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Public Service Announcement

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RE: Beware of Water Utility Imposters!

Over the past month, several news reports have described thieves who are preying on unsuspecting Pennsylvania residents by posing as utility workers to gain access to the home. Once inside the home, the imposters typically divert the resident's attention while the thieves or an accomplice steal money and valuables.

In recent weeks, these reports have hit closer to home, with incidents reported in the City of Allentown.

Don't be fooled by someone posing as an LCA employee. Follow these tips to spot a scammer posing as an LCA employee:

Did you request service from LCA? Unless there is a true emergency (such as a major water main break or sewer backup), LCA service technicians usually only visit customers upon request, most often with a confirmed appointment. We will occasionally visit a property without an appointment to investigate a malfunctioning water meter, in which case, follow the remaining tips shown below.

What time is it? LCA service technicians work during the hours of 7 a.m. to 3:30 p.m., Monday through Friday. Any visits by LCA employees to your property after hours or on weekends would be due to an emergency or upon your request.

Did you pay your bill? LCA service technicians may visit properties without a confirmed appointment to turn water off for non-payment. If you have paid your account in full, it is highly unlikely an LCA employee will need to visit your property unannounced. If we are visiting to turn water off, we don't knock on doors or ask to come inside!

Ask for ID! All LCA technicians carry photo ID issued by LCA, and they will gladly allow you to inspect it upon request.

Call LCA to Confirm! Even if the technician shows ID, if you're still not sure, contact LCA's customer service department to confirm the employee works for LCA and the reason for his/her visit to your property.

To reach LCA, call 610-437-7515 for Allentown customers or 610-398-1444 for suburban customers.

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