





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

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](http://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!

### **H<sub>2</sub>O 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](http://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:  
Información 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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