



LCA Currents

Water news straight from the source.

Every drop matters.
Every customer counts.

Customer Surveys - Your chance to help LCA improve!

If you call LCA's customer service department or have a technician visit your property, you may be randomly selected to complete a short customer satisfaction survey. These postcard surveys are mailed out monthly to a random group of customers who have had contact with our staff.

Why survey?

LCA has been conducting customer surveys for many years to track our progress on improving customer service. Measuring our performance is an important element of quality improve-

ment - we need to know how we're doing so we know what to work on to be better!

In addition, customers have great ideas! A lot of times, we will receive very helpful suggestions for things we could be doing better, and we welcome that feedback. Of course, we'd also like to know if we're doing a good job, because that keeps us motivated to keep improving.

What to do?

If you receive a postcard survey, fill it out and send it back!
Postage is paid by LCA.

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

Water System Flushing

Please see the reverse side of this notice for details on customer impacts and a schedule of when we will be in your neighborhood to complete our annual water system flushing program!



2014 Water System Flushing Schedule:

Lehigh County Authority (LCA) will complete systemwide flushing of the water system in Allentown during the spring and summer months. This is an important maintenance program that helps to ensure your water system is maintaining proper disinfection, and to clean out the water lines in your neighborhood.

What should you do when LCA is flushing in your area?

If you see a crew flushing a hydrant on your street, *avoid running tap water, using the washing machine, or running the dishwasher until the flushing is complete* to avoid drawing discolored water into your home plumbing. If possible, completely avoid using your hot water as this may draw discolored water into your hot water heater allowing the discoloration to persist for long periods of time.

Safety Notice: If you see hydrant flushing crews working in the area, please drive carefully and treat them like any other road construction crew.

What should you do after flushing in your area is completed?

After the flushing has completed in your area, turn on your cold water tap. If you encounter discolored water, shut the water off and wait several minutes before you turn on your cold water tap again. Running the tap for a few minutes will allow new water to work its way into your pipes. Please be aware that in some cases, there may be slight discoloration of the water for a few hours. If doing laundry after flushing, start with a dark load on cold water. If the pressure or volume of the water seems low, check your faucet screens for trapped particles and clean as necessary.

Brown Water Notice: Discoloration of your water after system flushing only affects the appearance of the water. There is no health risk associated with the discoloration of water after system flushing. However, if brown water persists for a long period of time after system flushing is completed (more than a few hours), feel free to contact LCA at 610-437-7515.

Schedule: The 2014 flushing schedule is shown below and should be considered as tentative depending on the weather. Unless otherwise noted, flushing will occur during daytime hours.

March 17th – March 23rd: Ward 3 and Ward 13

March 31st – April 12th: Ward 7 and Ward 11

April 28th – May 3rd: Ward 8 and Ward 11

May 19th – May 24th: Ward 2, 5 and 4

June 2nd – June 7th: Ward 8

June 16th – June 21st: Ward 14

*July 14th – July 19th: Ward 16

March 24th – March 29th: Ward 18

April 14th – April 26th: Ward 17

May 5th – May 17th: Ward 12

May 26th – May 31st: Ward 10

June 9th – June 14th: Ward 9 and Ward 6

*June 23rd – July 12th: Ward 15

*July 21st – August 2nd: Ward 19

* After these areas are completed, the high elevation system will be flushed at night time from 10:00 p.m. to 6:00 a.m.



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