How To Contact Us

City Hall
10 East Church Street
Bethlehem, PA 18018

Billing Inquiries.....(610) 865-7070

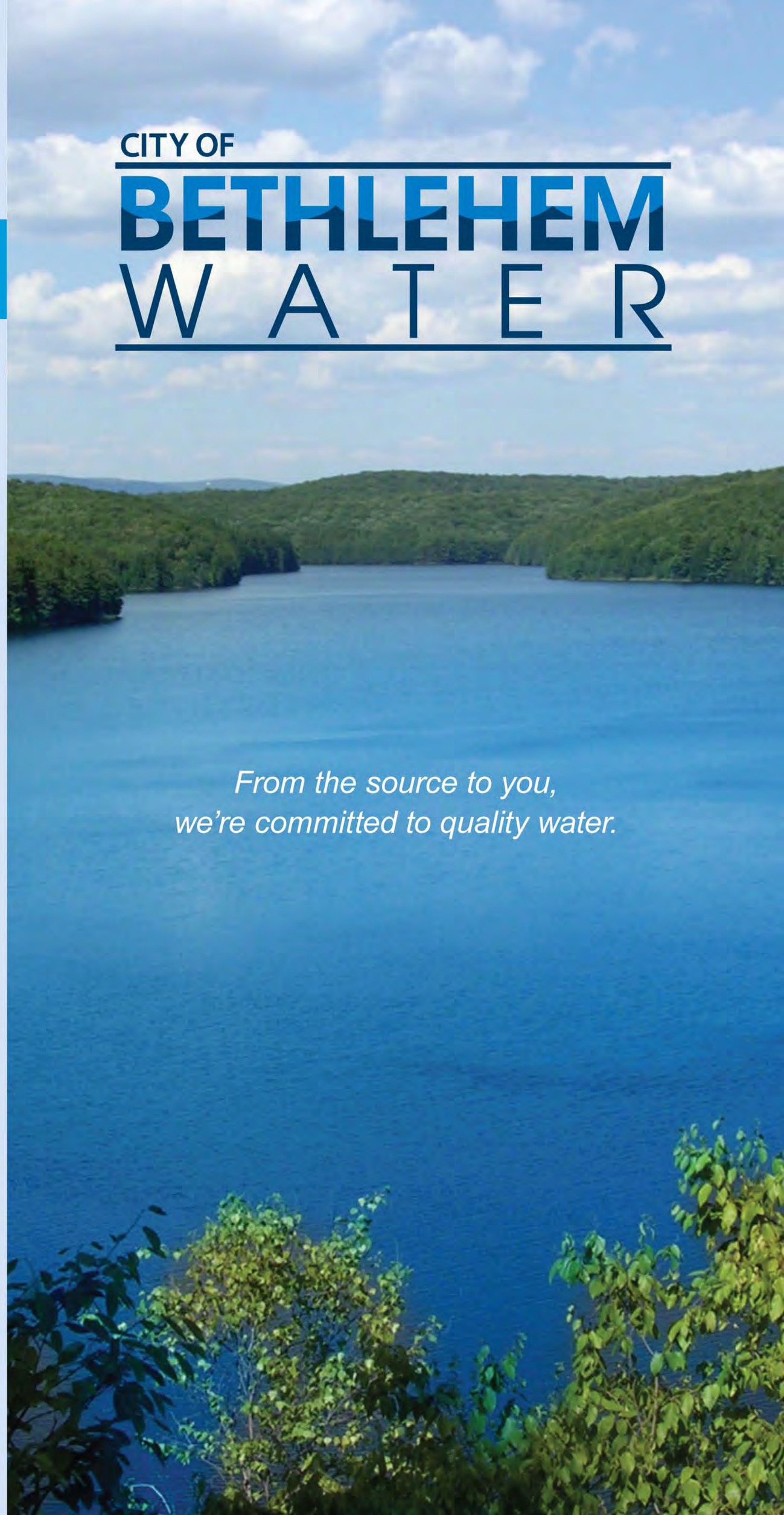
Emergency Water Inquiries.....(610) 865-7077

New Service Inquiries.....(610) 865-7051
(within service territory)

New Service Inquiries.....(610) 865-7207
(outside service territory)

Director of Water & Sewer Resources
Phone (610) 865-7207
Fax (610) 865-7331
Email: water@bethlehem-pa.gov
www.bethlehem-pa.gov/dept/water_sewer

BETHLEHEM pennsylvania



CITY OF BETHLEHEM WATER

From the source to you,
we're committed to quality water.

Whether you're a current residential customer, a current business customer or simply interested in connecting to Bethlehem's water as a new customer, this brochure provides you with valuable information right at your fingertips!

