



# *LCA Currents*

*Water news straight from the source.*

Every drop matters.  
Every customer counts.

## Visit LCA online today: New features & forms!

Lehigh County Authority (LCA) launched a new website in January, providing new features, forms and tools for customers. Please visit us at [www.lehighcountyauthority.org](http://www.lehighcountyauthority.org) today!

Some features customers will appreciate include:

- ◆ Current System Conditions page to see if we're working on any leaks in your area, or when we'll be flushing the water system in your area.
- ◆ "Report a Problem" form to tell us about any service issues you are experiencing.

- ◆ "Moving In / Moving Out" form to share information with LCA if you are selling your home or moving.
- ◆ Lots of great public information!

### **Paying Online: Different Look, Same Service!**

Visit [www.lehighcountyauthority.org](http://www.lehighcountyauthority.org) to pay by credit card! Make sure you select the "SUBURBAN DIVISION" option to pay your bill!

To pay online, you will need to enter:

- + Your account number (shown above on your bill)
- + The FIRST PERSON's name on the bill (shown above) - you must enter is EXACTLY as shown above.

For example: SMITH, JOHN Q (must be entered with all the same punctuation and spacing as shown on the bill!)

### **LEHIGH COUNTY AUTHORITY**

1053 Spruce Street  
P.O. Box 3210

Allentown, PA 18106-0348

Office Hours: 8:15 a.m. - 4:45 p.m., M-F

610-398-1444 \* 610-398-2503 (After-Hours Emergencies)

[www.lehighcountyauthority.org](http://www.lehighcountyauthority.org) \* [service@lehighcountyauthority.org](mailto:service@lehighcountyauthority.org)

## Year in Review - Looking Ahead

In the past year, Lehigh County Authority (LCA) has undergone a major transformation.

### Big Change # 1

We started 2013 off with completing a major system interconnection with the City of Allentown that changed the water supply for much of western Lehigh County. We hope this change has gone largely unnoticed by most customers, as the quality of the water we receive from the Allentown system is very similar to our existing well water.

The addition of fluoride to the water in our Central Lehigh Division, due to the interconnection with Allentown, was one of the most significant aspects of this change for most customers.

A big “Thank you!” to all customers who provided feedback about this change!

### Big Change # 2

LCA made a landmark deal with Allentown in 2013, with LCA assuming operational responsibility for the city’s water and sewer system under a 50-year lease agreement. In exchange, LCA provided a large upfront payment to the city (\$211 million) to help the city resolve its unfunded pension liability.

On August 8, 2013, LCA began operating the city systems. Accomplishing this level of change required a significant effort on the part of all LCA employees, both the original group of 39 employees and the new group of employees who transferred to us from the Allentown system. Through this process, we learned to work as a team, and we believe all customers are continuing to receive excellent services.

### LCA by the numbers (then and now)

	<u>2012</u>	<u>Today</u>
<b>Sewer Customers</b>	2,259	35,533
<b>Water Customers</b>	18,855	52,385
<b>Miles of Water Main</b>	311	615
<b>Employees</b>	39	152

### Looking Ahead - The Future is Bright!

With so many big changes in 2013, some customers may worry that the attention and service you have come to expect from LCA will be diminished, or that costs will increase as we tackle these big challenges.

We are pleased to report that LCA’s service and financial performance will be stronger as a result of these major organizational changes!

As an illustration of this, LCA’s Board of Directors was able to adopt a 2014 Budget in December which included no rate changes in any of our suburban systems. After several years of annual increases in our expenses, we were able to hold the line for 2014, which is a benefit to all customers.

Besides finding cost savings, we anticipate customers will benefit from a variety of enhancements to LCA’s structure. For example:

**Larger staff** = Greater diversity and greater ability to provide responsive customer service.

**Consolidated service area** = Managing our precious water resources can be a coordinated effort, rather than fractured among multiple service providers.

Many more positive changes, and cost savings, are anticipated in the years ahead. We thank all customers for your patience and support over the past year!



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