

## IMPORTANT: UPGRADE TO OUR PAYMENT PLATFORM

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.

To make the most of these exciting new features, we kindly request that you re-establish your account login and update your credit card information when prompted during the upgrade process. Rest assured, our new payment platform is equipped with the latest security measures to ensure your personal information remains safe and confidential.

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 available 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.

# THE LAWRENCE LIFT

## EYE ON WATER - TRACK WATER USE ON YOUR PHONE

If you recently had a new meter installed, your new meter is equipped with a cellular transmitter that has automatic read capabilities.

These newer meters, combined with the EyeOnWater app, provide our customers with a higher level of service. Once downloaded and registered, this online app provides a secure suite of available tools to review and analyze your usage patterns.

With these tools, you can view your hourly consumption activity as well as gain a greater understanding of the total amount of water used in a specified period.

In addition to displaying consumption data,

EyeOnWater allows you to set a usage tolerance and receive text or email alerts when your water usage rises or spikes more than the pre-determined amount you set. The app will also send notification if your meter registers water consumption for 24 consecutive hours, which could indicate a potential leak.

Please consider signing up to take advantage of these benefits that come with your new meter with cellular transmitter. EyeOnWater is an easy way to monitor your daily water consumption and gives you full access to your usage history. Sign up today at: [www.eyeonwater.com](http://www.eyeonwater.com).

Please note that some customers may still have the older style meters which are still

electronically read, but do not have the cellular transmitter and thus do not have full range of features available on the app. As we continue to perform annual meter replacement projects, these older meters will be phased out and every customer will have the full range of features available.



## METER CHANGE-OUTS CONTINUE

As we continue to move forward with our water meter change-out program we are encountering instances where owner-installed items like water softeners are preventing access to the water meter.

If your water meter is located inside it must be safely and easily accessible in order to be serviced, inspected, changed or tested. It is also important to be sure that you can access your shut off valve, which we have

seen access obstructed along with the meter due to remodeling or installation of new water softeners or other appliances.

If you are having plumbing or remodeling work done in the vicinity of the water meter, please be sure your contractor understands that they cannot block access to the meter.

If the Utility or its contractor are unable to access the meter to change it out the homeowner can be liable for the cost of a replacement meter that will be installed outside in a meter pit in the yard.

Of course, we would prefer that customers cooperate by restoring access to the meter. If you prefer that your existing water meter remain inside the home/garage, then please be sure that it is accessible.

## LEAF SEASON

Leaf season is right around the corner! Please be sure that your leaves do not migrate out into the street to block drainage inlets or accumulate in ditches, impeding the flow of surface water during

rain events. It is also a good time to check your smoke detectors to ensure they have good batteries and while you are doing that, check all the visible plumbing in your home or business for drips, leaks

and make sure your critical water shut off valves are in working order.

## NEW CITY TRASH SERVICE IN NEGOTIATION

After a Request for Proposals process, the City of Lawrence is in contract negotiations with Priority Waste to be the City's new solid waste and recycling vendor.

If approved by the Board of Public Works and Safety, the new contract would take

effect upon expiration of the City's current contract in December 2023.

More information about solid waste and recycling services for City residents, including any changes to pick up schedules and rates, will be provided

by the Department of Public Works in November. Please monitor their website for additional information here: <https://www.cityoflawrence.org/solid-waste>