



## PAYMENT PLATFORM UPGRADE APPROACHING

### ACTION REQUIRED

Recurring credit card payments will end March 31, 2024 unless you have set up recurring credit cards in the NEW Utility Access Portal. We encourage you to enroll in the new Utility Access System to re-establish auto pay. Doing so will ensure that your payment is reflected to your account on your next scheduled due date.

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



To enroll in the new Utility Access System:

1. Please visit: [www.cityoflawrence.org](http://www.cityoflawrence.org).
2. From there, select "Lawrence Utilities"
3. Then choose "Online Bill Pay"
4. Then select "Utility Access Portal"
5. You can "Create User Profile"
6. Once confirmed via email, you will then add your utility account.

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

To make the most of the 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.

## RECENT WATER METER INSTALLATIONS

**Please Note:** If you recently had a new water 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 us-



age 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

# THE LAWRENCE LIFT

## RECENT WATER METER INSTALLATIONS CONTINUED

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 change meters, these

older meters will be phased out and every customer will have the full range of features available.

If you have an inside meter that does not have the cellular transmitter, please call the business office at 317-542-0511 to schedule a time to upgrade your meter.

## WATER MAIN FLUSHING SCHEDULE

The City of Lawrence will be flushing water mains during normal business hours from Monday April 1, 2024 - Friday May 3, 2024.

As a result of this activity, some customers may experience a temporary discoloration of their water and/or a low water pressure condition. Color can range from a light yellow to an orange-red. If this occurs, the customer should run a medium stream of

cold water until the water clears. If a customer is experiencing this problem, the customer should not run hot water or wash clothes until the water clears up.

The City does not reimburse customers for water used to flush their service lines due to iron discoloration. Main flushing is necessary in order to properly maintain the water distribution system and helps

to improve water quality and maintain adequate disinfectant levels per regulatory requirements.

If you have any questions, please feel free to contact City of Lawrence Utilities at (317) 542-0511, press 0 to speak with a Customer Service representative.

## UTILITY CONSTRUCTION PROJECTS FOR 2024

► We have a water main replacement project and a storm water improvement project currently underway in the Brookside Park subdivision West of Richardt Avenue between 54th Street and 52nd Street.

► Paving Richardt Avenue from 56th Street to 46th Street and paving 46th Street from Franklin Road to Shadeland Avenue is scheduled for 2024.

► As part of the 2021 Lead and Copper Rule Revisions issued by the EPA, Lawrence Utilities is required to compile an inventory of all the water service line pipe materials for all service accounts in its system.

Those water service line pipe materials that cannot be confirmed by records or

visual inspections in water meter pits will need to be physically dug up by using a hydro-excavator (potholed) on the customer side and city side of the curb stop shut off valve or meter pit, inspected, and verified by field crews by October of this year.

## UPCOMING CITY EVENTS

### SPRING FLING

MARCH 30, 2024 • 1PM

LAWRENCE COMMUNITY CENTER

5301 N FRANKLIN RD, INDIANAPOLIS, IN 46226

### TOTAL ECLIPSE 2024 FESTIVAL

APRIL 8, 2024 • 1PM

LAWRENCE COMMUNITY PARK

5301 N FRANKLIN RD, INDIANAPOLIS, IN 46226

Check out more info at [VisitLawrenceIndiana.com](http://VisitLawrenceIndiana.com)