



LEAK ADJUSTMENTS FOR RESIDENTIAL CUSTOMERS

There is a cost for the Utility to pump, store and treat the water that we deliver to your homes and that is the reason we do not offer adjustments on the water portion of the bill. But we do realize that not all leaked water goes down the sanitary sewer and so we are happy to adjust the sewer portion of the bill to normal levels where there are no indications of leaks.

Per our approved policies and procedures, the Utility does not adjust the water portion of customer bills except in cases where it is demonstrated that the Utility has made an error in the billing process or has physically caused a leak on the customer's side of the meter. Because we do not do any work on plumbing inside homes, it is almost impossible that any of our activities would result in a leak after the meter. Leaks eligible for adjustment are those where the leaked water does not go down the sanitary sewer drain. These would be leaks after the meter in piping or fittings on the customer's service line outside of the house, or inside the house, such as under the slab, in a wall, etc. Leaks that would not be eligible are toilet leaks related to a faulty flapper valve or a sticking fill valve, water softeners stuck in the regeneration cycle and run water to the sanitary sewer. These, or any other water-using appliance with a discharge line to the sanitary sewer (automatic humidifiers) are leaks not eligible for adjustments.

If a customer experiences a leak on their side of the meter and it is documented by the contractor or plumber making the repairs that the leaked water did not go down the sanitary sewer, then the Utility will make an adjustment to the sewer portion of the bill. We will need to have copies of the invoice from the party making

the repairs as to the nature and location of the leak. What we cannot accept is a work ticket that says, "repaired leak" and a cost, but with no other information.



During the summer sprinkling months of July, August, September, and October, residential customer bills are automatically adjusted to the average water usage during the months and no further adjustments to the sewer bills will be made during those months.

We strongly encourage our customers to be proactive about monitoring their visible plumbing lines and fixtures and address

leaks in a timely manner. If you are renting a home, be sure and check your lease to see whether you or your landlord is responsible to make these, and other kinds of repairs related to water and sanitary sewer lines and appurtenances. Checking toilets with food coloring dye is a simple and easy way to see if your toilets are running. Simply pour some food coloring into the tank (not the bowl) and wait about 5-10 minutes and see if the color appears in the bowl. If it does, you have a flapper leak and will want to replace it. Toilet leaks will run a lot more water than most people realize.

As homeowners, we are responsible for the plumbing systems that serve our property. It does not take much time to inspect these systems on a regular basis to ensure that there are no leaks or other adverse condition issues developing. Remember, for sewer lines, the property owner is responsible for the line from the house all the way to the point of connection with the public sewer main. For water service lines, the utility is responsible for the service line from the public water main to the meter pit in the yard (if the meter is outside in a pit), or the curb stop in the yard (if the meter is inside the house). A "curb stop" is industry lingo for a shut off valve.

If you do experience an increase in your utility bill due to a leak and there is no adjustment available under the approved policies, you may always contact the Utility to arrange a payment plan. Our staff will be happy to work with you to do so once there is confirmation the leak has been repaired and water usage has returned to normal levels.

THE LAWRENCE LIFT

EYE ON WATER - TOOLS FOR NEW WATER METERS

The new meters installed under our meter change out program offers more features to our customers who have had their water meter changed. We offer you direct and secure access to your water usage data.

Visit the City of Lawrence Website and click on the EyeOnWater suite for available tools. The site includes a secure online website to review and analyze your usage patterns and history.

A consumer smartphone app will be made available after the initial online sign-up. With these tools, you can view your

hourly usage activity, and gain greater understanding and control of the amount of water you use.

Lawrence Utilities EyeOnWater Online provides easy to understand graphs and the ability to establish alerts— including identifying potential leaks. Settings are also available that allow you to have a notification sent to you electronically when your water usage in a 24-hour period exceeds an amount that you set.

This feature provides the best means available at this time for early leak warnings

which can save you money and possibly reduce the amount of damage a leak can cause to your property.

Lawrence Utilities highly recommend establishing your EyeOnWater account. If you have any questions, please do not hesitate to contact the Business Office at 317-542-0511.



IRRIGATION BACKFLOW



This time of year, many residents and businesses activate irrigation systems.

Customers with these systems should be aware that State law requires that these systems have approved backflow devices installed and that these devices must be tested and certified by a tester who is licensed/certified by the State of Indiana to perform these tests **AT THE TIME THE IRRIGATION IS TURNED ON.** The Utility is required to implement and monitor this program.

You may also schedule a test through Lawrence Utilities, who have certified testers on staff. The utility will place the test cost of \$80 on your utility bill as a miscellaneous charge. Failure to comply with testing and reporting requirements may result in service disconnection. Submit test reports to Lawrence Utilities at backflow@cityoflawrence.org.

If you have any questions or concerns about a test report, or to schedule a test, please contact the Business Office at 317-542-0511.

2023 CONSUMER CONFIDENCE REPORT

The City of Lawrence Utility's 2023 CONSUMER CONFIDENCE REPORT (CCR) is now available by typing the following URL address into your address bar (not your search bar): <https://tinyurl.com/consumer-report2023>

The CCR is an annual report that contains information of interest as well as water quality testing data for the previous years' regulatory testing requirements.

If you would like to have a paper copy mailed to you, please call the Business Office at (317) 542-0511 and request a copy. A copy of the CCR is also available on the city's website here: <https://www.cityoflawrence.org/utilities/consumer-reports>

