



LCA ALLENTOWN DIVISION

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April – June 2020 Newsletter

LCA Customer Notice – Spring 2020

LCA Response to COVID-19: Lehigh County Authority continues to monitor the COVID-19 pandemic, and in response to directives from state and local authorities, has modified some of our business practices. Water and Wastewater are essential services for public health. Our operations and plant crews continue to report to work to keep your water and sewer flowing.

About Your Water: The Centers for Disease Control and World Health Organization have confirmed our disinfection and water filtration methods are effective for removal of bacteria and viruses, including COVID-19. Water we provide to your tap is safe for your regular use. The wastewater treatment plant treats viruses and other pathogens through the disinfection process and no additional treatment is required.

Please remember to flush only human waste and toilet paper. Everything else belongs in the trash! Also, remember not to put fats, oils or grease from cooking down the drain. When they cool and congeal, they can also lead to clogs and complications. Pour them into an empty soup can or cardboard milk carton, cool, then dispose of in the trash. Nobody needs a sewer backup right now, including LCA!

Customer Care Offices Closed until Further Notice: Our Customer Care and Billing Teams are working remotely and continue to support customers while our offices are closed. Water service terminations, late fees and penalties for past-due bills are suspended until further notice.

To Pay Your Bill: While our offices are closed, we request customers use the FREE payment portal on our website: lehighcountyauthority.org or pay by calling 1-844-798-3696 (free-of-charge).

If necessary, mail payment or use the drop-box located outside our Customer Service office.

*Please read more about our response to COVID-19 on our website.

Para pagar su factura: Mientras nuestras oficinas están cerradas, solicitamos a los clientes que utilicen el portal de pago GRATUITO en nuestra página web: lehighcountyauthority.org o llamando al 1-844-798-3696 (libre de cargos).

Si es necesario, envíe el pago por correo o use el buzón localizado fuera de nuestra oficina de Servicio al Cliente.

2019 Water Quality Reports are Now Available Online: Each year, we provide our customers with an annual Water Quality Report to let you know how our water quality stacks up against federal and state standards for safe drinking water. We encourage you to review this report as it provides details about the source and quality of the drinking water delivered to your community in 2019.

Please visit us online to view the report for our Allentown Division: <https://lehighcountyauthority.org/wp-content/uploads/ALD.pdf>. If you wish to have a paper copy, you can print one directly from the website. You can also receive a printed version by contacting us at 610-437-7515.

Attention landlords, businesses, schools, restaurants and other large employers! Please share this info with tenants, students, employees, patrons and other water users at your location who do not receive an LCA water bill.

Este informe contiene informacion muy importante sobre se agua potable. Traduzcalo o hable con alguien que lo intenda bien.

2020 Water System Flushing Schedule:

Lehigh County Authority (LCA) will complete system-wide flushing of the water system in Allentown during the spring and summer months. This important maintenance program helps to ensure the water system is maintaining proper disinfection and helps to clean out the water lines in your neighborhood.

What should you do when LCA is flushing in your area? If you see a crew flushing a hydrant on your street, avoid running tap water, using the washing machine, or running the dishwasher until the flushing is complete to avoid drawing discolored water into your home plumbing. If possible, completely avoid using your hot water as this may draw discolored water into your hot water heater allowing the discoloration to persist for long periods of time. After the flushing is completed in your area, turn on your cold water tap. If you encounter discolored water, shut the water off and wait several minutes before you turn on your cold water tap again. If pressure or volume seems low, check faucet screens for trapped particles.

Safety Notice: If you see hydrant flushing crews working in the area, please drive carefully and treat them like any other road construction crew.

Brown Water Notice: Discoloration of your water after system flushing only affects the appearance of the water. There is no health risk associated with the discoloration of water after system flushing. If your water does not clear up, contact LCA.

Schedule: The 2020 flushing schedule should be considered tentative depending on the weather. Unless otherwise noted, flushing will occur during daytime hours.

March 16th – March 29th: Ward 3 and Ward 13	Center City, south of Hamilton, between 7 th and 19 th Street
March 30th – April 12th: Ward 18	West Allentown, south of Hamilton, west of 19 th Street
April 13th – April 26th: Ward 7 and Ward 11	Center City, north of Hamilton, between 9 th and 26 th Street
April 27th – May 17th: Ward 17	West Allentown, north of Hamilton, west of 22 nd Street
May 18th – May 31st: Ward 8 and Ward 11	North Allentown, north of Gordon Street, between 7 th and 22 nd Streets
June 1st – June 21st: Ward 12	South Allentown, south of the Little Lehigh Creek and west of the railroad tracks, from Trout Creek Park to Bicentennial Park and on the Queen City Airport area
June 22nd – July 5th: Ward 1, 2, 5 and 4	Center City, both north and south of Hamilton, between 4 th and 9 th Streets
July 6th – July 12th: Ward 10	North Allentown, east of 7 th Street, between Liberty Street and Sumner Avenue
July 13th – July 26th: Ward 8	North Allentown, west of 7 th Street, between Liberty Street and Sumner Avenue
July 27th – August 2nd: Ward 9 and Ward 6	Center City, north of Hamilton, east of Law Street and following north up along the Lehigh River
August 3rd – August 16th: Ward 14	East Allentown, east of the Lehigh River, from Keck Park north up to the East Side Fire Station
*August 17th – September 6th: Ward 15 (Minus the high elevation system)	East Allentown, north and east of the East Side Fire station, and then south toward the Allentown State Hospital area
*September 7th – September 13th: Ward 16 (Minus the high elevation system)	South Allentown, south of the Lehigh River and east of the railroad tracks, south down to Chapel Avenue
*September 14th – October 4th: Ward 19 (Minus the high elevation system)	South Allentown, south and east of Trout Creek Park, down to the South Mountain Reservoir and Park area

After these areas are completed the high elevation system will be flushed at night from 10:00 p.m. to 6:00 a.m. There are 105 hydrants in these areas, which include Ward 15, 16, 19 and 28th Street. The high elevation hydrants in the system are silver and black in color. **Questions, call 610-437-7515.*