



LCA ALLENTOWN DIVISION

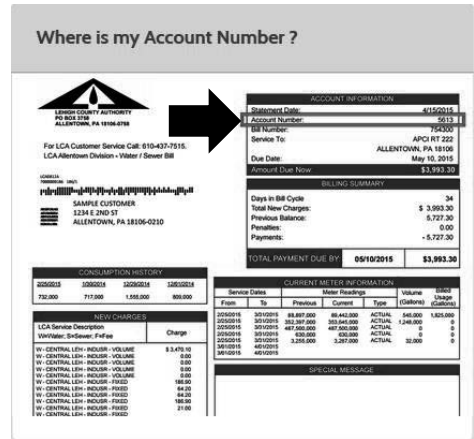
1300 Martin Luther King Jr. Drive * P.O. Box 3758 * Allentown, PA 18106
610-437-7515 * Email: cityservice@lehighcountyauthority.org

October – December 2018 Newsletter

Fall 2018 – Customer Notices & Updates

Did you know you can “go green” and pay your LCA bill online?

By using the **free** Customer Portal on the Lehigh County Authority website, you can set up paperless billing, manage eBill notifications, view past bills, set up and manage AutoPay. You can also manage multiple LCA accounts if you own several properties. To get started, you’ll need your account number, found on the top right corner of your bill, and you will be asked to supply an email address and set a password for online access.



Other ways to pay are by mail, using the envelope we provide, or stop by one of our Customer Care offices between the hours of 8:15 a.m. – 4:45 p.m. Monday-Friday. Additionally, payment may be made by phone by calling 1-844-798-3696. We accept Visa, MasterCard, Discover or e-check. If you are using e-check, please be sure to verify that you are entering the proper bank routing and account number.

An incorrect bank routing or account number could prevent you from making on-line payments now or in the future. Also, if you have set up AutoPay and sell your property, please deactivate your account! No matter what option you choose to make your payment, it’s up to you to be sure your payment is made on time in order to avoid possible service termination or late fees.

Want to learn more about payment options? Visit our billing procedures webpage at www.lehighcountyauthority.org/billing-procedures/

Have you seen LCA in your neighborhood?

Our crews are often identifying and marking our valves, connections or other assets that are underground, which may be part of a future construction project. Sometimes we’re marking our valves and underground infrastructure because another entity will be doing work and digging in the area. For example, if the gas company needs to complete a repair on their system, they need to know where water and sewer lines are located in order to avoid damaging them.

LCA works closely with the Lehigh Valley Regional Partnership, an organized group of utility, government and business representatives and local contractors, communicating and sharing about future Lehigh Valley construction projects. These utilities are working together and sharing information about how customers may be impacted, as well as looking for opportunities to share costs for excavation, remediation, and restoration. All of that translates to cost savings for all. When utilities, businesses and government all work together on underground construction projects, sharing in some of the costs, the community and our customers benefit!

Every Drop Matters. Every Customer Counts.

Do You Know What's Below?

It's important that you also know what's below before you dig! No matter the size of your project, you can keep your home and neighborhood protected and connected by always calling PA One Call at 8-1-1 (or 1-800-242-1776) before you dig. They can help you know where utility lines are located and how to avoid causing damage.

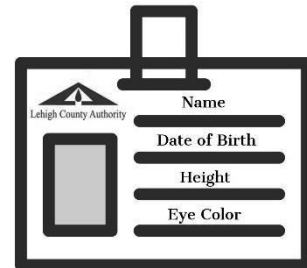


Beware of Utility Imposters!

Unfortunately, there are criminals who pose as utility workers and attempt to take advantage of property owners or tenants by threatening to shut off water service if payment is not made immediately. Or a team of thieves posing as water utility workers will seek entry into your home to “check on your water meter” while another person enters the home to take your valuables. These scams can happen over the phone, by email or even at your front door!

Please keep these tips in mind to stay safe and not fall victim to utility scams or imposters:

- LCA employees rarely approach someone's door without an appointment for service or a written notification, which they may be delivering to a property address.
- Field employees do not accept payments. Please don't ever make a payment for your water/sewer bill to a person that shows up at your door.
- If you think you are subject to a scam by phone, hang up and call our Customer Care department at 610-437-7515 to verify information prior to making a payment.
- All LCA field employees wear a uniform, including a high-visibility yellow shirt with a blue LCA logo. All our field employees carry photo identification, which includes their name.
- Ask our employees to show you their identification.
- Nearly always, employees travel in clearly-marked LCA vehicles. Most of our trucks are white with a blue LCA logo.
- Occasionally we do have contractors working on our behalf, but we attempt to notify customers in advance for awareness.
- If you ever have questions about whether LCA is doing work in your neighborhood, please don't hesitate to call our Customer Care team. We'll be happy to verify for you.



Customer Care Department hours: 8:15 a.m. – 4:45 p.m.

Call: 610-437-7515 (After Hours: 610-437-7751)

Email: cityservice@lehighcountyauthority.org

Visit: 1300 Martin Luther King Jr. Drive
Allentown, PA 18102

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