



Lehigh County Authority

LCA ALLENTOWN DIVISION

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April – June 2021 Newsletter

LCA Customer Notice – Spring 2021

Update on LCA Response to COVID-19: Throughout the pandemic, our essential water and wastewater employees continued to report to work daily to manage operations and ensure your water and sewer services were not interrupted. We adjusted our operations to include additional safety and cleaning protocols, with some employees working different shifts to maintain social distancing. We continue to monitor the issue to determine our response. We are extra proud of our employees for their work over the past year! They have done a fantastic job staying safe, serving the community, and ensuring public health.

Customer Care Offices Remain Closed: Our facilities remain closed to the public to best protect our essential employees, while also keeping customers safe. Our Customer Care and Billing Teams continue to work remotely to serve customer needs. For this reason, we have expanded our payment options to make it easier than ever for customers to pay their LCA bill (see below).

Expanded Ways to Pay Your LCA Bill: Use the **FREE** payment portal on our website, which has many options: lehighcountyauthority.org, or pay by phone by calling **1-844-798-3696** (free-of-charge).

Pay with cash at Walmart: Visit the customer service desk to pay LCA by cash (\$2 fee applies). You must have a bill stub with the account number to pay at Walmart. You can always use the secure drop-boxes located outside our Customer Service office. Please use an envelope and include your bill stub with your payment.

Formas ampliadas de pagar su factura de LCA: use el portal de pago GRATUITO en nuestro sitio web, que tiene muchas opciones: lehighcountyauthority.org, o pague por teléfono llamando al 1-844-798-3696 (sin cargo). **Pagar en efectivo en Walmart:** Visite el mostrador de servicio al cliente para pagar a LCA en efectivo (se aplica una tarifa de \$2). Debe de tener un talon de factura con el numero de cuenta para pagar en Walmart. Si es necesario, envíe el pago por correo o use el buzón localizado fuera de nuestra oficina de Servicio al Cliente. Utilice un sobre y incluya el talón de su factura con su pago.

Late Fees, Penalties, and Service Terminations: Late fees and penalties for past-due bills were reinstated in January 2021, after being suspended for many months, helping customers who were already struggling to pay. Water service terminations for past-due bills, which were suspended for more than a year, resume in April 2021.

2020 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, which provides details about the source and quality of the drinking water delivered to your community in 2020. The City of Allentown Division report may be found online at: <https://lehighcountyauthority.org/wp-content/uploads/ALD.pdf>. If you wish to have a paper copy, you can print one directly from the website, or request a printed copy be mailed to you by calling us at 610-437-7515.

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

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

2021 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 2021 flushing schedule should be considered tentative depending on the weather. Unless otherwise noted, flushing will occur during daytime hours.

March 15th – March 28th: Ward 3 and Ward 13	Center City, south of Hamilton, between 7 th and 19 th Street
March 29th – April 11th: Ward 18	West Allentown, south of Hamilton, west of 19 th Street
April 12th – April 25th: Ward 7 and Ward 11	Center City, north of Hamilton, between 9 th and 26 th Street
April 26th – May 16th: Ward 17	West Allentown, north of Hamilton, west of 22 nd Street
May 17th – May 30th: Ward 8 and Ward 11	North Allentown, north of Gordon Street, between 7 th and 22 nd Streets
May 31st – June 20th: 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 21st – July 4th: Ward 1, 2, 5 and 4	Center City, both north and south of Hamilton, between 4 th and 9 th Streets
July 5th – July 11th: Ward 10	North Allentown, east of 7 th Street, between Liberty Street and Sumner Avenue
July 12th – July 25th: Ward 8	North Allentown, west of 7 th Street, between Liberty Street and Sumner Avenue
July 26th – August 1st: Ward 9 and Ward 6	Center City, north of Hamilton, east of Law Street and following north up along the Lehigh River
August 2nd – August 15th: Ward 14	East Allentown, east of the Lehigh River, from Keck Park north up to the East Side Fire Station
*August 16th – September 5th: 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 6th – September 12th: 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 13th – October 3rd: 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, please call 610-437-7515.*