



LCA Currents

Water news straight from the source.

Every drop matters.
Every customer counts.

Understanding Your Water & Sewer Bill From LCA

Lehigh County Authority (LCA) welcomes all Allentown customers to our service area! Since LCA assumed responsibility for your water and sewer utility services on August 8, 2013, we have been very pleased to work with all customers and employees to ensure a smooth transition for everyone.

Please see the back page of this bill for more important information about LCA's billing and customer service procedures, and don't hesitate to contact us if you have questions!

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

This is your first water and sewer bill from LCA and includes:

- Water and sewer Volume Charges for the date range:
FROM the last time Allentown read your water meter in June or July. This date cannot be displayed on your LCA bill but shows on the last bill you received from the city.
TO the LCA meter reading date shown on this bill.
- Fixed Charges prorated from August 8 to October 1, 2013.
Your next bill will be issued in January (except for monthly accounts) and will cover a full three months of usage. At that time, all customers will be back on your normal bill schedule.

Not much has changed about your water and sewer bill (including rates!) except that it now comes from LCA, and the due date may have changed. LCA's water and sewer bill is always due on the 10th of the month following the date it is issued. Please use the enclosed payment envelope when submitting payment.

See the back for more info, and WELCOME to our service area!

Customer Service & Billing: Hot Topics for New Customers

Since this is your first bill from LCA, we wanted to share important information with you to help ease the transition to LCA's services. Please review your bill carefully and contact us with any questions. Also, check out this newsletter each quarter for LCA news, helpful hints and important information about new payment options or other customer service features LCA is adding just for Allentown customers!

Payment Options

Several payment options are available!

Regular Mailed Payments are always welcome! Use the enclosed envelope to send your check or money order to LCA.

Walk-In or Drive-By: Visit us at either of our two locations to drop off a payment. At both locations, we have a secure payment drop-box so you can just drive by, or park and come in to visit us!

Allentown Office 1300 Martin Luther King Jr. Dr.	Wescosville Office 1053 Spruce Street
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AutoPay is Easy! Visit us online to download an enrollment form for our AutoPay program to have your water and sewer bill automatically deducted from a checking or savings account. Next quarter's newsletter will also include an AutoPay form for all customers!

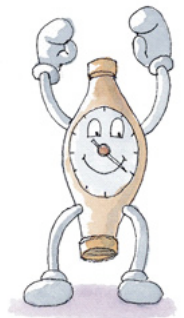
Online Payments – Coming soon! Visit our website at www.lehighcountyauthority.org to learn about our online billpay options that will be available soon!

Attention Tenants & Landlords!

LCA will be happy to process information about tenants moving in and out of rented properties. However, because this process includes issuing a "final" bill to the party moving out, you should be aware that we request an authorization form signed by both parties to complete this. Visit our website at www.lehighcountyauthority.org or call us for a new form.

Meter Sizes & Meter Replacement Project

Some customers may notice a change in the Fixed Charges shown on your LCA water and sewer bill. This is due to Allentown's water meter replacement project, which included replacing approximately 26,000 meters over the past year. In a small number of cases (about 100 homes and businesses), the meter information provided by Allentown showed a different size meter than what was actually found at your property at the time of the meter replacement.



Because the Fixed Charges are calculated based on the size of your water meter, these data corrections have been made and charges corrected in LCA's billing system. If you have any questions about these charges, please contact us at 610-437-7515 or cityservice@lehighcountyauthority.org.

Now, LCA is completing the final stages of the city's meter replacement project. If you are contacted by LCA or our contractor, Scope Services, about completing this work, please remember this is a required project and your participation is truly appreciated!

Got Questions?

Please don't hesitate to ask them! Our customer service center is open and ready to take your calls and emails. Please visit us online at www.lehighcountyauthority.org, or follow us on Facebook to get the latest updates about LCA's programs. And of course, call us at 610-437-7515 any time!