



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 October - December 2025

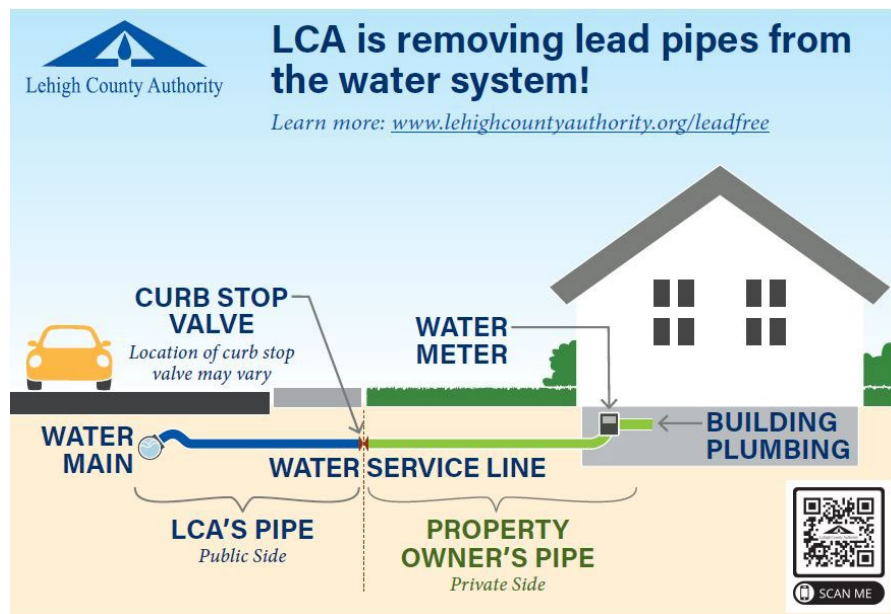
2026 RATE CHANGES:

Lehigh County Authority's 2026 proposed water and sewer rates have been published on our website for review and public comment. View rate information at lehighcountyauthority.org/2026-rates.

LCA is a nonprofit organization, and 100% of the rates you pay are used to support the operation and maintenance of the Allentown water and sewer system. Your rates fund important system improvements and replacement of aging pipes, pumps, and treatment equipment. All these investments protect public health and the environment, while allowing us to deliver high-quality, safe, and reliable service to you!

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. That's why we are launching a major effort to remove lead service lines from our water system in Allentown and the surrounding areas.



There are two parts to each customer's service line (water pipes), separated by a curb box or valve, usually found near the curb or in the sidewalk. The diagram above 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.

Service Line Replacement

LCA will replace all lead or galvanized iron or steel service lines over the next 12 years. These pipe materials can allow lead to get into drinking water, which has effects on human health, especially children. LCA will notify you when there is a water pipe replacement project in your neighborhood, and the pipes will be replaced with new copper pipes.

Does Your Water Service Line Need to Be Replaced?

To find out about LCA records for your property's service line (water pipe) material, use our free customer map: www.lehighcountyauthority.org/leadfree. The page includes instructions on how to use the map. If you need assistance with the map, give us a call - 610-437-7515.

Below is what LCA records may say about your water service line material:

- **Lead** – Your pipe is lead and needs replacement.
- **Galvanized Requiring 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. Schedule a free pipe inspection and consider the pipe to be lead until you have the inspection results.

Schedule a Free Pipe Inspection:

If the map shows the private side pipe material for your property is **unknown**, get a head start by scheduling a free inspection at: www.lehighcountyauthority.org/inspection. Our team will come out at a time that works for you. They will inspect the pipes where they connect to your water meter, usually in the basement.

Protect Your Family From Lead in Drinking Water:

If you have pipes made of lead, galvanized, or unknown material, it doesn't mean that your water is unsafe to drink. but you can lower your risk of lead exposure. Download the tip sheet from our website and follow the recommended steps until pipes are replaced, including using a pitcher and filter certified to remove lead.



Ways You Can Help!

Over the next two years, LCA will be investigating all water pipes to update our records. Customers can help us by allowing LCA's team to inspect your pipes when we come to your neighborhood. Our team will be knocking on customers' doors asking to inspect the pipes where they enter the home, typically in the basement. Our inspectors wear uniforms and carry company ID, which you may ask to see before letting them inside. The results of the inspection will be provided to you, along with any other information you need to know.

Annual Notifications About Your Pipes: Letters will be sent to customers later this year if our records indicate your service line is made of lead, galvanized requiring replacement, or unknown material. The letter includes tips to reduce exposure to lead in drinking water. If you receive a letter, please read it carefully, and email us at leadfree@lehighcountyauthority.org if you have questions.

If you rent your property, please share this important information with the tenants who drink the water.

**Thank you for supporting LCA's efforts to remove lead pipes
and protect public health!**