



LCA SUBURBAN DIVISION

1053 Spruce Road * P.O. Box 3210 * Allentown, PA 18106
610-398-1444 * Email: service@lehighcountyauthority.org

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.

Flushing Program Information: LCA will continue to conduct our water system flushing program, which is required to help remove buildup of sediment in our water lines and improve water quality for all customers. However, when we are flushing the water system in your neighborhood, you may experience decreased water pressure or dirty water.

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. After 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. If the issues do not resolve, please call LCA Customer Care at 610-398-1444.

Additional notice will be provided when we have our schedule developed so customers know in advance when LCA crews will be in your community to conduct this work!

Your Water Quality Report is 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.

If you wish to have a paper copy, you can print one directly from our website. You can also receive a printed version by contacting us at 610-398-1444.

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.

Finding your Water Quality Report online is easy!

If you live or work here...

Visit us online here to view your report...

Mill Creek Acres in Washington or Heidelberg Twp.....	https://lehighcountyauthority.org/wp-content/uploads/MCD.pdf
Schnecksville / Neffs area in North Whitehall Twp.....	https://lehighcountyauthority.org/wp-content/uploads/NWD.pdf
Villages of Slatedale or Emerald and along Welshtown Road in Washington Twp.....	https://lehighcountyauthority.org/wp-content/uploads/WTD.pdf
Beverly Hills development in Lower Milford Twp.....	https://lehighcountyauthority.org/wp-content/uploads/BHD.pdf
Heidelberg Heights development in Heidelberg Twp.....	https://lehighcountyauthority.org/wp-content/uploads/HHD.pdf
Mink Estates & Far View Farms developments in Upper Milford Township.....	https://lehighcountyauthority.org/wp-content/uploads/UMD.pdf
Buss Acres & Deer Run developments in Upper Milford Township.....	https://lehighcountyauthority.org/wp-content/uploads/UMCD.pdf
Areas immediately outlying the Borough of Emmaus in Upper Milford, Salisbury & Lower Macungie Twp..... (Note: this water system is sometimes referred to as our "Emmaus Consecutive Division")	https://lehighcountyauthority.org/wp-content/uploads/ECD.pdf
Pine Lakes at Lynn development in Lynn Township.....	https://lehighcountyauthority.org/wp-content/uploads/PLD.pdf
Madison Park North development in Lynn Township.....	https://lehighcountyauthority.org/wp-content/uploads/MND.pdf
Clearview Farm Estates development in Moore Twp.....	https://lehighcountyauthority.org/wp-content/uploads/CFD.pdf
Arcadia West / West Hills business parks and the Northwestern Lehigh Elementary School in Weisenberg Township	https://lehighcountyauthority.org/wp-content/uploads/AWD.pdf
Anywhere else in Lehigh County! (this includes portions of Upper and Lower Macungie, Salisbury, South Whitehall, Upper Milford and Lowhill townships, called our "Central Lehigh Division.")	https://lehighcountyauthority.org/wp-content/uploads/CEN.pdf
