



Lehigh County Authority

Mass Customer Notification

The good, the bad, the ugly...

Liesel Gross, CEO


Lehigh County Authority

November 2, 2023

Interactive Map – Alerts & Outages

Interactive Map – Alerts & Outages

www.lehighcountyauthority.org

 Lehigh County Authority Water Service Alerts & Outages Map

CURRENT ALERTS & OUTAGES

Boil Water

Alert Start Date: 10/31/2023, 8:00 AM

Alert Location: 6301 Meadowview Drive

Number of Affected Customers: 35

[Click this item to view details.](#)

System Improvement

Alert Start Date: 10/30/2023, 7:00 AM

Alert Location: Heidelberg Heights Road

Number of Affected Customers: 12

[Click this item to view details.](#)

ABOUT OUR ALERT & OUTAGE MAP

- Map symbols and boundaries indicate approximate area of alert
- Click on alert symbols on map or the panel above to view additional information
- Use magnifying glass on upper right side of the map to search for an address

Key to alert statuses:

- **RED:** Water Quality Alert
- **ORANGE:** Emergency Notice
- **PINK:** Conserve Water
- **GREEN:** Scheduled Work
- **YELLOW:** System Improvement Project

[CLICK HERE TO REPORT A PROBLEM](#)

or

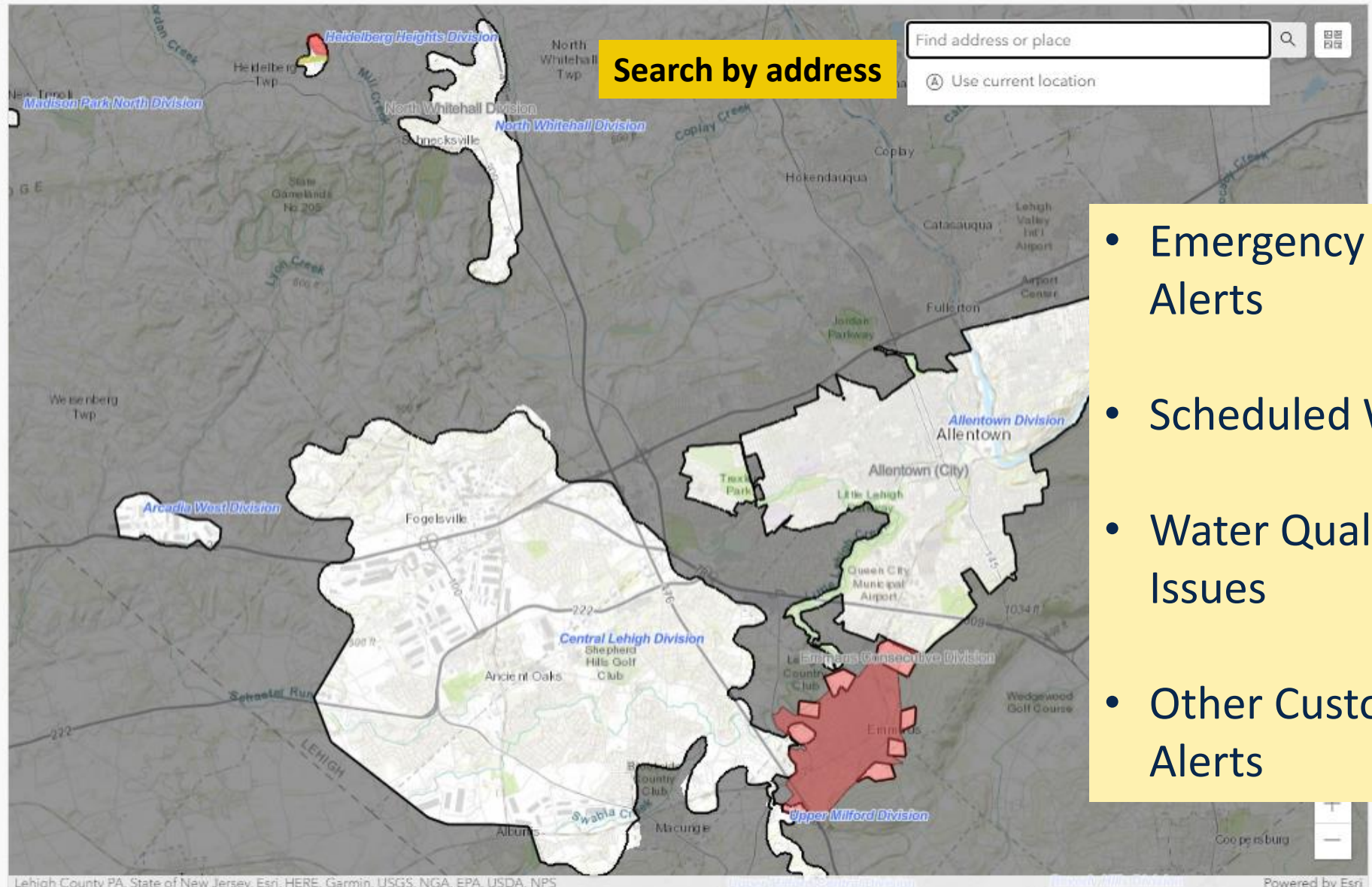
CALL TO REPORT AN EMERGENCY

Allentown Residents: 610.437.7515

Non-City Residents: 610.398.1444




Lehigh County Authority




- Emergency Alerts
- Scheduled Work
- Water Quality Issues
- Other Customer Alerts

Customers click on map event for details. Pop-up includes link to other information.

 Lehigh County Authority Water Service Alerts & Outages Map

CURRENT ALERTS & OUTAGES

System Improvement
Alert Start Date: 9/12/2022, 7:00 AM
Alert Location: Heidelberg Heights
Development
Number of Affected Customers:
[Click this item to view details.](#)




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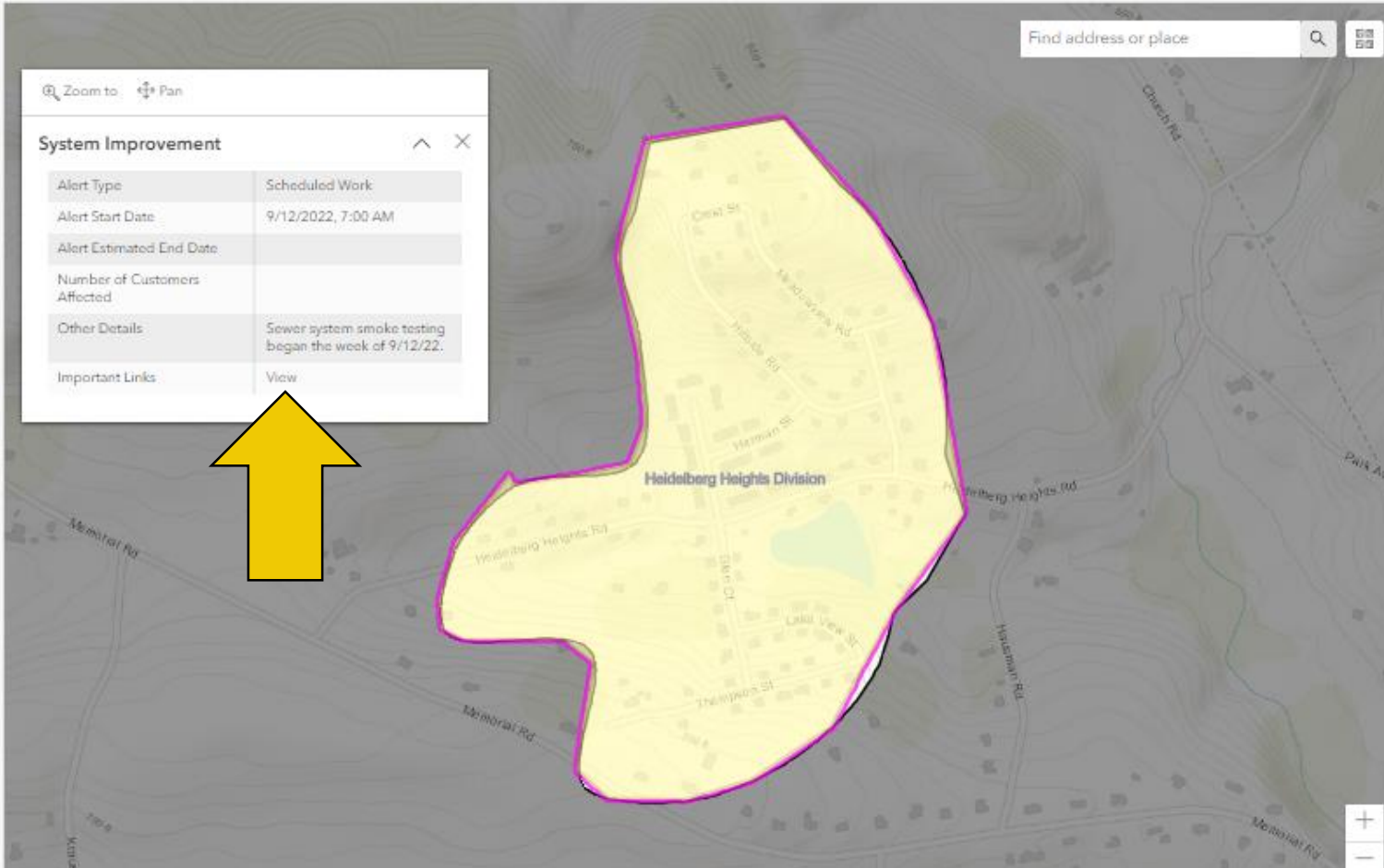


