



## **Water & Sewer Utility Customer Assistance Programs**

Updated January 2026

### **LCA Customer Hardship Grants**

- Funded by initial \$500,000 authorization by LCA's Board of Directors
- Program administered by Dollar Energy Fund
- Customers can apply online or through local Community Based Organizations
- Provides support to households at 200% of Federal Poverty Income
- Up to \$400 per household
- Program can be customized to meet future needs of LCA customers
- Learn More: [cityservice@lehighcountyauthority.org](mailto:cityservice@lehighcountyauthority.org) or (610) 437-7515

### **LCA Payment Plans**

- If customer is not eligible an LCA grant, a payment plan may be offered
- Pay past-due balance over 6-month or 12-month grace period
- Avoid penalties & interest during payment plan period
- Maintain service to the property during payment plan period – as long as payments are made in accordance with the payment plan agreement
- Learn More: [cityservice@lehighcountyauthority.org](mailto:cityservice@lehighcountyauthority.org) or (610) 437-7515