



Response to COVID-19 – Updated January 10, 2022

Lehigh County Authority continues to monitor the COVID-19 pandemic and in response to Federal, state, and local guidance, as well as local data and information, has modified business practices accordingly.

Masks are required for all visitors to LCA facilities.

Disposable masks are available for visitors who do not have one. Hand sanitizer is available at all locations and our facilities are sanitized daily.

Customer Service Needs

In the best interest of our employee health and wellness, as well as the health of our customers, effective January 10, 2022, until further notice:

- **Limited entry available at our Customer Care locations to manage social distancing.** Customers may have to wait outside until space is available in the lobby. If possible, please use our other FREE payment options outlined below.
- Entry into an occupied customer property is limited to emergency work only.
- If LCA personnel must enter an occupied property for an emergency, any persons present in the home must wear a mask. LCA personnel will wear a mask.
- All non-essential repair and service appointments will be deferred until further notice.

Expanded Ways to Pay your LCA Bill

LCA has expanded the options for customers to make payments:

- Pay by mail:
 - **Allentown Residents:** Lehigh County Authority, P.O. Box 3758 Allentown, PA 18106
 - **Non-City Residents:** Lehigh County Authority, P.O. Box 3210 Allentown, PA 18106
- Pay cash at any Walmart customer service desk. Please have your bill stub with account number (\$2 fee applies).
- Pay by phone – call toll-free: 1-844-798-3696. Pay by credit/debit ore-check, for free!
- Use the FREE payment portal on our website: [Click here](#) to login and make a payment or create an account.
- Drop off payment in a secure drop-box at one of our office locations. Please place your payment and bill stub in an envelope. Office locations are:
 - 1300 Martin Luther King Jr. Blvd., Allentown
 - 1053 Spruce Rd., Allentown

Board of Directors Meetings – Updated January 2022

LCA Board of Directors convene at the main office located at 1053 Spruce Rd., Allentown, PA (Wescosville). The public is invited to attend Board meetings and there are a variety of ways to participate:

- **In-person:** Attend a scheduled meeting at 1053 Spruce Rd., Allentown (Wescosville). Meetings begin promptly at 12:00 p.m.
- **Watch the Live Stream:** View the meeting in real-time at [LCA's LiveStream Page](#).
- **Virtually by Zoom, or by phone:** Information on how to join will be posted on our website by 11:00 a.m. on the scheduled meeting day on the [Meetings & Minutes](#) page.
- **Watch it later:** View any meeting later at your convenience on our [Meeting Videos](#) page.

Public comment is welcome on any agenda or non-agenda item in advance of each Board meeting by emailing LCABoard@LehighCountyAuthority.org.

Comments received via email will be read during the meeting and will become part of the public record.

Thank You!