

News from the Source

Lehigh County Authority — Customer Newsletter — 4th Quarter 2017

Información importante de su compañía de agua.

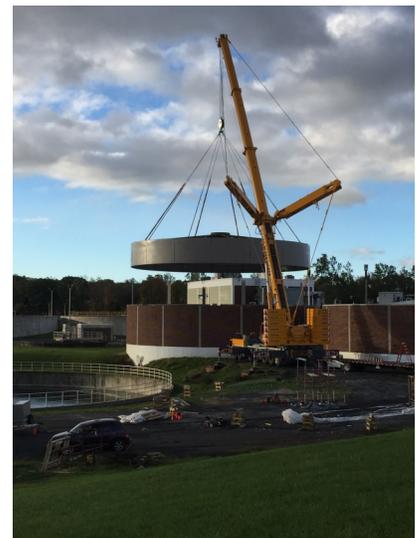
LCA Invests in Your Water / Sewer Systems

Across the U.S., the more than 68,000 drinking water and wastewater systems have been in place for more than a century and many are failing due to aging infrastructure. Massive amounts of underground pipes, pumps, and treatment plants are just plain old. According to the Environmental Protection Agency, a water main bursts every 2 minutes in the U.S. The American Water Works Association estimates that more than \$1 trillion in investment is needed to upgrade our water and wastewater systems across the nation.

When you hear the word “infrastructure,” you might first think about highways and bridges, which have gotten a lot of attention in the news. However, infrastructure also includes dams, railways, subways, airports, harbors, and water and sewer systems. As water and sewer systems age, we face increased risks of leaks (and associated water loss and property damage) as well as decreased water quality, service reliability, environmental quality and regulatory compliance. Since much of our water and sewer infrastructure is buried underground and out of sight, citizens may not realize how much investment is needed to make sure utilities can continue to provide safe, reliable, high quality services.

LCA Works Hard to Ensure Reliable, Safe Services – To address this growing concern, Lehigh County Authority has been hard at work completing construction projects and system improvements. To help us plan and prioritize the work we need to do, LCA develops an annual capital plan outlining the projects and budget needed to improve overall system operations through the repair and replacement of aging facilities. For example, we replace 2-3 miles of water mains every year, install new water system valves, repair manholes and upgrade wastewater treatment systems and equipment, all with the purpose of reducing the potential for service interruptions and keeping with our mission to deliver high quality, affordable and reliable water and wastewater services. Some project examples are described below, and you can learn more about these and many other projects by reviewing our capital plan online at www.lehighcountyauthority.org.

2017 Project Highlight – For example, this year at the Kline’s Island Wastewater Treatment plant in Allentown two solid steel digester covers, each 80 feet in diameter and weighing approximately 150,000 pounds, were replaced. There are three digesters at the plant, which treat all the solid waste generated at the plant prior to proper disposal – an important component of the treatment process that provides significant environmental protection benefits. The new covers replace original equipment that dates back to the early 1960s. From start to finish, this project took approximately two and a half years and cost about \$3.5 million. We expect the covers to last 40 years or more – a great investment in our future!



2018 Upcoming Project Highlight – In 2018, a new pump station will be constructed in Upper Macungie Township to improve reliability of water service in our “Upper System” in the LCA Central Lehigh Division. This portion of our service area (generally north of Fogelsville) is currently served by older, less reliable well sources. This \$1.5 million project will allow for more flexible water system operations, allowing treated drinking water to flow into areas based on customer demands and reducing the impacts of isolated power outages. When this project kicks off, customers will be notified about any expected changes in water pressure and quality.

LCA CUSTOMER NEWS & UPDATES

Operations & Customer Service Highlight

Each day, the employees of LCA are working to help deliver high quality, clean water to your faucets and effectively transport and treat the wastewater generated by all customers. Whether flushing hydrants, checking valves, sampling water, inspecting sewer lines, calling customers or developing financial statements, we are always looking to find ways to enhance performance and quality. We serve as a steward of our water resources, promoting conservation and protection of those resources, to protect the health of the public and our environment.

Customer Notification

LCA reaches out to inform customers when there is an emergency or a service interruption. You may receive a door hanger, letter, phone call or a combination of these to inform you of the impact to your property. This means it is important that we have updated contact information to reach you. To update your contact information, please visit www.lehighcountyauthority.org or call Customer Care for assistance.

Ready for Winter?

Although we may not want to admit it, colder temperatures are coming! Even though LCA owns the water meter on your property, it is your responsibility to protect it from freezing. If a meter sustains damage because of freezing, a replacement cost will apply.

So, what can you do? Insulate your meter and take steps to help protect all of your plumbing from freezing: repair broken windows and doors, install storm windows, turn off water to outside faucets, and keep the heat on at a minimum of 55 degrees when you are away.

Please contact us with any questions regarding care and responsibility for your water meter!

Did you know?

Lehigh County Authority (LCA) recently celebrated 50 years of service! LCA was founded in 1966 by the County of Lehigh and is governed by a nine-member Board of Directors appointed by the County. We are a non-profit, public agency, with activities and services funded solely through revenues from our water and wastewater customers. Our water and sewer rate-making practices are governed by the Pennsylvania Municipality Authorities Act.



Keep in touch with LCA!

Visit us online at www.lehighcountyauthority.org or email us at service@lehighcountyauthority.org. You can also follow us on Facebook at <https://www.facebook.com/LehighCountyAuthority>

Every drop matters. Every customer counts!



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Suburban Customer Service: 610-398-1444