Welcome to Lehigh County Authority’s new Customer Self-Service System! Here you will be able to view your current and past water / sewer bills, pay a bill online using a credit card, and view your past water usage history.

This tutorial is intended to walk you through the system so you can easily find the important information you are looking for. You may wish to print a copy for your records. You may also email us at pay@lehighcountyauthority.org or call us at 610-398-1444 with any questions you may have about this new system.

Let’s get started!

First, after you click on the link to “Pay Bill Online” you will see the screen below.

No pre-registration or password is required. If you are an LCA water or sewer customer, you can log in using the information showing on your most recent bill.
Sample bill stub for account 31224:

![Sample bill stub image]

After typing in your account number and name, exactly as it appears on the bill, click “Search”.

![Search interface image]
Review the search results – is this your account? If so, click the “Manage Bills” button to review details.

Here you see any bills that have not been paid yet. You can pay it right away by clicking “Pay” or look at the details by clicking on “Bill Details”.
Bill Details shows a breakdown of your charges based on volume, fixed charges, or any other fees that may have been applied. You can also click on “Payments and Adjustments” to see more details of penalties, adjustments or payments that may have been applied. You can return to the previous screen anytime by clicking on the “Manage Bills” button on the left.

<table>
<thead>
<tr>
<th>Description of Charge</th>
<th>Current Reading</th>
<th>Previous Reading</th>
<th>Usage</th>
<th>Amount Billed</th>
<th>Payments/Adjustments</th>
<th>Amount Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>CL RES VOL</td>
<td>105000</td>
<td>91000</td>
<td>15000</td>
<td>$28.80</td>
<td>$0.00</td>
<td>$28.80</td>
</tr>
<tr>
<td>CL RES FXD</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>$11.70</td>
<td>$0.00</td>
<td>$11.70</td>
</tr>
<tr>
<td>SUBTOTAL</td>
<td></td>
<td></td>
<td></td>
<td>$40.50</td>
<td>$0.00</td>
<td>$40.50</td>
</tr>
<tr>
<td>Late Payment Charges</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>TOTAL DUE</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$40.50</td>
</tr>
</tbody>
</table>
If you decide to pay your bill online, after clicking the “Pay” button, you will see the screen below. LCA is currently only offering credit card payments online, so you can continue by clicking the link to “Pay by Credit Card”.

After following all the instructions and filling in your credit card information, you will see a confirmation screen showing that your payment was successful. Print a copy for your files as your transaction ID and confirmation number will help us identify your payment if you have questions in the future.
Other features are available on the “Account Details” page, including your water consumption history.

The Consumption History screen allows you to see past water usage in a chart and bar graph format.
The “Account Information” screen displays your property address and billing address.

LCA hopes you will find this new Customer Self-Service System to be easy to use and helpful in tracking your water usage and payments.

Please email us at pay@lehighcountyauthority.org or call us at 610-398-1444 with any questions or feedback you may have about this new system. THANK YOU!