



**Lehigh County Authority**

**LCA SUBURBAN DIVISION**

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July - September 2019 Newsletter

## Summer 2019 – Customer Notices & Updates

### **Beware of Doxo Bill Pay Website**

Doxo claims to be an easier way to pay your Lehigh County Authority (LCA) Bill. Their website even makes you feel as if it is affiliated with LCA, but it is not. Customers who use Doxo, a third party, may experience delays in payments posting to their account, resulting in late fees and / or service termination.

Please make online payments through the FREE portal on our website: [www.lehighcountyauthority.org](http://www.lehighcountyauthority.org), but be sure you're on the correct site. Searching for our site can bring up Doxo in the search results and customers mistakenly click on the Doxo website, thinking it's LCA. Remember, no matter what method of payment you choose to pay your LCA bill, it is the customer's responsibility to ensure the payment is received by the due date.



### **Lehigh County Authority Charter Extended through 2062.**

On Wednesday, June 26, the Lehigh County Board of Commissioners unanimously approved an extension of the Lehigh County Authority Charter through the year 2062.

The charter extension and the partnership forged between LCA and the County is truly critical for our region. "As our water and sewer infrastructure continues to age, environmental challenges get larger and more complex, and the region continues to grow, we must work together to address these concerns and keep our focus on the long view, said Liesel Gross, Chief Executive Officer for LCA. "We continue to work hard to ensure safe and reliable services are provided today and in the future!"

### **Customer Fees for Site Visits and After-Hours Visits**

Many customers become upset after LCA has visited their property and their next bill includes a site visit charge. It is part of LCA's rules, regulations and established rates to charge a service fee of \$50 during regular business hours, and \$150 for after-hours, weekend and Holiday visits that require work by our on-call technicians.

Please understand that if you contact us for after-hours service and a technician is dispatched to your property, there will be a service fee assessed on your next bill, unless the problem is deemed to be an LCA issue. If the water or wastewater problem is our responsibility, no fee will be added to your account. Remember, once you agree for a technician to come out, you agree to the service fee.

If you have questions about fees assessed to your account, contact our Customer Care team to review them with you.

## **Do you Know LCA has a Blog?**

From our website, [www.lehighcountyauthority.org](http://www.lehighcountyauthority.org), click on Water Works blog on the right. We use this platform to help the public learn and understand the valuable and extremely important work we do 24 hours a day, 365 days a year, from delivering safe, clean, reliable drinking water to your home or business, to cleaning and disinfecting the wastewater you return to the system so we can put it back in the environment.

If you've missed it, it's not too late to look back at prior posts to learn all about the fascinating world of wastewater treatment! Yes, we did say wastewater is fascinating! There's a whole lot of science going on at Kline's Island Wastewater Treatment Plant!

## **Watch Out for Utility Imposters – Reminder!**

Recently in the Lehigh Valley there have been incidents involving people posing as utility workers, even gaining access to homes after reporting there were water problems they were there to investigate. Some victims have had cash or other items stolen. In some other instances, victims were told their water would be turned off unless payment was made immediately, and they handed over cash in order to avoid it. Scams like these can happen over the phone, by email or even at your front door!

Remember, LCA will never ask for payment at your door! It is against our policies and practices to do so. Also, our employees drive marked vehicles, wear uniforms and carry identification, all of which have our logo on them. Most often, if we're at your property, it's because you scheduled an appointment with us, or contacted us about an issue. Our regular business hours, when technicians may be seen out and about, are during the day, from approximately 7:30 a.m. until 2:30 p.m., not in the early hours of the morning.

## **LCA uses Automated Flushers to Reduce Costs & Interruptions**

Have you seen any of these in your neighborhood? What is it? It's an automated flusher, which periodically flushes our distribution lines to allow for turnover of the water in the line. This helps to maintain minimum disinfectant residuals in the lines, helping us meet regulatory requirements. By way of automatic and programmable flushing systems, we are saving time and money, along with having fewer disruptions for our customers during the busiest times of the day. Most automated flushers work during the night, when most people aren't using water. It's a more economical alternative to traditional flushing processes using fire hydrants.



**Wishing you & yours a safe and wonderful summer!**