



City of Lawrence

"We Have
Tomorrow —
Bright Before
Us, Like A
Flame."

Langston
Hughes

The Flame | January 2020

Getting to know the new Utility Billing system

On December 9, 2019, the City of Lawrence launched its new utility billing system. The new system provides a much improved self-service experience for utility billing customers by offering an enhanced online customer portal.

WHY DOES MY BILL LOOK DIFFERENT?

Whether you receive your bill electronically or via traditional mail, you will notice that the format has changed. The new billing system allows for additional information to be tracked and updated on your bill, which accounts for some of these changes.

For a full rundown of the new billing format, please view the informational video, "Understanding Your New Bill," which is available on our YouTube channel: <https://lawks.us/2RFx9U4>

ACCESSING THE ONLINE CUSTOMER PORTAL

To access the portal, residents must register for an online account. It is a simple process:

1. Go to the customer portal website: <https://link-infinity.lawrenceks.org>

2. Click on the "Register Now" link in the top right corner of the web page
3. Complete all required information in the "New User" registration form and click "Register". At this time, you may also opt-in to paperless billing.
4. You will be sent an email confirmation. Please click the link provided in the email to verify your account. After verifying your account, you will be able to log-in to the portal using your new username and password.

Customers who currently receive their bill electronically will need to register in the new online customer portal and re-opt into paperless billing, so that they may continue to receive their bill electronically.

Additionally, anyone who signed up for auto-pay in the previous system will need to re-register for auto-pay through the new customer portal. Customers who previously signed up for auto-pay in-person do not need to re-register.

NEW CUSTOMER AND ACCOUNT NUMBERS

In the new system, all customers are assigned a 13-digit identification number, which is composed of a seven-digit customer number and a six-digit account number. These numbers were provided in letters mailed to each customer.

The seven-digit customer number is linked to the name on the utility bill – meaning that number will remain the same for a customer at any address in Lawrence. The six-digit account number is tied to the specific service address. Customers with multiple service addresses will have the same seven-digit customer number, but a separate six-digit account number for each address.

Each customer must use their new 13-digit identification number to make a payment online or over the phone.

For any questions, call Utility Billing customer service at 785-832-7878 or email them at utilitybilling@lawrenceks.org.

TIMELINE OF NEW AND UPCOMING CHANGES TO UTILITY BILLING

In addition to a new utility billing system, other changes are coming to utility billing in the next few months. Details below.

DECEMBER 9, 2019: The new utility billing system goes live. In the new system, customers have access to an online portal where they can view water usage, make online payments, view payment history, modify contact information and view or print bills. More information on the new system is available on our website: lawrenceks.org/utility-billing

JANUARY 1, 2020: New water volume and sewer service charges go into effect for City of Lawrence customers. The new rates are effective from January 1, 2020 through April 30, 2020. Additional information, including the updated rate amounts, is available via a news release on the City website: <https://lawks.us/2r5Av8f>

MAY 1, 2020: A new water consumption rate method goes into effect for all City of Lawrence water customers. With the new methodology, residential water consumption rates will be calculated using a three-block system that bases each property's monthly rates on its winter quarter average consumption. Additional information, including the block rate amounts, is available via a news release on the City website: <https://lawks.us/2PiOeQS>

For questions on utility billing changes, please call our customer service team at 785-832-7878



WELCOME TO THE NEW LAWRENCE CITY COMMISSION!

On December 3, 2019, three newly elected commissioners were sworn in to Lawrence City Commission. The group of commissioners then elected our new Mayor, Jennifer Ananda, and Vice Mayor, Brad Finkeldei.

The current members of the Lawrence City Commission are (left to right): Courtney Shipley; Brad Finkeldei, Vice Mayor; Jennifer Ananda, Mayor; Lisa Larsen; and Stuart Boley.



Outdoor Downtown Sculpture Exhibition: Call for Art



Calling all artists! The call for art for the 32nd Annual Outdoor Downtown Sculpture Exhibition is now online at lawrenceks.org/odse.

Applications are due by 5 p.m. CST on Friday, Jan. 31. Contact Porter Arneill, Director of Communications and Creative Resources, with any questions: parneill@lawrenceks.org.

The Outdoor Downtown Sculpture Exhibition was founded by Jim Patti and is sponsored by the Lawrence Cultural Arts Commission, which receives financial and staff support from the City of Lawrence.

REDUCE YOUR WASTE IN 2020

Did you know that on average, each person generates about 4.4 pounds of waste every day? You can make a difference by making it your resolution to reduce the amount of waste you generate in 2020! This year, make a pledge to reuse, repair, recycle and/or compost before throwing things away.

To find out if an item is recyclable, visit our website, lawrencerecycles.org, and click on the Recyclable Materials Directory.

Subscribe to our YouTube channel

Interested in staying in-the-know on all the latest City of Lawrence board and commission meetings? Subscribe to our YouTube channel to catch live and recorded meetings. City Commission airs live on the first, second and third Tuesdays of the month. Additional meeting information for other boards and commissions is available on iCompass: lawrenceks.civicweb.net

Subscribe to our YouTube channel at: youtube.com/lawrenceksvideo

WE HOPE YOU HAVE A WONDERFUL 2020!

HIGHLIGHTS FROM 2019



JANUARY 14 – Mayor Lisa Larsen and Vice Mayor Jennifer Ananda are sworn in.

FEBRUARY 22 – A re-dedication ceremony is held for the re-opening of Santa Fe Station



FEBRUARY 25 – Municipal Court and the Planning & Development Services department move to City Hall Riverfront



APRIL 22 – Lawrence City Commission announces the hiring of Craig Owens as our new City Manager



MAY 3 – Community engagement meetings begin for the Downtown Master Plan

MAY 6 – Lawrence is named the 6th Best City for Biking by Places for Bikes



AUGUST 26 – City crews break ground on construction of the new Lawrence Police Department headquarters

August 27 – The City of Lawrence is awarded Best Tasting Tap Water at the Kansas Section American Water Works Association Joint Conference



October 30 – We celebrate five years of operating the City's residential single-stream recycling program – more than 55 million pounds of recyclable material have been recycled so far

DECEMBER 9 – A new utility billing system launches for all City of Lawrence utility customers



OTHER 2019 MILESTONES



We celebrated the 30th anniversary of our Sister Cities program with Eutin, Germany

City crews filled more than 23,500 potholes this year



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Committed to providing excellent city services that enhance the quality of life for the Lawrence community