



IMPORTANT: UPGRADE TO OUR PAYMENT PLATFORM

Due to unforeseen circumstances with our credit card processing system that was scheduled to be retired in March 2024, all customers enrolled in recurring payments need to enroll in the new Utility Access Online Payment System to ensure that your payment is reflected in your account on your next scheduled due date.

All customers wanting E-bills must create an account in the new Utility Access Portal and select E-Bill under Contact Preferences.

Please scan the QR code or visit
www.lupaymentupdate.com



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.

Please enter your account number as it appears on the bill and enter the name in all caps as it appears on the bill.

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.

UPCOMING EVENTS

BLACK HISTORY MONTH CELEBRATION

FEB. 29, 2024 • 6-8PM

THE RESET CENTER
4330 N POST RD, INDIANAPOLIS, IN 46226

Join us February 29th for our City of Lawrence Black History Month Celebration at the Reset Center (4330 N. Post Rd.) This event is FREE and open to everyone! Let's come together to honor the past and celebrate the future. Vendors: 6-7pm, Program: 7-8pm

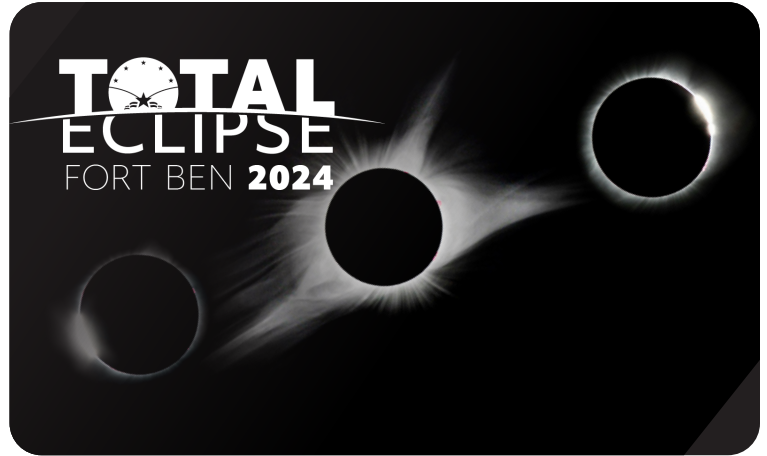


TOTAL ECLIPSE 2024 FESTIVAL

APRIL 8, 2024 • 1PM

LAWRENCE COMMUNITY PARK
5301 N FRANKLIN RD, INDIANAPOLIS, IN 46226

On April 8, 2024, at 3:06 pm, a total solar eclipse will put the sky into complete darkness, and Lawrence is located right in the center of the path of totality! We are hosting a Total Eclipse Fort Ben 2024 Festival at Community Park! Join us at 1:00pm for an afternoon filled with live music, food trucks, and family activities, all under the spectacle of the total solar eclipse.



FORT BEN FARMERS MARKET

THURSDAYS, JUN. 6 - OCT. 3, 2024

FORT BEN CULTURAL CAMPUS
8920 OTIS AVE, INDIANAPOLIS, IN 46226

The 2024 Fort Ben Farmers Market showcases vendors from Central Indiana that offer fresh produce, baked goods, honey, specialty food items, meats, coffee, plants, and much more! Grab dinner from one of the local food trucks, take a ride on the Musical swings, and enjoy the history that the campus has to offer. There is something for everyone at the Fort Ben Farmers Market.



MORE INFO ON VISITLAWRENCEINDIANA.COM