

LAKEWOOD

*News from the
City of Lakewood*

www.lakewoodcity.org
562-866-9771

New water & trash billing system
Volunteer Day

Briefs

Benefits of Lakewood's new water & trash billing system

- More customer service representatives to answer your questions more quickly than with Lakewood's prior system. That means better and faster service for you.

Call 833-764-5237 or go to <https://lakewood.u2you.gwfathom.com>.

- More options to pay, including a new pay-by-phone option. But, residents can still pay at city hall or by mail just as they always have. Residents can also sign up for credit card or bank account auto-pay just like they could in the past. Call the number or go to the website above for details and help.

- For Lakewood city water customers, when new "smart water meters" are installed at every residence and business between January and May 2018, customers will be able to get hour-by-hour water usage data online, which can help you identify leaks, help you conserve, and help you reduce your water bill. (You will receive a letter about two weeks prior to the installation of your new smart meter. There is no charge for the new meter.)

- The new smart meters are automatically read, with information transmitted by radio signal. In the past with meters read by hand, there was always some percentage of meter reads each billing cycle with an accidental

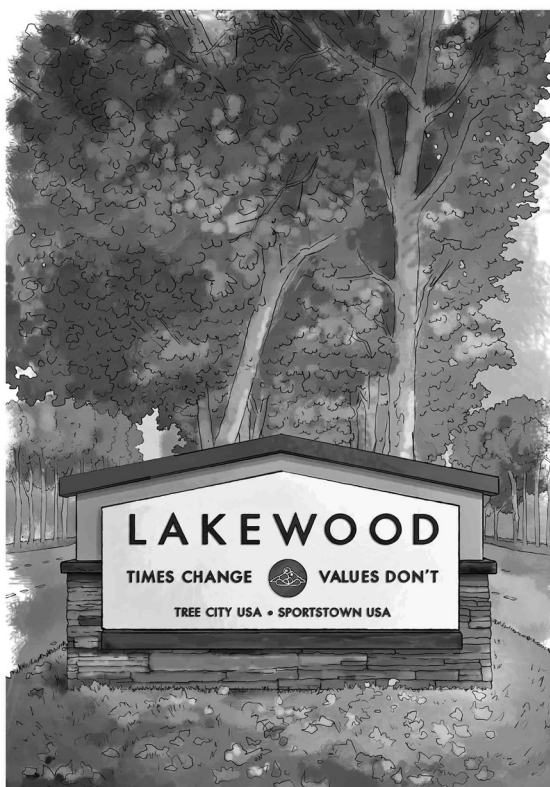
misread or numbers recorded in error. The new smart meters will be much more accurate with far fewer errors.

What you need to do with the new billing system

- If you pay by mail or in person at city hall, there's **no change required at all**. Just write down the new customer ID number you see on the new Lakewood water & trash bill you will receive in the future and pay as you always have.

- If you pay online or use auto-pay call 833-764-5237 or go to <https://lakewood.u2you.gwfathom.com> to see if you need to enter your credit card into the new system or make any other changes. In some cases, you won't need to make any changes.

- Be a little bit patient... As with any large new system (in this case a system serving 26,000 customers) there may be a hiccup or two with a few customers. But the City of Lakewood and our billing service contractor Fathom are committed to getting everything right, correcting any errors, and making sure this new system works out well for our residents. If you are ever less than satisfied with an answer from the new Lakewood billing website or customer service team, please contact Lakewood city hall staff at 562-866-9771, extension 2140 or at Service1@lakewoodcity.org so we can look into it and make sure we're getting you the best possible answer.



Volunteer Day seeks project sites in Lakewood

One of Lakewood's long-standing traditions is Volunteer Day, where residents help their neighbors in need and make their community a better place.

The Volunteer Day program is looking for project sites for its Saturday, April 14 clean-up and fix-up event. On this day, more than 500 volunteers will fan out to locations throughout Lakewood to donate a morning's work to help their neighbors in need. Teams of volunteer workers from scout troops, schools, clubs, businesses, organizations and religious congregations will assist residents who are unable to maintain their properties themselves.

Recipients of Volunteer Day aid can be seniors or persons of any age who, be-

cause of a disability or limited means, need some neighborly help to make their

yard or home exterior a little nicer. Work can include gardening, yard clean-up or minor painting.

The proposed project sites are reviewed by city staff for eligibility and suitability. To qualify, residents must live in Lakewood, be unable to complete the work themselves due to age or disability, or be unable to afford to hire someone for the work.

If you, or someone you know, can benefit from a Volunteer Day clean-up project and meet the selection criteria, please suggest a project site online

by March 1 at www.lakewoodcity.org/volunteerdaysite or by calling the Burns Community Center at 562-925-7512.