System Improvement

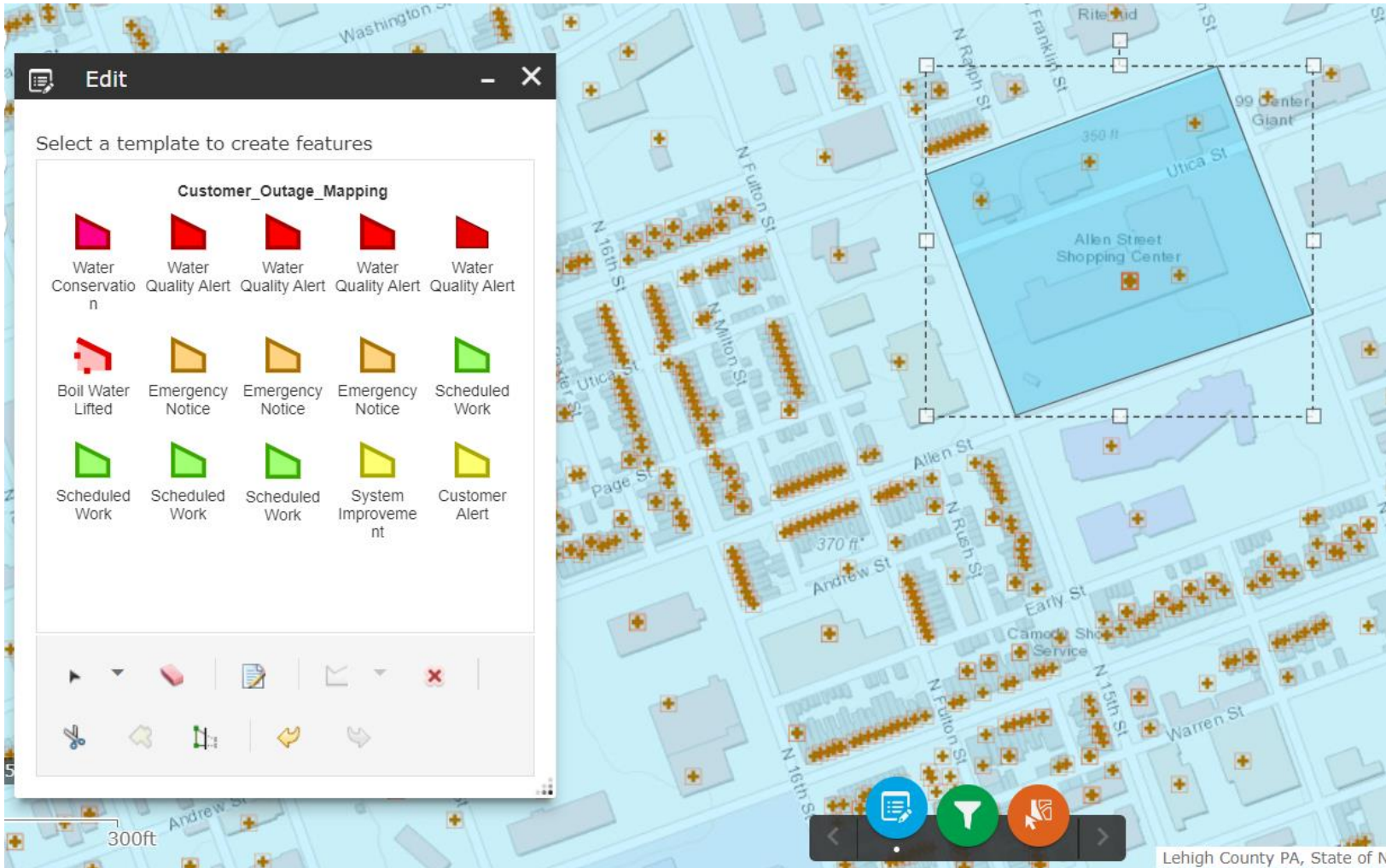
Alert Type	Scheduled Work
Alert Start Date	9/12/2022, 7:00 AM
Alert Estimated End Date	
Number of Customers Affected	
Other Details	Sewer system smoke testing began the week of 9/12/22.
Important Links	View



