

### Customer Safety: Watch Out for Utility Imposters!

Recently in the Lehigh Valley there have been incidents involving scammers posing as utility workers. In one instance imposters gained access to a home by reporting they were there to investigate a water problem. Victims had cash or other valuables stolen while they were distracted. In other instances, victims were told their water would be turned off unless payment was made immediately, so they handed over cash. Scammers often try to create a sense of urgency and try to get their victims to take immediate action.



**LCA will not accept payment at your door!** It is against our policies and practices to do so even during the collections process. If our technicians come to your home its usually because you requested service and made an appointment. Our employees drive white company vehicles, wear uniforms, and carry identification, all with our blue company logo on them. Our technicians work from approximately 7:30 a.m. until 3:30 p.m., and they are usually only out at night or after hours for emergency situations, which we share on the interactive map on our website. We are happy to verify whether crews in your neighborhood are from LCA. Customer safety is important to us.

**When in doubt, reach out!**

### LCA notifies customers of scheduled work and emergencies:

LCA notifies customers by telephone when there is scheduled work involving a water service disruption to help you prepare. We also notify customers directly in the event of a water or sewer emergency using an automated telephone system. To be sure you are notified it is important to have current contact information associated with your account. If your telephone number has changed or you have added a new number, please update us. Scan the QR code to the right or visit our website to use the "update contact info" form to provide an update.



### Beware of 3<sup>rd</sup> Party Bill Pay Apps & Hidden Fees!

Payment apps and website services to pay bills are popping up all over the place. While they may promise to offer convenience and a "one-stop-shop" to pay all your bills, there may be delays in the payment being sent, not to mention hidden fees to use the service. If payments are not received by the due date, you may incur late fees or possible termination of water service.



### Instead, use the FREE payment portal on our website:

[www.lehighcountyauthority.org](http://www.lehighcountyauthority.org).

There are many ways to pay on the portal, including using a bank account, Visa, Mastercard, Discover, PayPal, Venmo, and Amazon Wallet.

**Options available in the LCA online portal:** Once a customer account is created in the LCA online portal, provided by Paymentus, customers can set up paperless billing, electronic bill notifications (eBill), view past bills, manage monthly AutoPay, and manage and pay on multiple accounts. Scan the QR code below to check it out or use the “pay my bill” button on the top right corner of our website.



Other FREE ways to pay include dropping off payment in one of the secure drop boxes at our customer service locations or stop in and make your payment in person. Finally, you can pay by phone by calling toll-free: 1-844-798-3696.

No matter which way you pay, be sure to allow processing time so your payment arrives by the due date.

## Summer Tips for Saving Water!

Summertime means warmer weather, and depending on your household, could mean more people at home during the day. These changes during summer months can mean your household uses more water. Outdoor summer activities in hot weather can result in more bathing and more laundry! We have some tips to help you conserve water this summer.

Save water by taking short showers instead of a bath. Save energy by using a cold water setting on your washing machine and conserve water by only running the washer when its full. Same for the dishwasher.

If you have an outdoor faucet, check it from time to time to be sure it is turned off and not leaking. A drippy outdoor spigot can waste a lot of water. If there is a hose attached to it, water could be turned on and dripping out the end of the hose or nozzle. Instead of a hose, use a broom to clean sidewalks, driveways, and other outdoor spaces.

Water your lawn only when needed and time it so water is not lost to evaporation in the hot sun. Avoid prolonged periods of lawn watering when weather is dry grass will naturally go dormant. While your grass may brown during a hot, dry summer, it will bounce back and turn green again with a little rain.

Find and fix leaks that cause water loss and lead to higher bills. One common culprit is toilet leaks, which can be sneaky and silent. Do a dye test on each toilet in your home to easily find out if the rubber flapper has gone bad. Over time they deteriorate, allowing water to seep past and leak through at all hours of the day, causing your water bill to go up. Flipping an old flapper with a new one is inexpensive and it is a simple do-it-yourself project.

We have resources on water conservation and tips to help you find and fix leaks in the “Common Service Issues” tab under the Customer Service heading on our website, [www.lehighcountyauthority.org](http://www.lehighcountyauthority.org).

***Conserving water is always a good idea!***

