



As the COVID-19 situation continues to evolve, Lawrence Utilities recognizes that we need to evolve with it as we also do our part to stop the spread. The economic impacts of this pandemic on our customers are not yet fully developed, but are already being seen and felt by many. We desire to be responsive and proactive and thus are updating our original COVID-19 notice with the following temporary policies and procedures until such time as it is determined that they are no longer needed:

- Lawrence Utilities will suspend non-payment disconnection of water service until further notice.
- No late payment penalties will be applied to any account until further notice.
- Most of our Lawrence Utilities staff continue to work from home in order to do our part to protect our customers as well as our employees. This practice will continue until April 21, unless further extensions are issued at the federal, state or local level.

Lawrence Utilities continues to encourage our customers who can to make their full bill payments to avoid large bills in the future. But we do understand that some will only be able to pay what they can due to circumstances brought about by the pandemic. Customers are still able to utilize on-line payment options, make credit card payments over the phone, or else utilize the drop box to make payments instead of coming into the payment lobby. The drop box is located at the west entrance to the Utility's Operations/Billing Center located at 9201 Harrison Park Court, Lawrence, IN 46216. We would also like to encourage customers to call in or email their questions or concerns, as opposed to coming into the payment lobby, which will reduce personal contact during this difficult time. Our Business Office staff can assist with any billing or service issue just as easily via email or phone as face to face. The Business Office can be reached at 317-542-0511. Emails can be sent to lucustomerservice@cityoflawrence.org. Please note that Business Office staff are working from home so response may be delayed. But we will return all calls and emails.

We also strongly encourage our customers to follow recommended health and safety guidelines with respect to COVID-19. This CDC link is very helpful: <https://www.cdc.gov/coronavirus/2019-ncov/community/index.html>

Above all, we continue to provide safe and reliable potable water and sanitary sewer services to our customers and we will continue to be able to meet our customer's water demands. **We want to emphasize that our water supply is safe and secure.** We will continue to conduct operations as well as respond to emergency situations such as water main breaks or other system failures. Some processes and procedures may change during this period and we will be sure to keep our customers informed of any changes that may affect bill payment or other functions as a result of the virus outbreak.