



City of Lawrence

FINANCE

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CITY MANAGER

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CITY COMMISSION

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STUART BOLEY

Mary Smith
123 Main St.
Lawrence, KS 66044

Dear Valued Customer:

We are excited to announce that the City of Lawrence has launched a **new billing system and online customer portal**.

With the conversion to the new billing system, you have been **issued a new 13-digit identification number**. This number is made of two components. First is your **customer number (7 digits)**, which will follow you anywhere you move within the City. The second part is your **account number (6 digits)**, which is tied to your service address. Please use this new number when you pay your bill.

YOUR NEW 13-DIGIT IDENTIFICATION NUMBER	YOUR CUSTOMER NUMBER	YOUR ACCOUNT NUMBER
	<u>000000</u>	<u>000000</u>

To pay your bill or register for an online account,

- You will need both **your new customer number** and **your new account number** when registering
- Please see the enclosure or visit this site, <https://lawrenceks.org/utility-billing/>, for more information about the new customer portal and how to register

The City of Lawrence Utility Billing office is always improving and exploring new ways to improve the customer experience. For several weeks after the new billing system launch, we anticipate longer than normal wait times, while staff become familiar with the new system. We apologize for any inconvenience this new upgrade causes our customers and we appreciate your cooperation and patience during this transition period. If you have questions on the changes or your bill, please contact Customer Service at (785) 832-7878 or utilitybilling@lawrenceks.org.

Sincerely,

Utility Billing

Finance Department | [City of Lawrence, KS](https://www.lawrenceks.org)

P.O. Box 708, Lawrence, KS 66044-0708

Visit us online – [lawrenceks.org/utility-billing](https://www.lawrenceks.org/utility-billing)

New Customer Portal - <https://link-infinity.lawrenceks.org/>

Enclosure - insert

