

Changing Your Utilities this Month?

Go online or call ahead for best service and to avoid delays

The month of July is peak season for the city's utility billing division. This is the time of year when the city sees an increase in transfers, disconnects and new service installs since many student rentals take effect or end at the end of this month. The utility billing division sees a dramatic increase in call volumes in the summer. Last year, the city received 9,936 calls for service in July and August – that's 25% of all the calls received year-round.

"At this time of the year, we see a 50% increase in call volume," said Megan Gilliland, communications manager. "We have staff working hard to get to all of the requests. Remember to stay on the line and be patient. If you don't want to wait on hold, the absolute best way to handle your utility billing request is to go online at least three-to-five days before you need a service changed and use the online service request."

Accessing Your Utility Account & Requesting Service Changes



Go online. Your account information is available online anytime from any internet-enabled device. Go to https://www.lawrenceks.org/utility_billing/ to register your account and get started.



Manage your account. Manage your utility account from the convenience of your home. Use our online forms to start, stop or transfer your service. Make sure to submit forms 3-to-5 days in advance.



Call Us. You can obtain information about your account 24 hours a day, 7 days a week by calling (785) 832-7878. Have your account information handy.



Pay Online. Pay your bill online anytime. The city uses an outside vendor that charges a convenience fee of \$3.25. Online payments take up to 3 business days to post to your account.



Restore Your Service. Need to get your utility service restored? Use our online form at www.lawrenceks.org/utility_billing.



E-Billing. Once you have your account established, sign up to have your monthly utility bill e-mailed to you directly.

TRASH & RECYCLING NEWS - MOVE OUT TIPS

Moving?



Please do not take the city trash cart with you when you move. Each cart belongs to the address where it was delivered.

July and August are peak months for moving out of apartments and homes in Lawrence. Moving can create a lot of waste. A little planning and preparation goes a long way toward reducing the amount of waste your move produces.

REDUCE the amount of waste generated by using reusable or recyclable padding like towels or newspaper to pack your boxes instead of purchasing Styrofoam peanuts or plastic wrap.

DONATE gently used clothing and household goods to local charities or hold a moving sale. Donate non-perishable food to local food banks, pantries and shelters.

RECYCLE obsolete electronic equipment, cardboard boxes, newspaper, plastic bags and all other recyclable materials. Visit www.LawrenceRecycles.org for the location nearest you.

PROPERLY DISPOSE of paint, automotive products, household cleaners, pesticides and other potentially hazardous chemicals at the City of Lawrence/Douglas County Household Hazardous Waste Facility. Call (785) 832-3030 to schedule a drop-off appointment.

SCHEDULE A PICK-UP for bulky items no longer usable, such as couches, appliances and automobile tires by filling out the online form available at www.lawrenceks.org/swm or calling (785) 832-3032.



Looking for Some Summer Fun? Find it in Lawrence! City offers many family-friendly, low cost options for summer days.



Dive in! Lawrence offers an indoor and outdoor aquatic center to suit every swimmer's needs. Find out about our aquatics programs, including swim lessons, hours, admission and special events, at www.lawrenceks.org/lprd/aquatics.

Take a cool ride. Admission on the T is just \$1 for a one-way trip for adults. Purchase a Summer Bus Pass for kids ages K-12 for the summer for \$10. The summer bus pass is good for unlimited rides in June, July and August. Call 832-3465 for details.



Free music. Parks and Recreation offers free City Band concerts on Wednesday nights in South Park at 8 p.m. and free Thursday Brown Bag concerts at Noon at 9th and Massachusetts. For schedule information, visit www.lawrenceks.org/lprd/specialevents/summerconcerts.

Go for a bike ride. Lawrence has over 50 parks and dozens of trails that weave through all areas of the city. Go to www.lawrenceks.org/city_maps to see a listing of city parks, bicycle routes and trails.



Take a class. Ever wanted to learn something new? Parks and Recreation offers classes for everyone with topics including art, business/computers/personal finance, family/personal health and well being, dance, fitness, home and hobbies, language, martial arts, music, tennis, pet care, and other special interests. Go online (www.lawrenceks.org/lprd/classes) for more information.

City Opens Grant Program for Homeowner Weatherization Assistance

The City of Lawrence has funds available for weatherizing homes throughout Lawrence. Eligible improvements include attic insulation, storm windows and entry door weather-stripping.

In an effort to prepare Lawrence residents for cold weather, the Community Development Division of the Planning and Development Department will administer grant money provided through the Community Development Block Grant. The program has an emphasis on weatherization because when homeowners reduce the amount of outside air entering a home, energy efficiency is increased.

To be eligible for assistance through the weatherization program, homeowners must meet the following requirements:

1. The home for which the application is being made cannot have received weatherization assistance from the city since January 1, 1993.
2. The home must be owner occupied with no more than two dwelling units.
3. Mobile homes are not eligible for this program.
4. Annual gross family income cannot exceed the guidelines in the table to the right.

Grants for energy-saving improvements do not require repayment. Grants will be awarded on a first-come, first-serve basis. Applications will be accepted from August 1 through August 31, 2013. Grant applications are available in the Planning and Development Services Offices at 1 Riverfront Plaza, on Level 1, Suite 110 or on the website at www.lawrenceks.org/pds/housing_programs. Call (785) 832-7700 for more information.



Family Size	Maximum Income
1	\$39,700
2	\$45,350
3	\$51,000
4	\$56,650
5	\$61,200
6	\$65,750
7	\$70,250
8+	\$74,800