



Response to COVID-19 – Updated March 23, 2020

Lehigh County Authority continues to monitor the COVID-19 pandemic and in response to directives from state and local authorities has modified some business practices. Our Emergency Response Plan for circumstances like this helps to guide our decisions and essential business operations.

Our Board of Directors has approved emergency measures to help manage the health of our employees, as well as our customers, putting temporary measures into practice. These measures include closing customer care office locations, suspending water service terminations and waiving late fees, until further notice. Read more about each of these measures below.

Most of our administrative employees have shifted to working remotely in compliance with state and local directives. Our operations crews, both field and plant operations, continue working to address system needs daily. We have emergency staffing plans in place in the event of a more serious situation, in order to allow for the continued delivery of the essential services we provide.

We appreciate our customers being patient and understanding as we adapt to the many changes in our daily operations resulting from the pandemic.

About Your Water

According to the [CDC](#) and [World Health Organization \(WHO\)](#), our disinfection and filtration methods 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.

About Your Wastewater

Wastewater treatment plants treat viruses and other pathogens. COVID-19 is a type of virus that is particularly susceptible to the disinfection process used by LCA. Our employees are taking additional precautions to use personal protective equipment and sanitize work areas.

Reminder to Protect Your Pipes

Please only flush human waste and toilet paper! Toilets are not trash cans and they cannot handle heavier paper products, such as paper towels, napkins, feminine hygiene products and wipes of many kinds. Even wipes labeled as “flushable” can be problematic for your in-home plumbing as well as our sewer system. Best to put them in the trash and avoid a smelly, expensive sewer backup. We appreciate the community pulling together to spread this important message wherever toilets are found.

Customer Service Needs

Our Customer Care team is now working remotely. They will continue to manage customer telephone and email inquiries. However, we request customer cooperation in management of on-site visits. At this time, only serious emergency calls for water meter leaks and sewer backups will be dispatched to our crews. Technicians who respond to an emergency will practice social distancing and wear personal protective equipment.

Customer service staff will defer scheduling of non-emergency field visits that require entry into an occupied, residential property to help limit field staff exposure to customers. When we resume “regular work” we will contact customers and schedule work accordingly.

Customer Care Offices Closed

Customer service offices are closed until further notice and our team has moved to remote work in compliance with state and local directives.

Customer Payments

Customers may continue to make payments by using one of the many payment options we provide:

- Regular mail:
 - **Allentown Residents:** Lehigh County Authority * P.O. Box 3758 * Allentown, PA 18106
 - **Non-City Residents:** Lehigh County Authority * P.O. Box 3210 * Allentown, PA 18106
- Pay by phone – call toll-free: 1-844-798-3696
- Free payment portal on our website: <https://ipn.paymentus.com/cp/lca?lang=en>
- Drop off payment in a drop-box at one of our office locations:
 - 1300 Martin Luther King Jr. Blvd., Allentown
 - 1053 Spruce Rd., Allentown

Support for our Customers

LCA has suspended water service terminations until further notice.

Late Fees are suspended until further notice. We will continue to notify customers of their past-due balances and encourage regular, on-time payment in order to avoid accumulation of a larger bill.

Board of Directors Meetings

Beginning March 23, 2020, Lehigh County Authority meetings of the Board of Directors will convene as scheduled, but with modifications in place until further notice. The changes are as follows:

- All Board meetings will be conducted via teleconference (due to the size of meetings always more than ten people)
- We strongly encourage viewing meetings from our website Livestream, which remains in place: <https://livestream.com/lca> *Note: Board members will not be physically present at LCA while these modifications are in place, so they will not be seen on the Livestream.
- The public may attend and listen to teleconference meetings at the LCA main office located at 1053 Spruce Rd., Allentown PA 18106.
- Anyone attending the meeting at the LCA main office must practice social distancing and maintain a 6-foot space between yourself and other individuals.
- If you would like to comment on an agenda item but are unable to attend at the main office, please submit comments in advance to LCABoard@LehighCountyAuthority.org.
- Comments received via email will be read during the meeting and will become part of the public record.
- We will continue to post videos of meetings to our website for viewing at your convenience: <https://lehighcountyauthority.org/about-lca/new-lca-board-meetings-videos/>

Thank You!

We want to thank our customers for their patience and understanding while we continue to adapt and respond to the COVID-19 pandemic, while we maintain our delivery of essential water and wastewater services.