



LCA Currents

Water news straight from the source.

Every drop matters.
Every customer counts.

Customer Service Fees increase in 2015. No other rate changes!

In December 2014, Lehigh County Authority's Board of Directors adopted our new annual budget that included no rate changes for 2015. We are very pleased to offer this rate stability to all customers, which is due in large part to our constant efforts to improve efficiency and manage our operation in a fiscally responsible manner. Our planning efforts include taking a long-term view on future service needs so that we can plan thoughtfully to meet the needs of existing and future customers. LCA's staff works diligently to ensure you receive high-quality, reliable and affordable services.

A few minor changes to our rate schedule includes updates to customer service related fees. These fees are in place to capture the costs LCA incurs to visit customers to address issues that are not directly related to the services we provide. For example:

- ◆ A visit by an LCA technician to troubleshoot a high bill that is due to an internal leak in your plumbing.
- ◆ A visit by an LCA technician to troubleshoot a water pressure problem that turns out to be caused by a malfunctioning water softener.
- ◆ A second visit by an LCA technician that is required because a customer wasn't home at the time of the original appointment.

Effective January 1, 2015, the new site visit fee will be \$50, plus the cost of any damaged equipment (frozen water meters, etc.). If an after-hours visit is requested, a \$150 fee will be applied to cover the cost of calling out our emergency staff to address non-LCA issues.

LEHIGH COUNTY AUTHORITY

1053 Spruce Street
P.O. Box 3210

Allentown, PA 18106-0348

Office Hours: 8:15 a.m. - 4:45 p.m., M-F

610-398-1444 * 610-398-2503 (After-Hours Emergencies)

www.lehighcountyauthority.org * service@lehighcountyauthority.org

LCA Procedures for Water Service Termination

While Lehigh County Authority (LCA) would always prefer to keep all customers in service at all times, sometimes it is necessary to terminate water service when a water / sewer account remains unpaid. The procedures below illustrate the measures LCA takes in order to ensure all customers are informed of their delinquent account, and how the service termination process works on the day we visit your property.

Allentown Division Customers, Take Note!

This procedure is exactly what LCA has been following since we began operating your water / sewer system in 2013. There are no changes to our process shown below, and this notice is being offered simply as a courtesy so all customers are aware of how LCA's procedures work.

Customer Notifications:

Regular Bill: All customers receive a mailed water / sewer bill from LCA. If for some reason you don't receive a bill from LCA, it is the customer's responsibility to notify us of the issue so we can ensure we have updated billing address information from you.

Past Due Notice: Customers who do not pay their water / sewer bill by the due date will receive a "Past Due" notice on pink or yellow paper. This notice informs customers of the Late Payment Charges that have been applied and provides information about upcoming deadlines to pay in order to avoid additional late fees and/or service termination.

Warning Letter: Once a water / sewer bill becomes delinquent and is scheduled for service termination, a warning letter is issued on bright pink or bright green paper notifying you of the upcoming water shutoff and the deadline to pay in order to avoid shutoff.

Automated Phone Calls: Within a week or so of the water shutoff, LCA will attempt to contact you by phone at least one time prior to our visit to your property. The phone call will be an automated call to the phone number we have listed on your account. If we do not have an accurate phone number on record from you, we cannot call you!

Water Termination Procedures:

On the day we turn water off, the following actions will occur:

- ◆ A \$100 Service Restoration fee will be applied to your account. This fee covers the initial visit to your property to turn water off, as well as the return visit to turn water back on after the account is paid.
- ◆ When our technicians visit your property, they will post a notice on your front door to notify you of the reason for the water shutoff. LCA technicians do not accept payments!
- ◆ To have the water service turned on, you must pay in full, including the \$100 Service Restoration fee. Payment must be confirmed by LCA before the water is turned back on.
- ◆ Someone must be home when water service is turned back on! If we visit your property to turn water back on and no one is home, the water will remain turned off and you may be subject to an additional \$50 site visit fee!
- ◆ Payment can be made online, in person at LCA's offices, or over the phone until 4:45 p.m. to have service restored the same day. Water service will not be restored after 4:45 p.m.

If you have any questions about this process, please contact our customer care department at 610-437-7515. And remember, service termination can be easily avoided by keeping your water / sewer account paid in full!

Attention Allentown Seniors: Free In-Home Safety Survey!

The Allentown Health Bureau wants to help city residents 55 years and older make their homes a safer place. Among older adults, falls are the leading cause of injuries in the US and can lead to hospitalization and loss of independence. Our community health specialists will visit your home and complete a safety survey with you, identifying possible hazards and advising you how to make your home safer to prevent accidents and injuries caused by falls and other in-home safety issues. In addition, they will also give you free of charge supplies to make your home safer. Supplies include flashlights, bath mats, night lights, pill boxes, whistles, magnifiers and emergency stickers.

To schedule your free In-Home Safety Survey, please contact the Allentown Health Bureau Injury Prevention program at 610-437-7598 or injuryprevention@allentownpa.gov.



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