



**Lehigh County Authority**

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LCA ALLENTOWN DIVISION

October - December 2021 Newsletter

### LCA Customer Notice – Fall 2021

## Get Your LCA Account Balance Any Time!



Did you know you can get your LCA account balance 24-hours a day? Just use our automated telephone system, powered by Paymentus. **It's free to call: 1-844-798-3696.**

To access your account information you will need to have the following information ready to enter when prompted:

- LCA account number from your bill statement
- Service address zip code
- Your 10-digit phone number associated with your account

Follow the voice prompts to enter your information and hear your current account balance. You do not need to make a payment to get your balance, but you can choose to schedule a payment using a credit card (Mastercard®, Visa®, or Discover®), or electronic check. If you want to pay by electronic check, have your banking information readily available (bank routing number and account number).

If you ever have questions about your bill or balance, contact us!

## Coming Soon – Low Income Household Water Assistance Program

A new Low Income Household Water Assistance Program, also referred to as LIHWAP, is coming soon. LIHWAP will help Pennsylvania families who have fallen behind on their drinking water and wastewater bills and ensure their service remains active. LCA will share details with customers as they become known. You can follow this topic on our website at:

<https://www.lehighcountyauthority.org/support/>

## Need Help Paying Your Water Bill? – Check out ERAP

Emergency Rental Assistance Program (ERAP) grants are available now to help Lehigh County families. Financial assistance helps to cover rent, rental arrears, **utilities**, and home energy costs incurred due, directly, or indirectly, to COVID-19. To find out if you qualify for ERAP funding, or for an appointment to help with the application process, contact: Catholic Charities – Lehigh/Northampton County Offices (610) 541-2191 or go online to complete an application at: <https://www.catholiccharitiesad.org/rent-assistance/> Applications may be mailed to Catholic Charities, 900 S. Woodward Ave., Allentown PA, 18103 | ATTN: ERAP.

### **2022 RATES:**

LCA 2022 proposed rates have been published early this year and are now available on our website for review and public comment.

The new rates will go into effect on January 1, 2022. A notice will be sent to customers with the first quarter bill.

Learn more at [www.lehighcountyauthority.org/2022-rates](http://www.lehighcountyauthority.org/2022-rates)

## You Can Help Protect Drinking Water!

This fall, LCA participated in the first-ever, national Source Water Protection Week, organized by the American Water Works Association. Throughout the week-long observance, we shared ways everyone can help protect our precious drinking water sources. We shared information on Facebook and Twitter, as well as our WaterWorks blog, which you can find on the homepage of our website: [www.lehighcountyauthority.org](http://www.lehighcountyauthority.org).

Some simple ways everyone can help to reduce pollution, protect the environment, and keep our source water clean include:

- Limit — or eliminate — the use of chemical fertilizers
- Pick up after your pet
- Wash your car at a car wash
- Do not flush expired or unused medication down the toilet **or** dump them down the drain
- Take used oil or antifreeze to a service station or recycling center
- Avoid using antibacterial soaps or cleaning products
- Dispose of chemicals such as paints, bug/pest repellants, and other hazardous wastes properly
- Dispose of fishing line, hooks, packaging, and bait cups in the trash.
- Don't litter!



We appreciate everyone working together in our communities to keep our drinking water sources as clean and healthy as possible!

## Protect Your Water Meter from Freezing!

Fall is the time of year when we remind customers that cold weather can mean big problems for your water meter and pipes if not properly protected! When temperatures take a dip, meters and pipes exposed to too much cold air can freeze, break, or burst, causing you the unnecessary added expense, not to mention time and hassle to get things fixed. If your water meter is in a cold crawl space, it's even more susceptible to freezing. You could end up with no water or thousands of gallons of water leaking and damaging your home and possessions.

### Prepare Now to Prevent Frozen Pipes or a Frozen Water Meter!

- Identify areas where pipes are exposed to cold air. Use foam to fill gaps or spaces where cold air comes in and fix broken windows.
- Protect your pipes and water meter by wrapping them with insulation or use electrical heat tracing wire or tape.
- Know the location of your main water shut-off valve and be sure your family is aware of how to use it. If pipes of the water meter freeze, you'll need to shut the water off immediately. Otherwise, when things thaw, water will spew everywhere!

If your pipes have frozen in the past, chances are it will happen again, unless you have added protection of some kind. If your water meter freezes, you will need to contact LCA for a replacement water meter, which includes a fee. **Remember even though LCA owns the meter, it is your responsibility to protect it from the cold and damage.** You can find more tips and tricks to insulate and protect your meter and pipes on our website.

***Every drop matters. Every customer counts.***