

LCA Customer Notice – Fall 2019

Avoid Winter Water Woes!

It's hard to believe that summer has come and gone, and it is once again time to make sure your water meter and pipes are protected from the cold! Temperatures will soon be dropping, and if your meter, typically located in the basement, is exposed to too much cold air, it will be subject to freezing, along with the pipes connected to it! If your water meter is located in a cold crawl space, it's even more susceptible to freezing. You could end up with no water for a period of time, or if you're not at home when pipes break, thousands of gallons of water can cause all kinds of damage.

Steps you can take to prevent frozen pipes or a frozen water meter:

- Identify areas where pipes are exposed to cold air. Use foam to fill gaps or spaces where cold air comes in and fix broken windows.
- Know the location of your main water shut-off valve, and be sure your family is aware how to use it. When pipes freeze, you'll need to shut the water off immediately. Otherwise, when the pipes thaw, water will spew everywhere!
- Protect your pipes and water meter by wrapping them with insulation or use electrical heat tracing wire or tape.



If you experience a frozen pipe or water meter, first turn off the water supply, then gradually warm the area by opening doors and let heat in. You can use a hair dryer to warm the frozen pipes, but **never use an open flame!** If your pipes have frozen, address it immediately so it won't keep happening. You will also need to contact LCA for a replacement water meter, which includes a fee.

Remember even though LCA owns the meter, it is your responsibility to protect it from the cold and damage. It is relatively inexpensive to purchase pipe insulating products or heat tape, available at most hardware and home improvement stores. You can find more tips and tricks to insulate and protect your meter and pipes on our website: www.lehighcountyauthority.org.

Did you Ditch your Landline Telephone? Let us know!

Have you decided to ditch the landline telephone and now only have a cell phone? Or have you changed your number due to a move or for other reasons? If so, it's important to update your contact information with us. We use an automated phone calling system to notify customers when we may be working in your area and there will be potential service interruptions, or when there are water or sewer emergencies and customer action needed. Please update your information by using the link on our website, or complete the form on the back of your bill when you submit your next payment.