

Have You Checked Your Home for Lead Pipes?

LCA is asking **all** customers to complete an online survey to confirm the type of material used for the water service line pipes in your home. Service line pipes enter your property from the street and connect to your water meter. LCA did not previously track this information because the pipes are owned and serviced by the property owner. Customer input is required for LCA to build a complete inventory of pipe materials that connect to the water distribution system. The inventory will be used to meet updated federal regulations, determine future system improvements and prioritization, develop timely customer communications, and any other action that may be needed in the future.

Visit LCA's Water Service Line Webpage Today!

- Read up on the federal program to remove lead pipes
- Learn how to check your home for lead pipes
- Research your property to see what year your house was built (lead was prevalent prior to 1955)
- Learn how to reduce lead exposure in your drinking water
- **Submit information to LCA about your water service line using our survey tool**

Complete the Survey online now! Here's how:

- Scan the QR code on the right with a mobile device, or
- Visit <https://www.lehighcountyauthority.org/water-service-line-customer-survey/>, or
- Call our Customer Care team to complete the survey over the phone!



LCA will provide updates on this effort on our website and in future customer newsletters. If you have already submitted a survey, we appreciate it! **Thank you for your cooperation in this effort!**

There are Many Ways to Pay Your LCA Bill!

Did you know you can check your balance, pay your bill, or even schedule future payments by using our free online portal? You can also make a one-time payment without registering for an online account. Go to lehighcountyauthority.org, then click on the green "Pay Your Bill" button on the top of the homepage. **Important:** Be sure that you are on the official LCA website, and not a third-party payment site made to look like our site. Others may charge fees and cause your payment to be late. You can also pay your bill by phone for free! Call **1-844-798-3696** and follow the prompts.

Pay with Cash at Walmart: If you would like to pay your bill with cash, visit the customer service desk at Walmart (\$2 processing fee applies). **You must have a bill stub with the account number to pay at Walmart.**

Drop Off Payment at LCA: 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. No stamp needed!

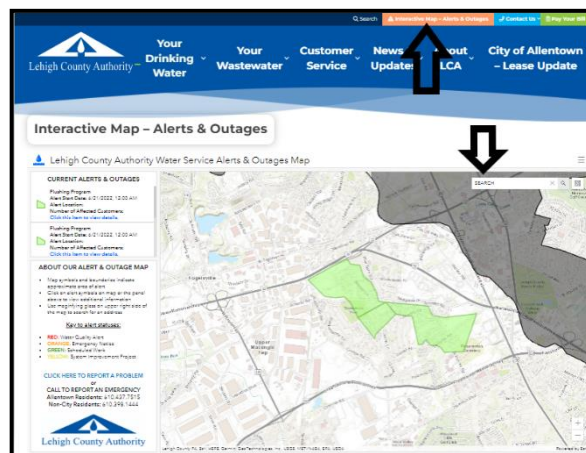
Remember, if you use a third-party payment processing center, there is typically a service fee, and LCA may not receive your payment before the due date, causing extra fees and penalties.

Use Our Interactive Map to Check for Water Service Issues!

Our online interactive map allows users to find out whether there is a water service disruption or water quality issue impacting a given area. Find the map on our website by using the quick button on the top of the home page. Next, use the search tool to find a specific property location (refer to the arrows on the image below).

On the map, we share information about water main breaks, boil water advisories, and other water emergencies, as well as approximate completion times. We also share our annual flushing program schedule, which can impact your service.

If you open your tap and have low pressure or no water, **check our map before you call us.** You may find we are already working on the issue! Then, check the map for updates.



Summer Fun to Teach Children the Value of Water



Children can contribute to water wasting simply because they have not yet learned to value water. It is important to teach them why water is so important in our daily lives and how to help save water, which helps you save money on your bill and helps to preserve water for future generations.

We have a FUN new webpage with resources to teach children about water! You and your children can explore water in the human body, download an activity book from American Water Works Association, print coloring pages from EPA WaterSense, and more!

During the summer, take time to check it out and have fun learning with your little ones!

What's on the WaterWorks Blog?

Check out our May 2022 blog post titled **Building Your Better Yard: Water-Saving Landscapes to Fit Your Lifestyle.** You can find the blog on our website homepage near the bottom. Explore eight different water-saving landscape types, find the one that most closely describes your goals, then learn how you can upgrade and save water with WaterSense-labeled products and smart practices.

The WaterSense label is a certification mark, backed by the credibility of EPA, which identifies water-efficient products that meet EPA criteria for water efficiency and performance.



Lehigh County Authority is proud to be a WaterSense partner, promoting the use of products that help customers save water and money!