



Lawrence Utilities desires to be responsive and pro-active in our response to the recent developments over the COVID-19 outbreak. Recognizing that this situation has the potential to result in issues with customers' ability to pay their utility bills on time and/or in full in order to avoid non-payment disconnection, we will observe 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 April 21, 2020.
- No late payment penalties will be applied to any account until April 21, 2020.
- Other than these provisions, Lawrence Utilities will conduct business per routine policy & procedures unless developing conditions warrant additional steps to ensure that customers do not experience service disconnection due to COVID-19 developments.

Lawrence Utilities encourages our customers 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.

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>

Please know that we are also formulating additional plans to protect customers as well as Utility Staff in case additional measures are called for. Above all, we will 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 demands. We want to emphasize that our water supply is safe and secure. We will continue to conduct our routine 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.