ABOUT US

The City of Bethlehem has provided direct water service to its resident and business community since 1917, when the City first became incorporated. But it wasn't until 1938 when the City established the first municipal water authority in Pennsylvania and initiated the construction of the Wild Creek Dam and Reservoir, that the high quality water system as we know it today, took shape.

While the Bethlehem Authority owns all of the watershed properties and water related facilities and finances all of the related capital improvements, the City of Bethlehem operates your water system, including:

- Watershed and reservoir management;
- Water filtration facility operation and maintenance;
- Operation and maintenance of storage tanks, pumping facilities, transmission and distribution lines, pressure reducing facilities, and meter shops;
- PADEP Certified water laboratory operation;
- Customer and technical services.

The significant availability of water supply has enabled the City to continue to provide retail and wholesale water services within the City of Bethlehem as well as to ten outlying municipalities.

Opened in 1994, Bethlehem's state-of-the-art filtration facility distributes 15 million gallons of water daily, representing only half of our available capacity.

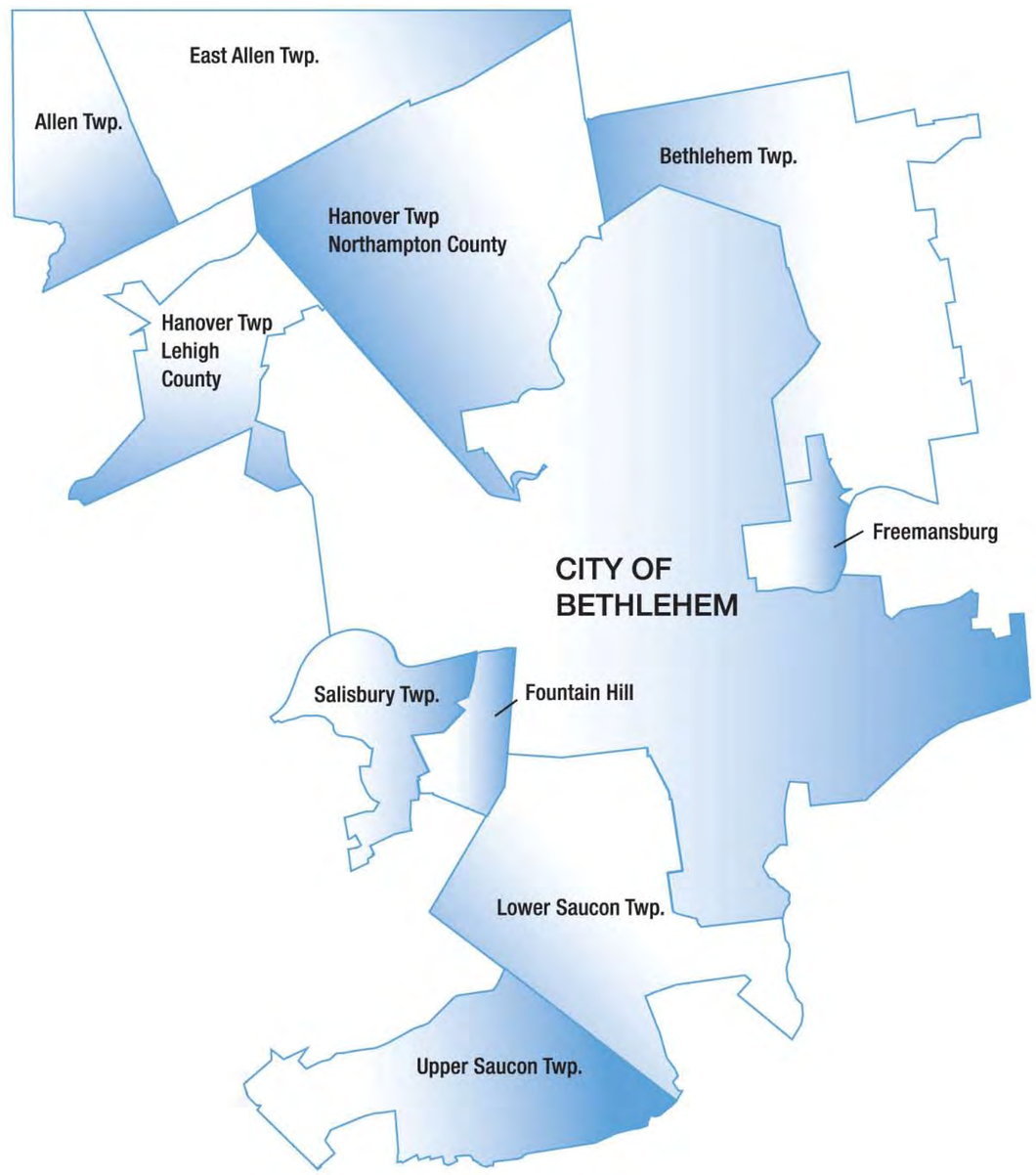
THE MAP: Our Service Coverage Area

MAP

CITY OF BETHLEHEM WATER MAP:

Our Current Service Coverage Area For Business and Residential Water Customers.

