



March 17, 2020

OUR RESPONSE TO CORONAVIRUS

The Lehigh County Authority (LCA) Emergency Response Plan, which guides our action and decision making when a pandemic is declared, has been activated. We continue to monitor and determine necessary action as this situation changes.

In the best interest of our employee health and wellness, as well as the health of our customers, we have taken the following actions until further notice:

- Customer water service terminations for non-payment have been suspended.
- Customer Care offices are closed to walk-in business. Our Customer Care team remains available by telephone or email.
- All non-essential, non-emergency repair and service appointments will be deferred until further notice.

We appreciate customer patience and understanding.

TAP WATER IS SAFE FOR REGULAR USE

According to the [CDC](#) and [World Health Organization \(WHO\)](#), the disinfection and filtration methods we use for treatment of drinking water are effective in the removal of bacteria and viruses, including COVID19. Water we provide to your tap is safe for your regular use.

Our water and wastewater plant operators continue to follow our regular practices and procedures to deliver essential services to our customers.

BE CAREFUL WHAT YOU FLUSH

Please flush only toilet paper and human waste! We know toilet paper supplies have been depleted in some areas and people may resort to use of other types of wipes or paper towels. Please remember flushing these other items can cause blockages resulting in a sewer backup inside your property, along with unnecessary customer expense. Please take care with what you flush, and anything other than toilet paper should be discarded in the trash.