



LCA SUBURBAN DIVISION

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610-398-1444 * Email: service@lehighcountyauthority.org

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/or 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.

Flushing Program Information: LCA will continue to conduct our water system flushing program, which is required to help remove the 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. 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 your water does not clear up, contact LCA. If pressure or volume seems low, check faucet screens for trapped particles. If the issues do not resolve, please call 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 2020.

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