



P.O. BOX 3758 * ALLENTOWN, PA 18106-0758
610-437-7515 * email: cityservice@lehighcountyauthority.org
Monday- Friday, 8:15a.m.-4:45p.m. * www.lehighcountyauthority.org


LCA Customer Newsletter

July - September 2025

Coming Soon: LCA Billing Gets a New Look!

LCA is updating our billing system, which means a fresh look for your bill and billing-related notifications! Bills will include a graph showing water consumption information to help your household monitor water usage and better understand your bill.

Below is a sneak peak of the new bill. If you have questions about the new bill format once it comes your way, give us a call!



Lehigh County Authority
PO BOX 3758
ALLENTOWN, PA 18106-0758
610-437-7515
Email: cityservice@lehighcountyauthority.org

Water/Sewer Bill
CUSTOMER COPY

LCA - Allentown Division

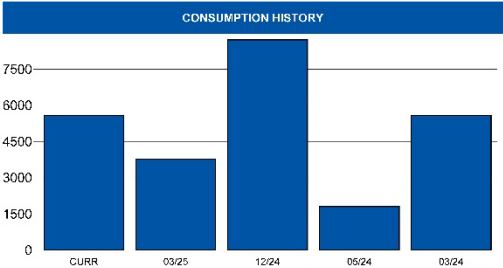
CUSTOMER NAME	CUSTOMER NO.	PARCEL ID	SERVICE LOCATION
CUSTOMER NAME	CUSTOMER #	PARCEL ID	SERVICE LOCATION

BILL NUMBER	BILL DATE	ACCOUNT #	ACCOUNT TYPE	DUE DATE
BILL #	06/15/2025	ACCOUNT #	SINGLE-FAMILY DETACHED	07/10/2025

DESCRIPTION	METER NUMBER	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	UOM	CHARGE AMOUNT
W									
ALLENTOWN - RESIDENT - VOLUME	10819886	A	03/06/2025	06/02/2025	143312	148903	5591	GAL	\$28.62
ALLENTOWN - RESIDENT - FIXED			03/01/2025	06/01/2025					\$85.57
ALLENTOWN CAPITAL COST - WATER	10819886		03/06/2025	06/02/2025	143312	148903	5591	GAL	\$2.28
S									
ALLENTOWN WW - RESIDENT - FLOW	10819886		03/06/2025	06/02/2025	143312	148903	5591	GAL	\$20.44
ALLENTOWN WW - RESIDENT - FIXED			03/01/2025	06/01/2025					\$29.75
ALLENTOWN CAPITAL COST - SEWER	10819886		03/06/2025	06/02/2025	143312	148903	5591	GAL	\$1.66
ALLENTOWN ADMIN ORDER - SEWER	10819886		03/06/2025	06/02/2025	143312	148903	5591	GAL	\$1.14

Description Code: **W** = Water **S** = Sewer
Additional charges will be applied to the balance if payment is received after the due date.


CONSUMPTION HISTORY



Read Code
A = Actual
E or **W** = Estimate
C = Customer
O = Other
F = Final
U = Updated

Previous Balance	
Total Current Billing	\$149.02
Adjustments	\$169.46
Less Payments Received	\$0.00
Penalties	\$318.48
Total Amount Due	\$0.00

DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT



Lehigh County Authority
PO BOX 3758
ALLENTOWN, PA 18106-0758
610-437-7515
Email: cityservice@lehighcountyauthority.org

Water/Sewer Bill
REMIT PORTION

Online Bill Pay is available at:
www.lehighcountyauthority.org
Please see the reverse side for more information.

SERVICE LOCATION	BILL NUMBER	CUSTOMER #	ACCOUNT #	DUE DATE	TOTAL DUE
SERVICE LOCATION	BILL #	CUSTOMER #	ACCOUNT #	07/10/2025	\$0.00

CUSTOMER NAME
ADDRESS

MAKE CHECKS PAYABLE AND REMIT TO:
LEHIGH COUNTY AUTHORITY
PO BOX 3758
ALLENTOWN PA 18106-0758

00006042025503172684700000000000

Monitoring Consumption To Track Down Leaks

Even small leaks can lead to an unexpectedly higher bill. Monitoring your usage over time helps catch issues before they become costly.