Find address or place



How it works



**In LCA's GIS app:
Operations field team
identifies impacted
customers based on event.**

- Select event type
- Draw polygon
- Add details
- Alert Customer Care & Communications Team members
- Process pushes polygon to Notify & LCA website automatically

CIS-GIS-Notify system integration

Easy customer data extraction

The screenshot displays the Notify GIS interface. On the left, a dark sidebar contains navigation icons for Contacts, Message, Deliver, and Contact List. The main interface features a top navigation bar with the 'Notify' logo, 'Contacts' text, and a dropdown menu for 'COA Water and Sewer Meters'. Below this, there are buttons for 'Create Filter' and 'Load Filter', a 'Buffer (Ft.)' input field, and an 'Attribute Selection' section with a '+ Condition' button. At the bottom of the sidebar, there are 'Save Filter' and 'Upload CSV' buttons, and a status bar showing 'Selected: 10' with counts for 'SMS: 9', 'Voice: 9', and 'Email: 10'. The main map area shows a street grid with a red-outlined polygon highlighting a specific area. A yellow text box is overlaid on the map with the text: 'Find the shape the Operations team defined.' The map also shows numerous red cross markers representing data points.

Extract customer data from map & load into Notify call system

The screenshot shows the Notify web interface. On the left sidebar, the 'Contact List' menu item is highlighted with a yellow arrow pointing upwards. At the top of the main content area, there is a 'Contact List' header and a green 'Export' button, which is also pointed to by a yellow arrow from the right.

OBJECTID	Enabled	Subtype	MUNIS_Acct	MUNIS_Acct_Seq	GlobalID	C_PHONE_NUMBER	AC_PHONE_NUMBER
1592	1	2	41802	41802_1	{E871E388-EE44-49B2-A1BA-84F87FFC5677}	509-329-7600	
1605	1	2	41803	41803_1	{3A111D05-8232-4DED-97A2-C9C41382BA40}	484-651-5929	
2243	1	2	41804	41804_1	{2C219508-E377-4240-B2AD-D851513B961F}	509-329-7600	
7397	1	2	41989	41989_1	{6EF49E64-95CF-4112-B6FE-1BA44E5909DD}	509-329-7600	610-747-1247
14640	1	2	42784	42784_1	{40B1CFBC-8756-4656-B155-4B3C8FDB1998}	610-351-0319	
17404	1	2	41807	41807_1	{42C73819-DFB5-44F9-BA0A-CC71F80B912C}	704-708-1939	
30585	1	2	42785	42785_1	{35DAC077-B8FD-43EF-B090-1EE97D68C541}	610-770-1748	
31357	1	2	42788	42788_1	{C7F5C408-ECCD-46C6-9D73-0F8778B3E2BA}	908-838-1061	
12515	1	2	41806	41806_1	{28C3D761-E2C6-44E9-A503-81B25AFD7B84}		
33142	1	2	41805	41805_1	{BBD9C3B3-3D67-4159-9699-1C420A950B20}	509-329-7600	

The old saying about data...

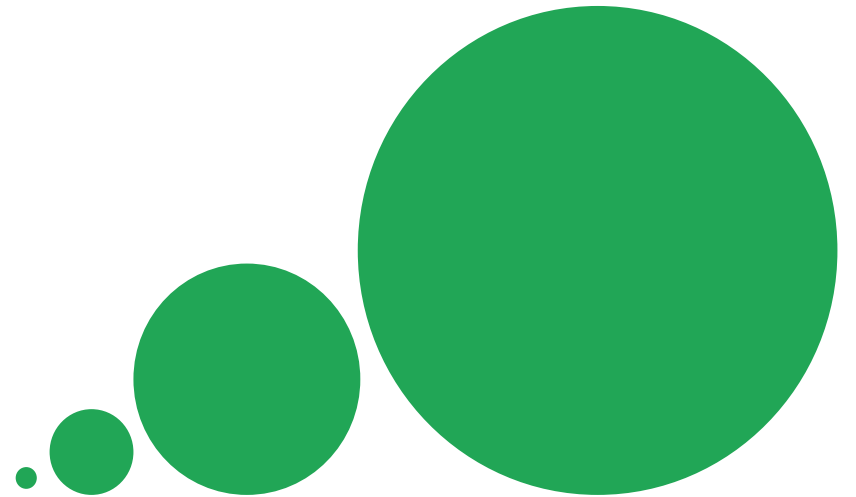
- Incomplete customer info
- Lack of tenant info
- Multi-unit apartment buildings
- Commercial properties



Other challenges & methods:

Depends on system size

- Door hangers
- Bottled water delivery
- Water filling locations
- Customer call-backs
- Social media response
- Regional agency support





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THANK YOU!

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