



**Lehigh County Authority**

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**LCA ALLENTOWN DIVISION**

July - September 2021 Newsletter

## LCA Customer Notice – Summer 2021

### Customer Safety Is Important to LCA!

It's why we're sharing tips to help you avoid being scammed by potential utility imposters! Our employees will ALWAYS have a photo ID, and they will *never* collect money at your door. Here are five tips to help you spot someone who may be posing as an LCA employee:

**What time is it?** LCA service technicians work during the hours of 7 a.m. to 3:30 p.m., Monday through Friday. Any visits by LCA employees to your property after hours or on weekends would be due to an emergency or upon your request.

**Did you request service from LCA?** Unless there is a true emergency, such as a major water main break or sewer backup, LCA service technicians usually visit customers only upon request. Our technicians do not just show up at your door, we will schedule an appointment when needed. We will occasionally visit a property without an appointment to investigate a malfunctioning curb box, or to mark our assets when there will be digging or construction by LCA or another utility.

**Did you pay your bill?** LCA service technicians may visit properties without a confirmed appointment to turn water off for non-payment. If you have paid your account in full, it is highly unlikely an LCA employee will need to visit your property unannounced. And if we are visiting to turn water off, we don't knock on doors or ask to come inside! Service termination warning notices are provided to customers in writing and by phone, and when water is turned off it is at the curb box near the street.

**Always ask for ID!** All technicians carry a photo ID issued by LCA, and they will gladly allow you to inspect it upon request. Our crew members will have a uniform with our logo and most wear construction yellow shirts for safety. Our technicians drive vehicles that are marked with our characteristic logo.



**Call LCA to Confirm!** Even if the technician shows ID, if you are still not sure, or something seems off, contact LCA's customer service department to confirm the employee works for LCA and the reason for his/her visit to your property before allowing them in your home.

Applying these tips to how you address when strangers show up at your door without an appointment can help you avoid becoming a victim. Always ask to see ID and if you did not ask the utility to come out, question why they are there!

### Please Do Not Open Fire Hydrants!

Sometimes on hot and humid days, Fire Departments will open a hydrant to allow the public to cool off for a short time. It is important to remember they are trained personnel and know the power of water and how to handle the equipment. It is never okay for an unauthorized person to open a hydrant, for any reason, which could seriously hurt someone or impact available water pressure in the event of an emergency. Please report any improper use, or hydrants that may be leaking, if you see it. Hydrants are an important part of the water services we provide, and we keep them in good working order to protect the community!

## Proper Disposal of Medications to Protect Your Drinking Water!

LCA is hard at work twenty-four hours a day, seven days a week, three hundred and sixty-five days a year to deliver essential water services that protect the health of the public. A high priority for us is the protection of the environment and the water sources that provide water to your tap. We need the help and cooperation of all our customers in the effort to control contaminants that enter our waterways, including leftover or outdated medications.

We promote National Drug Take-Back Day annually, public events held across the country and right here in the Lehigh Valley, to safely remove unused, unwanted, expired prescriptions and other medications from circulation. These events take place in April and October, but many collection sites are available year-round. Proper handling of medications helps to reduce the chances they are flushed down toilets or drains, then into the waterways in our region.

If you have medications that are expired or no longer needed, please avoid improper disposal or flushing. You can visit the National Drug Take-Back Day website at <https://takebackday.dea.gov/> to find a collection site near you, or you can call your favorite pharmacy or a local law enforcement agency to learn about the sites in your area. Some law enforcement agencies will even take drop-offs at their facilities but call ahead to be sure.

It is not a good idea to hold on to medications that are no longer needed, as they can pose a danger to children, pets, and others. The Pennsylvania Department of Drug and Alcohol programs has these tips for proper handling of medications in your home:

### Lock Up and Don't Share Medications – Safely Dispose

- Lock up all your medications
- Don't share your medications with anyone or take someone else's medications
- Safely dispose of unused or unwanted medications. When you pick up a prescription, ask your pharmacist for drug disposal pouches or find a drug take-back box.

### How to prepare medications for disposal:

- All prescribed medications to be disposed of should be contained inside their original bottle or placed inside a small, sealed container (i.e., plastic bottle or zip-lock bag)
- Personal information should be removed or marked out with a permanent marker

We thank you for helping LCA protect the pipes and the drinking water sources that serve you and your neighbors by not putting medications of any kind down the drain or toilet. We will keep doing our part to monitor quality, meet and exceed all PA state and federal standards and requirements, and deliver the best quality water to your tap!



*Every drop matters. Every customer counts.*