

2023 RATE CHANGES:

2023 proposed rates for City of Allentown Division customers have been published and are now available on our website for review and public comment.

View rate information at lehighcountyauthority.org/2023-rates. The new rates will go into effect on January 1, 2023. A notice will be sent to customers with the first quarter bill.

Customer Tools on the LCA Website

LCA has tools and information to help customers with a variety of topics. Whether you need to know why you suddenly have no water or low water pressure, how to pay your bill for free, or you need to know how to look for leaks contributing to a higher-than-normal bill, we've got you covered.

Here are some things you can find under our **Customer Service** tab on the homepage:

- Information on grant programs to help customers who are struggling to pay (see PAHAF below)
- Common service issues and a troubleshooting guide
- Report-a-problem - link to our online form to tell us about a non-emergency issue
- Start or stop service – submit our online form
- Rules and rate schedules



Our **“About Your Water”** tab has a wealth of information to help customers understand water-related issues, including:

- Lead in drinking water
- Source water protection and ways customers can help
- Annual water quality reports – find the report for your service area on our searchable interactive map

Under the About Your Water tab, customers can also learn how to test their in-home water service line for **lead pipe material**, then complete our online survey to provide information and a photograph to LCA. We will use customer data to secure grant funding for lead removal and develop our plans to do so. We want to hear from you whether you have lead, PVC (plastic), copper, or steel pipes!

Learn how and complete the pipe survey at <https://www.lehighcountyauthority.org/pipes>

If you need help finding something on our website, contact us. We'll be glad to help!

Celebrating Source Water Protection

In September we put focus on Source Water Protection Week, the second, annual observance organized by the American Water Works Association. We reminded customers to visit our interactive webpage on the topic, which is chock-full of tips and activities anyone can do to help protect our precious drinking water sources.

On each day of the week-long observance, we shared tips and ideas on our communications channels and the WaterWorks blog. Some examples are below:

- Properly dispose of hazardous household waste
- Dispose of oil and other automotive fluids properly
- Avoid putting chemicals down the drain
- Control nutrient runoff into waterways
- Minimize use of pesticides and herbicides on lawns and gardens. Instead use organic/biodegradable products.

Check out our webpage dedicated to source water protection any time of year to find out even more ways you can help protect drinking water sources.



New PA Program Offers Help for Homeowners, Including Utility Payments

The Pennsylvania Homeowner Assistance Fund (PAHAF), administered by Pennsylvania Housing Finance Agency (PHFA), supports homeowners in the Commonwealth who were financially impacted due to the pandemic. Funds are available to resolve delinquent payments for utility services, particularly if no other assistance program currently exists, and that there is imminent loss of utility disconnection, liens, possible foreclosure, or homeowner displacement. To be eligible, homeowners must meet eligibility requirements and live in the property as primary PA residence. To learn more and find out if you are eligible for support from this program, visit PAHAF.org, or call toll-free: 1-888-987-2423.

Preventing a Frozen Water Meter!

With the falling leaves of the season comes lower temperatures and the need to check that your water meter is protected from freezing. Even though LCA owns the meter, the customer is responsible for protecting it from damage and theft. Meters are typically located in a cold basement or crawl space, often unheated, making them prone to freezing and damage.



If your meter and surrounding pipes freeze, you will have no water. You will need to thaw it out and schedule a service call to replace the damaged meter. The service visit and new meter are costs borne by the customer. There is no denying freezing is the culprit of a leaky meter because the frost plate on the bottom will have cracked open, which it is designed to do.

Save yourself the trouble and the added expense by protecting your water meter today. We have “how to” tips on our website. Search for them using the key words **frozen meter**.