



## IMPORTANT: UPGRADE TO OUR PAYMENT PLATFORM

### ACTION REQUIRED

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.

Please scan the QR code or visit  
[www.lupaymentupdate.com](http://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.

## COLD WEATHER IS ON THE WAY

With the cold weather on the way, it is a good time to remind our customers to start thinking about weather-proofing their homes to protect against frozen water lines and meters.

The Utility has helpful information and tips on the utility web page at <http://www.cityoflawrence.org/utilities/water-sewer>. Your plumbing contractor is also a great resource to inspect and ensure that adequate protection against damage due to freezing is provided. Please remember that the cost to replace frozen and broken meters is charged to the customer's monthly bill.

A little bit of effort in preventing freezing temperatures from causing broken meters is worth it in the long run as meters are not cheap to replace, not to mention the inconvenience of being without water for a period of time.

If your meter is located outside in a meter pit in the yard, you will want to inspect to make sure the ring and lid are seated securely so that there are no gaps that could allow cold air to get into the pit and freeze the water line and meter.

A properly sealed pit will retain the natural heat from the ground inside the pit which helps prevent freezing. Hot air rises and cold air descends, so gaps will allow hot air out and let cold air in. Your

plumbing contractor can assist with this too, as the property owner is also responsible for ensuring the integrity of the meter pit.

Winter is also the time when snow and ice can accumulate on sidewalks and residents and business owners should be aware that it is their responsibility to ensure that the sidewalks on their property are kept free of ice and snow and other debris that prevent the safe passage of pedestrian traffic, even though they may technically be in the right of way. Keeping tree branches trimmed to a height of 10-feet above the sidewalk is also the responsibility of property owners.

Finally, please be aware that when the snow accumulates, the City's snowplow teams will be out. Residential neighborhoods with cars parked in the street may not be plowed until those vehicles are moved out of the street.

Please park your cars in the driveway or garage. The city will make every effort to plow all the streets it is responsible for, but managers will use their judgment as to what level of attention can be provided safely, effectively and efficiently.

