



Lehigh County Authority

1053 Spruce Street * P.O. Box 3348 * Allentown, PA 18106-0348
(610)398-2503 * FAX (610)398-8413 * Email: service@lehighcountyauthority.org

BILLING SYSTEM UPDATE: NEW BILL FORMAT & ELECTRONIC OPTIONS

Beginning in October 2015, your water and/or sewer bill from Lehigh County Authority (LCA) will look a lot different, but it contains the same information you are used to seeing! An example of the new bill format is shown on the opposite page of this newsletter.

Here's a brief review of what has changed:

- Four prior bill cycles are shown on the bill in the "Consumption History" section to show how much water you have used in the past. (If you are a sewer customer with no water meter, this section is blank.)
- A new "Special Message" section has been added to the bill so we can share information that is specific to your water / sewer system such as water quality updates or flushing schedules.
- More detailed information on the back of the bill about LCA's payment options and collections process.
- Bill stub at the bottom of the bill should be used to show the LCA mailing address through the window in the return envelope that is enclosed (if there's an amount due).

What hasn't changed? Everything else!

- Your bill dates and due dates are the same.
- The rates we use to calculate your bill are the same.
- Contacting LCA with questions remains the same.

NEW Electronic Billing & Payment Options Available!

LCA is very excited to offer many new features on our website (www.lehighcountyauthority.org) by the end of October 2015. Visit us online to enroll and take advantage of these and other great new features:

- Paperless billing (emailed bills)
- Online payments by credit card or e-check
- Set up recurring payments by credit card or e-check
- View / print current or old bills

In addition, we now have an automated phone system so you can make a payment by phone any time of day or night, just by calling 844-798-3696 (toll free).

SPECIAL 2016 RATE NOTICE: ALLENTOWN CUSTOMERS!

In 2013, when Lehigh County Authority entered into a 50-year lease agreement with the City of Allentown for the operation of your water and sewer system, we agreed to hold your then-current rates until 2016.

In January 2016, your water and sewer rates will increase for the first time since 2013. The increase will be 2.5% as shown below:

Water Volume Charge:

Current Rate = \$3.10125 per 1000 gallons
New Rate = \$3.17878 per 1000 gallons

Water Fixed Charge (typical residential*):

Current Rate = \$25.21 per quarter
New Rate = \$25.84 per quarter

Sewer Flow Charge:

Current Rate = \$2.237638 per 1000 gallons
New Rate = \$2.29358 per 1000 gallons

Sewer Fixed Charge (typical residential*):

Current Rate = \$8.75 per quarter
New Rate = \$8.97 per quarter

** Typical residential rates are based on a 5/8-inch meter size. For a full copy of our rate schedule, visit www.lehighcountyauthority.org.*

Capital Cost & Administrative Order Fees:

New charges will also show on your bill beginning in January 2016 to recover the cost of major system improvements that are required to maintain the quality operation of your water and sewer system. These charges will appear as \$0 charges in October, November and December 2015, with the new rates displayed beginning in January with more details.



LEHIGH COUNTY AUTHORITY
PO BOX 3758
ALLENTOWN, PA 18106-0758

For LCA Customer Service Call: 610-437-7515.
LCA Allentown Division - Water / Sewer Bill

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SAMPLE CUSTOMER
1234 E 2ND ST
ALLENTOWN, PA 18106-0210

ACCOUNT INFORMATION

Statement Date: 4/15/2015
Account Number: 1234
Bill Number: 987654
Service To: RT 222
ALLENTOWN, PA 18106
Due Date: 05/10/2015

Amount Due N \$45.4)

BILLING SUMMARY

Days in Bill Cycle 34
Total New Charges: \$ 45.45
Previous Balance: 40.95
Penalties: 0.00
Payments: - 40.95

TOTAL PAYMENT DUE BY: 05/10/2015 \$45.45

CONSUMPTION HISTORY

2/25/2015	1/30/2014	12/29/2014	12/01/2014
12,000	18,000	15,000	22,000

NEW CHARGES

LCA Service Description W=Water; S=Sewer; F=Fee	Charge
W - CENTRAL LEH - RESIDENT - VOLUME	\$ 33.75
W - CENTRAL LEH - RESIDENT - FIXED	11.70
TOTAL NEW CHARGES	\$45.45

CURRENT METER INFORMATION

Service Dates		Meter Readings			Volume (Gallons)	Billed Usage (Gallons)
From	To	Previous	Current	Type		
2/25/2015	3/31/2015	1,001,000	1,016,000	ACTUAL	15,000	15,000

SPECIAL MESSAGE

SAMPLE

Please RETURN This Part With Your Payment. Make Checks Payable to Lehigh County Authority



LEHIGH COUNTY AUTHORITY
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ALLENTOWN, PA 18106-0758

Online Bill Pay is now available at
www.lehighcountyauthority.org/

SAMPLE CUSTOMER
1234 E 2ND ST
ALLENTOWN, PA 18106-0210

Please see reverse side for more information.

ACCOUNT INFORMATION

Statement Date: 4/15/2015
Account Number: 1234
Bill Number: 987654
Service To: ABCD RT 222
Due Date: 05/10/2015

Amount Due Now: \$45.45

Amount Paid:

Address or Name change requested on reverse side.



ALLENTOWN WATER / SEWER PAYMENT
LEHIGH COUNTY AUTHORITY
PO BOX 3758
ALLENTOWN, PA 18106-0758





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October 2015

Dear Customer,

Over the past 50 years, Lehigh County Authority (LCA) has continually sought to provide excellent customer service and water / sewer services that are a great value to our customers. In January of this year, we adopted an updated strategic plan that included a mission statement that provides a strong directive for our 160 employees:

We will deliver exceptional value to our customers through our high-quality, affordable and reliable water and wastewater services. We will meet the needs and expectations of existing and future customers by:

- *Operating in a fiscally responsible manner.*
- *Providing a rewarding, respectful, empowering and safe work environment for our employees with opportunities for professional fulfillment.*
- *Practicing and advancing environmental stewardship that protects and preserves water resources for current and future generations.*
- *Serving as a strategic and respected partner, investing in solutions for our community's evolving service needs.*

As we strive to achieve this mission, our customers are always at the forefront of our minds. This fall, I am pleased to share a new customer-focused initiative with all of you as we unveil our new electronic bill presentment and payment processing website later this month. Please review the details inside this newsletter about this new offering, and be sure to visit us at www.lehighcountyauthority.org to check it out.

It is always our pleasure to serve our community, and to enhance our services whenever possible. We appreciate the feedback our customers provide to help shape our customer service program!

Sincerely,

Aurel M. Arndt
Chief Executive Officer

INSIDE: Important News & Updates

- New Bill Format & Example
- New Electronic Billing & Payment Options
- Special 2016 Rate Notice for Allentown Customers!

H₂O Emergency? *How Will You Know?*

Did you know... ? If LCA encounters a water quality problem that poses a public health risk, or if a system malfunction is disrupting your water or sewer service, we are required to contact you to protect the public's health. However, you may not receive these important notices if we don't have your phone number on file!

Updating your account information is easy

- Visit us online at www.lehighcountyauthority.org and use the link to "LCA Emergency Notification System" to send us your info!
- You may also call us at 610-398-1444 or 610-437-7515 at any time to verify or change your phone number.

*Noticias de Lehigh County Authority:
Informacion importante acerca de sus servicios de agua y alcantarillado.*

News from Lehigh County Authority:
Important information about your water & sewer services!

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