



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

View and pay your bill using our online portal. **It is FREE!**
Scan the QR code or use the green "Pay Your Bill" tab on the homepage of our website.
Once you set up an account, you can choose paperless billing, automatic payments, or manage multiple accounts. Thank you for using the portal!

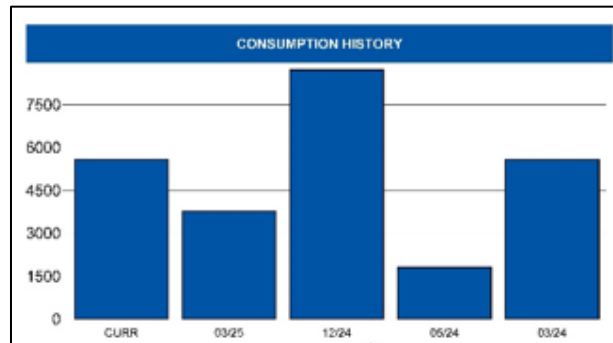


LCA Customer Newsletter

September 2025

LCA Billing Gets a New Look!

We updated our billing system, which means a new look for your bill and billing-related notifications! Bills include a graph showing water consumption details to help your household monitor your water use and understand your bill.



Consumption History Sample

Monitor Your Water Use To Track Down Leaks

Even the smallest leaks can lead to a higher water bill. Monitoring water use helps catch issues before they become costly. On the sample above, the middle bar shows higher than normal water use.

If you see a sudden spike like this, not explained by extra guests in the home or other activity you know used more water, 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 often silent. If the rubber flapper in the tank goes bad, it can allow water to seep through at all hours of the day. They can seal fine one time, but not on the next flush, making this kind of leak hard to find.

How to do a dye test: Use food coloring or a non-staining colored beverage to change the color of the water in the toilet tank. You want the color of the water to be noticeably different. Wait 10 minutes and then check the bowl. If the colored water seeps into the bowl, the rubber flapper is leaking. Flappers can get dry rot or hard water buildup that causes leaks.

Take the old flapper to the hardware or supply store. This can help ensure that you get the best replacement part. Check your toilets for leaks every six months or so.

Time to Ask a Pro? If you find toilet leaks are not the problem, and you do not see any other obvious leaks, it is time to ask for help. A master plumber has special equipment to "listen" for leaks and help track them down. Whatever you do, do not wait to investigate leaks. They will get worse over time.

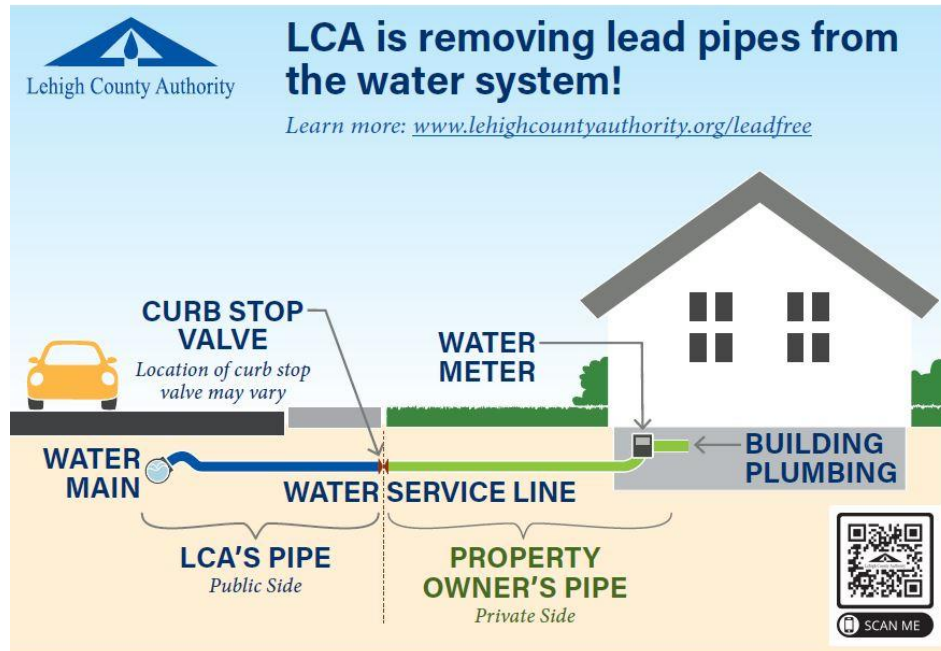
Give us a call if you have questions about your bill!

LCA is Working to Remove Lead Pipes!

LCA's mission is to protect public health and the environment by providing high-quality, safe, and reliable water and wastewater services. We are working with property owners to find water service line pipes made of lead or galvanized material. We are committed to protecting public health and meeting EPA's deadline for replacing all lead and galvanized pipes by the year 2037.

There are two parts to the water service line, separated by a curb box or valve, usually found near the curb or in the sidewalk. The diagram below shows who owns what:

1. **Public side:** LCA owns the pipe that runs from the water main to the curb.
2. **Private side:** The property owner owns the pipe that runs from the curb into the home.



Does your service line need to be replaced? To find out about your property's pipe material, look up your address on our free customer map: www.lehighcountyauthority.org/leadfree. Here is what LCA records may say about your water service line:

- **Lead** – Your pipe is lead and needs replacement
- **Galvanized Requirement Replacement** – Your pipe is galvanized iron or steel and needs replacement
- **Non-Lead** – Your pipe does not need replacement because it is copper or plastic
- **Unknown** – LCA does not have a record of your pipe material. Inspection is necessary to verify.

Over the next two years, LCA will be investigating all water pipes to update our records. You may see us visiting homes door-to-door for inspections or digging small holes in the ground so we can see the buried pipes. We will notify you before we start any work in your neighborhood.

Customers can help by allowing LCA's team to inspect your pipes when we come to your neighborhood. Get a head start by scheduling a free pipe inspection at: www.lehighcountyauthority.org/inspection. Email questions to leadfree@lehighcountyauthority.org. **We appreciate your support and cooperation!**

Annual Notifications About Your Pipes: Letters sent later this year will inform you if our records indicate your service line is lead, galvanized requiring replacement, or unknown material. We will remind you to follow the tips to reduce exposure to lead in drinking water. You can find them on the leadfree webpage. If you rent your property, share this information with the tenants who drink the water. **Thank you!**