



Lehigh County Authority

LCA SUBURBAN DIVISION

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July – September 2018 Newsletter

Summer 2018 – Customer Notices & Updates

Hot Topic: Monthly Billing for City of Allentown Customers

In May, the Lehigh County Authority (LCA) Board of Directors approved monthly billing and rates for all customers in the **City of Allentown**. Customers will begin receiving bills monthly in August 2018, according to their billing cycle. Rates for Allentown customers are outlined in the lease between LCA and the City, which was established in 2013.



Are Suburban customers moving to monthly billing? No, not at this time, but it is possible Suburban customers may be moved to a monthly bill processing schedule in the future. Suburban customers who are already on monthly billing, mostly larger commercial customers, will continue to receive bills on a monthly basis.

What about Suburban rates? LCA evaluates rates annually to ensure all costs to operate and maintain our water and sewer systems are covered. We will notify you directly of any changes to your rates or billing procedures!

Customer Contact Information: When there is a water system related emergency that impacts your property, whether you are a homeowner, landlord or tenant, LCA uses an automated telephone notification system, making it very important that we have current contact information. Some examples for customer notices include boil water advisories and planned service interruptions, but if your information is not current, you may not get these important notices!

To update your phone number in LCA's emergency notification system, please complete our online form at www.lehighcountyauthority.org/emergency-notice/ or contact our Customer Care team to review your account information.

Summer Tips for Saving Water!

Did you know that residential outdoor water use across the United States accounts for nearly 9 billion gallons of water each day, mainly for landscape irrigation? The average U.S. household uses more water outdoors than for showering and washing clothes combined, according to the U.S. Environmental Protection Agency (EPA). These tips from EPA can help save water this summer:

- ✓ **Step on it:** Grass doesn't always need water just because it's hot out. Step on the lawn, and if the grass springs back, it doesn't need water. An inexpensive soil moisture sensor can also show the amount of moisture at the plant's roots and discourage overwatering.
- ✓ **Leave it long:** Raise your lawnmower blade. Longer grass promotes deeper root growth, resulting in a more drought-resistant lawn, reduced evaporation, and fewer weeds.
- ✓ **Give your hose a break:** Sweep driveways, sidewalks, and steps rather than hosing them off. Don't forget to check for leaks at your spigot connection and tighten as necessary.

Have a safe & wonderful summer!

Every Drop Matters. Every Customer Counts.