

Service responsibilities explained

A common question customers have is what they are responsible for when there is an issue with the water or sewer line. This diagram explains what LCA is financially responsible for and what you, the customer, are responsible for.

- 1 For your water service, there is a service line that goes from the water line in the street into the house. There is valve in the curb line, called curb box, and that is where the valve is located to turn the water on or off in your house.
- 2 LCA's responsibility is from the water main in the street up to that curb box.
- 3 The customer's responsibility is from the curb box into the house.
- 4 The only thing inside the house that LCA is responsible for is the water meter. You are responsible for protecting it from freezing or other damage.
- 5 On the sewer side, a service line connects your home plumbing to the main sewer line in the street. Customers in Allentown are responsible for the entire sewer service line from the connection point in the street into the house.

If you have a problem with your water or sewer line, LCA will come out and investigate the issue. If the problem is LCA's responsibility, there is no cost to the customer. If the issue is the customer's responsibility, you will incur a site visit fee, plus the actual cost of repair to fix the problem.



