

PRESS RELEASE

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LEHIGH COUNTY AUTHORITY UNVEILS WEB SITE, ONLINE TOOLS

Customers gain access to water quality data, online forms, conservation tips and more

What causes the pink film on your toilet bowl or pet's water dish? The answer is airborne bacteria and not your tap water!

Lehigh County residents have a new resource available to them to learn about their water and sewer service provider as Lehigh County Authority's newly renovated web site was unveiled this week (www.lehighcountyauthority.org). The site offers useful information to customers and non-customers alike, such as water conservation tips and answers to frequently asked questions.

In addition to offering general educational information about water and environmental issues, LCA's site was developed to enhance service provided to its more than 16,000 water and sewer customers.

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In just a few clicks, customers can look up water quality data, report a problem or submit a service request online, and even electronically submit information about moving in or out of LCA's service area. Customers can also enroll in LCA's AutoPay program to allow automatic debits from a checking or savings account for easy payment of their water and sewer bills.

LCA has maintained a basic informational web site for many years, but has invested in these new enhancements in recognition of customers' greater reliance on the internet for fact-finding and customer service. In addition to the customer service tools now available online, anyone with an internet connection can submit feedback to LCA, find Board meeting schedules and agendas, download policies and rate schedules, and much more.

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MEDIA NOTES

- All statements made in this press release may be attributed to Aurel Arndt, LCA's general manager.
- LCA is a nonprofit municipal authority serving more than 16,000 water customers in 12 municipalities in Lehigh County. LCA provides municipal wastewater collection services to 10 municipalities in western Lehigh County and individual sewer service to roughly 1,200 customers in four municipalities. More information about LCA's services is available online at www.lehighcountyauthority.org.