



# *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](http://www.lehighcountyauthority.org) \* [service@lehighcountyauthority.org](mailto: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.

### Suburban Division Customers, Take Note!

This procedure includes some changes from the process you may be used to! We are making these changes in an effort to improve safety for LCA's employees who visit your property, and to ensure that all customers are being treated equally and with the same consequences for nonpayment. If you are involved in LCA's service termination procedures, please review this outline so you are aware of any changes to the process that may affect you!

### 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 that we visit your property to turn water off due to nonpayment, 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 hang a door-hanger on your front door to notify you of the reason for the water shutoff. Our technicians will no longer knock on your door or take payment from customers at the door!
- ◆ If/when you would like to have the water service turned back on, you will be required to pay in full, including the \$100 Service Restoration fee. This payment must be confirmed by LCA's customer service department prior to LCA sending a technician to your property to turn the water on.
- ◆ Someone must be home when water service is turned back on! This is important to LCA so that we avoid claims of property damage for turning water on to a property with no one there to verify all plumbing fixtures are turned off. 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 up until 4:45 p.m. in order to have water service restored the same day. Water service will no longer be restored after 4:45 p.m.

These procedures are important to ensure that all customers are being treated equally, and that our field technicians work in a safe environment. If you have any questions about this process, please contact our customer care department at 610-398-1444. And remember, service termination can be easily avoided by keeping your water / sewer account paid in full!

