

Lower Mahanoy Township Municipal Authority



Office Hours

- ❖ *Tuesdays* 9:30 am - 3:30 pm
- ❖ *Wednesdays* 9:30 am - 3:30 pm
- ❖ *Thursdays* 9:30 am - 3:30 pm

Telephone: 570-758- 3615 Fax: 570-758- 5465

Email: LMTMA@LMTMA.COM

BOIL WATER ADVISORY

The Authority would like to address the recent boil water advisory with all our water customers. We want to assure our water customers that there was no health or safety issue but precautionary action was taken due to a potential sampling error. We also want you to know that we are doing everything possible to ensure that this does not happen again. We want to apologize for any inconvenience this may have caused our customers unnecessarily.

WEBSITE

The Lower Mahanoy Township Municipal Authority has a website that our customers can access for newsletters, meeting dates, hydrant flushing dates, contact information and rules and regulations for the water and wastewater systems. If you have internet access, please check out the customer service page with many options available to our customers. Also look for the link to receive notifications and alerts via email or text. The link is located in the upper right corner of the picture and also in the customer service section. The web address is LMTMA.COM.

CASH PAYMENTS

Because of a recent burglary at our office the Board of the Lower Mahanoy Township Municipal Authority has recently adopted a new policy concerning those customers wishing to make payment for water and/or wastewater services in cash. Any customer of the Authority who desires to make payment for their services in the form of cash shall make their payments in person at the Authority's Office during normal business hours Tuesday through Thursday from 9:30 a.m. to 3:30 p.m. Customers who make payment for their services in cash either through the drop box or mail do so at their own risk. If cash payments are not received and receipted by Authority personnel, it will be presumed that said cash payments have not been made as no proof of payment exists.

Customer Service is Our #1 Priority
After hour contact – 274-0554

DAMAGE

Please contact the Authority Office immediately at 570-758-3615 if you discover that damage has occurred on either the water or wastewater system so that the proper repairs can be scheduled. The Authority would like to say thanks to those people who have taken the time to report damage and/or leaks. It is greatly appreciated.

RESURFACING OR CEMENTING

The Authority would like to remind all its customers that if you are planning to resurface your driveway, cement new sidewalks or any other work that would come in contact with your water or wastewater service lines, you must contact our operator at 274-0554 at least 48 hours in advance of the work to be performed on your property.

POOL FILLING RESTRICTIONS

The Board adopted regulations in 2006 concerning the filling of swimming pools of consumers on the water system. No consumer shall be permitted to use any water from the water system for the purpose of filling or adding water to a swimming pool whether in-ground, above-ground or inflatable with a size larger than 300 gallons of total capacity without the prior written consent from the Authority. If a consumer desires to fill or add water to a swimming pool, the consumer must contact the Authority or its operator to obtain the written permission as to the time, date and amount of water which the consumer may use to fill or add to the pool and any restrictions that may be placed upon the water service at that time. If the consumer violates this provision, the water service to the property may immediately be terminated without prior notice and in addition, the violator shall be subject to the payment for the cost for termination or restoration of service, the actual or estimated amount of water used and a penalty of \$300 for damage to the water system. For more information, consumers may either contact the Municipal Office at 758-3615 or the plant operator at 274-0554 **or the new website.**

CUSTOMER INFORMATION UPDATE

The Authority is requesting that customers who may have had a change of address or phone number recently need to contact our office via the website, mail, phone or in person and update this information.

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