



P.O. BOX 3210 * ALLENTOWN, PA 18106-0210
610-398-1444; Email: service@lehighcountyauthority.org
Monday-Friday, 8:15a.m.-4:45p.m.* www.lehighcountyauthority.org

November 18, 2024

RE: Water Meter Replacement Required – LCA Account # «Account »
Service Address: «Address» «Suffix» «Pre_dir» «Street_» «am_loc_street_type»

Dear Customer,

Lehigh County Authority (LCA) is initiating a water meter replacement project starting in November of 2024. The water meter at the above-mentioned service address is scheduled for replacement. The meter replacement process helps LCA increase accuracy and efficiency in our water billing system. LCA has contracted this work out to **MeterTek Utility Services, Inc.**, a responsible third party.

We are asking for your help to get this work completed. Please understand, this is required per LCA rules and regulations, which you may review on our website under the Customer Service tab, <https://www.lehighcountyauthority.org/>. Customers are required to provide access to LCA's water meter upon request. Please locate your water meter and determine if there is enough room for a technician to gain access. If not, you will need to make necessary adjustments, so the meter is accessible on the day of your scheduled replacement. The process is expected to take one hour and water service will be disrupted during that time. There is no charge to you for the new water meter.

ACTION NEEDED: Schedule an appointment within 30 days of this notice by calling MeterTek Utility Services, Inc.

- Scan the QR Code to the right;
- Visit <https://metertek.net/meter-appointment>; or,
- Call **1-833-888-2447** (*Monday – Friday 8:00 a.m. to 4:30 p.m.*)



If we don't hear from you, please know that a MeterTek Utility Services representative may visit your property and request to change out your meter. If you are not home when they visit, the employee will leave a note asking you to call, MeterTek Utility Services. We are obligated to let you know that failure to comply with this meter replacement can result in having your water service discontinued. This is an action we wish to avoid.

We thank you in advance for your cooperation and prompt response.

Sincerely,

Lehigh County Authority