If you see a sudden spike in use not explained by children being home during the summer months, extra guests in the home, or other activity you know caused higher water use, it is time to look for leaks.

A good place to start is by doing a dye test on each toilet. Toilet leaks are sneaky and can be silent. If the rubber flapper in the tank is bad, it can allow water to seep through at all hours of the day.

Here's how: Use a colored beverage to change the color of the water in the toilet tank and wait 10 minutes. If the color stays in the tank, the flapper is sealing properly. If the colored water seeps into the bowl, it is time to flip your flapper!

Understanding Water Pressure

Water pressure is the force that pushes water through the public water system pipes and into your home. Water pressure is measured in pounds per square inch or PSI and should fall somewhere between 20 – 80 PSI in the home. Although LCA maintains system pressure within a standard range, customer experience can vary depending on where you live. In-home plumbing set up, appliances, and the age and condition of your faucets and other fixtures can also affect water pressure.

High Pressure: If your home is in a lower elevation, you will have higher water pressure. This is mostly due to being closer to pumping stations, water tanks, and reservoirs, which can result in water pressure being over 80 PSI. In this case, a Pressure Reducing Valve or PRV may be installed to bring the pressure down to an acceptable level. Water pressure that is too high puts stress on pipes and causes damage to appliances. If you typically have good water pressure and experience sudden changes, your PRV may need adjustment or replacement due to age.



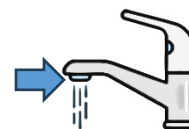
PRV

A thermal expansion tank, used to manage the expansion of water as it is heated, may contribute to high pressure problems if improperly sized or failing. It should be checked if pressure is suddenly higher.

Low Pressure: Those who live in higher elevations have lower water pressure because water is traveling uphill and against the force of gravity to reach higher locations. Customers with consistent low pressure often choose to install a water pressure booster pump, which boosts the pressure to a more desirable level. To explore this option for your home, contact a licensed plumber or company who services this type of product.

Sudden Loss of Pressure: LCA often receives calls from customers when they experience a sudden loss of water pressure. It is a good idea to check if LCA is working in the area by using our alerts and outages map at www.lehighcountyauthority.org. However, the problem is often not an LCA system issue and caused by a plumbing issue or an appliance in the home. Follow the steps outlined below to investigate the source of a sudden loss of pressure:

- ◆ **Check Individual Fixtures:** If low pressure is in just one fixture, such as the kitchen faucet or a shower, the fixture is the problem. Try removing and cleaning debris from faucet aerators or screens, which can cause low flow. Reinstall the screen and then test the faucet again.
- ◆ **Hot Water Heater:** If only hot water is lower pressure, the hot water heater may need service.
- ◆ **Water Softener:** If you have a water softener, bypass the unit temporarily to see if water pressure returns to normal. If it does, have the water softener serviced.
- ◆ **Water Filter System:** When was the filter replaced last? It may be time for a new one.
- ◆ **Main Shut Off Valve:** Check the main water shut-off valve to be sure it is fully open, especially if you have had recent plumbing work done.
- ◆ **Water Pressure Booster Pump:** How old is the pump? Pumps have a lifespan and can fail.
- ◆ **PRV:** If your home has a PRV, typically installed where the water line enters the home, a licensed plumber can adjust it or replace it to control pressure. They can also fail.



If any of the appliances or devices on this list need servicing or repairs, contact a licensed plumber or the company who installed it.

When to Call LCA: Call us if you suspect a water main break or other LCA issue is causing your water pressure problems. Upon request, LCA will schedule a site visit and there will be a \$50 fee on your next bill. If the site visit is after-hours or on a holiday, the fee is \$150. If our investigation determines the issue to be an LCA-related problem, we will waive the site visit fee. **Have questions, give us a call!**