

*Welcome to  
Lawrence!*

# LAWRENCE UTILITY BILLING

## 101

### *The Basics of Service*

#### Who to Contact

[www.lawrenceks.org/utility\\_billing](http://www.lawrenceks.org/utility_billing)

Billing questions.....832-7878

Water Emergency (after hours/weekend only)  
843-2685

Non-bill related questions/problems

Water.....832-7800

Sewer.....832-7800

Solid Waste.....832-3032

Storm water.....832-3123

Recycling.....832-3030



City of Lawrence  
FINANCE

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## LAWRENCE UTILITY BILLING 101

### *The Basics of Service*

[www.lawrenceks.org/utility\\_billing](http://www.lawrenceks.org/utility_billing)

Welcome to Lawrence! Your City of Lawrence Utility Bill includes charges for water, sewer, solid waste and storm water services. The following is a brief explanation of your Lawrence Utility Bill and our policies.

#### Water

Monthly charge is based on actual usage and meter size.

#### Sewer

Monthly charge is based on water usage. After one year of continual service at a location, the charge is based on the average winter water usage (to exclude summer lawn watering).

#### Storm water

Monthly charge is based on the area of land covered by a building and/or paved area.

#### Solid Waste (trash pickup)

The residential monthly solid waste fee pays for trash and yard waste collection, household hazardous waste disposal service, drop-off recycling locations and other solid waste services. The fee varies depending on the trash cart size (95, 65, or 35-gallon) each household selects. The commercial monthly solid waste fee pays for trash collection and recycling services for corrugated cardboard and office paper.

Visit [www.lawrenceks.org/wrr](http://www.lawrenceks.org/wrr) for the following:

- Collection guidelines for residential trash collection
- Collection guidelines for residential yard waste collected
- Household Hazardous Waste Program information for Douglas County households.
- Recycling drop-off locations

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#### Paying your bill

- Auto bill (deduction from checking account on due date)
  - By mail (plan ahead, allow 3-5 business days for processing)
  - Credit card (By phone 1-877-506-3115 or internet at: [www.lawrenceks.org/utility\\_billing](http://www.lawrenceks.org/utility_billing)). VISA, Discover and MasterCard accepted.
- A service charge is assessed.**
- Drop boxes located at Dillon's (excluding the location on Massachusetts St.), Hy-Vee (Clinton Pkwy), Checkers grocery stores and Downtown (between City Hall and the Riverfront Plaza). Allow 3-5 business days for processing.

#### If you pay late....

- A 2% late charge applies after the due date.
- **Renters are charged an additional deposit, equal to twice their average monthly bill, if the bill becomes delinquent.**
- Water service is subject to discontinuation 20 days after the bill is due
- Restoring service involves paying all past due bills, reconnection fees, and unpaid deposits.
- Checks or drafts returned for any reason are subject to late penalties plus an additional fee.
- A trip charge is applied to your account if a collection related trip is made to your residence/business. This charge increases \$5 per trip (\$25 maximum) for each additional trip made within a 12-month period.

#### Visit us online at [www.lawrenceks.org/utility\\_billing](http://www.lawrenceks.org/utility_billing)

- Access your account history, including payments and usage
- Make payments, get updated rates and forms, tips, or answers to your questions.

#### If you move...

Please notify us in advance of move date on the web at [www.lawrenceks.org/utility\\_billing](http://www.lawrenceks.org/utility_billing) by phone Monday thru Friday, 8am-5pm at 832-7878, by mail at PO Box 708, Lawrence, KS 66044-0708, or by fax at 832-3231.

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