

Lehigh County Authority – Automated Phone Call – Message Form

Name of Call: UMil_SSMAINBRKCOMPLETE_072319		UMD Sewer Main Break Complete			
Description: Sanitary Sewer Main Break Wk Complete		Sewer Main Break			
System Impacted: Vera Cruz Sewer		Upper Milford Township – Vera Cruz			
Streets / Location (“all” or “term list” if applicable):			Various		
Call Date:	7/23/2019	Call Time:	ASAP	Work/Outage Date (if different):	TBD
Phone List File Name:	UMil_SSMAINBRKDONE_072319	# of Customers Impacted:	128		

<u>Call?</u>	<u>List Name</u>	<u>Description</u>
<input checked="" type="checkbox"/>	Customer List	List of impacted customers
<input checked="" type="checkbox"/>	All Calls	CEO & CC&C Mgr receive all outgoing calls
<input checked="" type="checkbox"/>	DEP Contacts	Required for boil advisories/lift notices or other violations
<input type="checkbox"/>	City Emergency Contacts	Required for unplanned outages / emergencies in Allentown
<input type="checkbox"/>	City Compliance	Required for planned outages in Allentown
<input type="checkbox"/>	SUB Field Operations	All Suburban Division calls related to operational issues
<input type="checkbox"/>	ALD Field Operations	Allentown Division calls related to D&C issues
<input type="checkbox"/>	ALD Term Calls	Allentown Division calls related to plant operations issues
<input type="checkbox"/>	SUB Term Calls	Billing Mgr & Customer Service Mgr for all termination calls
<input type="checkbox"/>	ALD Plant Operations	Billing Mgr & Customer Service Mgr for all termination calls
<input type="checkbox"/>	Emergency Phone Chain	Critical managers list – if LCA needs to activate ERP w/ instructions
<input type="checkbox"/>	All Employees	All employees for systemwide emergency notice
<input type="checkbox"/>	LCA Board	LCA Board members for systemwide emergency notice
<input type="checkbox"/>	Rapid Response Support	GeoDecisions primary contact for testing / tech support

Message:

Hello. This is a message from Lehigh County Authority’s notification system regarding the wastewater system serving the Vera Cruz area in Upper Milford Township.

Please be advised that at approximately 1:00 a.m. July 23rd repairs to the sewer main break at the intersection of Vera Cruz and Main Road was repaired. We apologize for the inconvenience this situation has caused you and we appreciate your patience and understanding as we worked to make repairs as quickly as possible.

If the grinder pump light or alarm sounds, please reset your system, for additional information regarding the pump refer to the users-manual or contact the manufacturer for direction. Any other wastewater issues, please contact our customer care team at 610-398-1444.

Thank you.