PARTNER

Hello Lawrence Residents! We are excited to announce that on December 1, 2023 the City of Lawrence will partner with Priority Waste to provide residential waste and recycling collection.

Collection days will remain the same and residents will continue to use the current totes until the end of the year.

More details regarding the removal of existing totes as well as delivery of new totes and related schedule will be provided to residents in the upcoming weeks.

For more information stay tuned to the City website and our social media outlets!

www.cityoflawrence.org/solid-waste

Lawrence DPW
317-545-5566

Priority Waste
855-WASTE-65 (855-927-8365) or 586-228-1200

New Rates starting January 2024:
\$19.50 / Month - Regular rate
\$11.70 / Month - Senior Discounted Rate

