



Lehigh County Authority

LCA ALLENTOWN DIVISION

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September 2018

Summer 2018 – Customer Notices & Updates

Monthly Billing: As discussed in our prior notices to all customers, LCA will implement monthly billing for all City of Allentown customers in 2018. You will be notified by mail when the timeline and details have been determined. Please visit www.lehighcountyauthority.org for information on impacts to your water and sewer bill including the new monthly rates and reasons for the change.

Customer Contact Information: When there is a water system related emergency that impacts your property, whether you are a homeowner, landlord or tenant, LCA uses an automated telephone notification system, making it very important that we have current contact information. Some examples for customer notices include boil water advisories and planned service interruptions, but if your information is not current, you may not get these important notices!

To update your phone number in LCA's emergency notification system, please complete our online form at www.lehighcountyauthority.org/emergency-notice/ or contact our Customer Care team to review your account information.

Reminder – LCA Fees for Site Visits & After-hours Service

Please be aware that LCA charges fees for on-site visits to your property to investigate water/sewer issues, and it is important to troubleshoot problems before requesting that one of our technicians visits your property. During our normal business hours of 8:15 – 4:45 p.m., site visit fees are \$50.00, which will be assessed to your account. The after-hours and Holiday fee is \$150.00 and is higher because overtime pay is required for our employees.

Remember, property owners are responsible for all internal plumbing, except LCA owns the water meter. From the curb box, which is where a water service line connects to the water main in the street, the pipes going into your home and all other plumbing, including optional equipment you may choose to add such as a water softener or filtering system, are responsibility of the property owner. LCA is unable to provide service or product recommendations for optional equipment or internal plumbing.

If you ever have questions about whether an LCA technician visit is needed, please contact our Customer Care team at 610-437-7515, we'll be glad to help.

Summer Tips for Saving Water!

Did you know that residential outdoor water use across the United States accounts for nearly 9 billion gallons of water each day, mainly for landscape irrigation? The average U.S. household uses more water outdoors than for showering and washing clothes combined, according to the U.S.

Environmental Protection Agency (EPA). These tips from EPA can help save water this summer:

- ✓ Step on it: Grass doesn't always need water just because it's hot out. Step on the lawn, and if the grass springs back, it doesn't need water. An inexpensive soil moisture sensor can also show the amount of moisture at the plant's roots and discourage overwatering.
- ✓ Leave it long: Raise your lawnmower blade. Longer grass promotes deeper root growth, resulting in a more drought-resistant lawn, reduced evaporation, and fewer weeds.
- ✓ Give your hose a break: Sweep driveways, sidewalks, and steps rather than hosing them off. Don't forget to check for leaks at your spigot connection and tighten as necessary.

Have a safe & wonderful summer!

Every Drop Matters. Every Customer Counts.