



LCA Currents

Water news straight from the source.

Every drop matters.
Every customer counts.

LCA & You: Understanding Your Water & Sewer Services

Here's a reminder of some customer responsibilities, and ways you can plan ahead to address these risks:

Water Meters – LCA supplies the water meter free of charge, and will replace it at no cost due to normal wear and tear. However, the customer is responsible for protecting the meter from damage, including freezing. Be sure to check your water meter before it gets cold and ensure the area is properly insulated to prevent freezing!

Service Lines – The water service line that runs from the curb into the house is the customer's responsibility to maintain and repair. LCA takes care of the service line that runs from the curb to the street and also the main water line that provides water service to the community.

Sewer Backups – If you experience a sewer backup, please call us immediately! We will come out to ensure the main line is clear. If your sewer lateral is blocked, that is the customer's responsibility to clear out.

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LEHIGH COUNTY AUTHORITY

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

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Your Input is Requested!

All customers who contact LCA for service are entered into a database and a postcard survey sent to a random selection so we can evaluate our customer service performance. This is an important program to ensure we are providing excellent service! If you receive a postcard survey, we'd appreciate hearing your feedback!

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Some things to keep in mind about sewer backups:

- Check with your homeowner's insurance to see what's covered! Damage from sewer backups is typically not covered by LCA's insurance. Most homeowner's insurance policies offer this coverage, but you may have to ask for it to be added to your policy.
- Watch what you dump down the drain. Sewer backups occur primarily due to items blocking the line that could be prevented. This includes grease, cooking oil, food scraps, baby wipes, paper towels or other materials that don't break down in water.
- Ask a plumber for advice on plugging floor drains or other areas inside your home that are prone to backing up.

What are LCA's Responsibilities? Our responsibility is to provide high quality, safe, affordable and reliable drinking water and sewer services, and great customer service 24-7! In addition, we plan for the future needs of our community, maintain the water and sewer system in a cost-effective manner, and protect the public's health and the environment.

Sewer System Overflows: Municipalities work together to solve a regional wet-weather problem

Did you know that most communities in Lehigh County are interconnected through a regional sewer system? This sewer system serves 14 municipalities – townships, boroughs and the City of Allentown – and all sewage from homes and businesses in this area is transported through a large pipe network down to Allentown for treatment.



During rain storms in our region, rain water enters the sewer system through leaks in the pipes, customer sump pumps and roof leaders, unsealed manholes, etc. This excess water can overwhelm the system. Sometimes, sewage can overflow manholes and other facilities during rain events, allowing untreated sewage to enter our environment.

This is a community problem that we all need to work together to solve!

In 2009, the US EPA named LCA and all the connected municipalities in an "Administrative Order" to eliminate these overflows. So far, the communities and LCA have spent about \$25 Million to work on this problem, repairing leaking lines, sealing manholes, and studying wet-weather flows to determine the most important repairs to complete.

We've been working together to complete this important work, but more work is needed, and we need to balance that need with the impact to our customers' sewer rates. In November, we asked EPA to grant us a time extension on this Administrative Order so that we can continue to plan responsibly and focus our efforts on eliminating sewer system overflows and protecting our precious water resources. We anticipate hearing from EPA in the New Year.



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