Recognized for its delivery of only the highest quality of water in the region, the City of Bethlehem has available water to meet not only its current and projected municipal needs but also that of our neighboring municipalities!



QUALITY WATER

THE HIGHEST QUALITY OF WATER: Better for You, Better for Your Business

The City of Bethlehem takes great pride in the water we serve our customers. In fact, Bethlehem's water has been named the best tasting water in the Lehigh Valley — the *only* municipality to receive this award for two consecutive years. Whether you are a residential customer, a commercial customer, or industrial customer we are committed to providing you with quality water that is better for you, and better for your business.

With over 23,000 acres of protected watershed land, we ensure that your water remains pristine and free from potential development impacts. Our water not only meets or exceeds all Federal and State regulations, but it is also very soft. This helps prolong the life of your plumbing, your household appliances, and your business equipment, while maintaining the softness of your clothes and skin.

Voted Best Tasting Water in the entire Lehigh Valley!

Maintains the softness of your skin and clothes, while prolonging the life of your household appliances.

Ensures longevity of your business and manufacturing equipment while maintaining the integrity of your operations processes.

"The Coca-Cola Bottling Company of the Lehigh Valley is one of only three production facilities in the United States that are approved to use an alternative water treatment process due to the City of Bethlehem's exceptional water quality that exceeds Coca-Cola's stringent water specifications."
– Joe Brake Vice President/General Manager
Coca-Cola Bottling Company of the Lehigh Valley

QUALITY WATER

QUICK FACTS ABOUT YOUR WATER

QUICK FACTS

Want to know more facts about your water? Here are just a few quick facts about the City of Bethlehem's water supply:

Our Market

- Serving over 100,000 people daily
- Service coverage extending to ten outlying municipalities
- Daily usage of 15 million gallons of water

Our Capacity

- Daily capacity of 30 million gallons of water

Excellence in Water Quality

- *Water is fluoridated with 1 milligram of fluoride per liter of water for prevention of tooth decay
- Our reservoirs in the Poconos are protected by 23,000 acres of preserved watershed land
- Our water is very soft (13-15 mg/l of hardness, which by regulatory definition is very soft)
- Our water pressure averages 60psi, which is significantly greater than the Commonwealth's requirement

Source of Our Water

Wild Creek Reservoir

Height of dam ..... 155 feet
Maximum water depth .....135 feet
Capacity ..... 3.9 billion gallons
Length of shoreline ..... 6 miles

Penn Forest Reservoir

Height of dam ..... 180 feet
Maximum water depth .....125 feet
Capacity ..... 6 billion gallons
Length of shoreline ..... 7 miles

City of Bethlehem Water Analysis

INORGANIC CHEMICALS (IOC'S)	BETHLEHEM WATER	MAXIMUM ALLOWABLE LEVEL
Fluoride*	0.75-1.10	2
Barium	None Detected	2
Cadmium	None Detected	0.005
Chromium	None Detected	0.1
Mercury	None Detected	0.002
Nitrate (As N)	None Detected	10
Nitrite (As N)	None Detected	1
Selenium	None Detected	0.05
Antimony	None Detected	0.006
Beryllium	None Detected	0.004
Cyanide	None Detected	0.2
Nickel	None Detected	0.1
Thallium	None Detected	0.002
Arsenic	None Detected	0.05

ORGANIC CHEMICALS	BETHLEHEM WATER	MAXIMUM ALLOWABLE LEVEL
Total Trihalomethanes	30 ppb	80 ppb
5 Haloacetic Acids	23 ppb	60 ppb
SOC's	None Detected	Variable
VOC's	None Detected	Variable

Values in MG/L except where noted.

QUICK FACTS

FREQUENTLY ASKED QUESTIONS

We often receive questions from our customers. Here are the answers to just a few of the most commonly asked questions.

WHAT SHOULD I DO IF MY WATER IS DISCOLORED?

Turn off your water for several hours. If the problem still persists, contact Water Control (610) 865-7077, we will send someone out to your home or business.

IS THERE FLUORIDE IN MY WATER?

Yes. There is approximately 1 milligram of fluoride per liter of water.

IS THERE SODIUM IN MY WATER?

Yes. Approximately 7.5 milligrams of sodium per liter of water.

ARE THERE ANY TRACES OF PHARMACEUTICAL BYPRODUCTS IN MY WATER?

No. Unlike other systems, there are no wastewater treatment plant discharges into our source water. Therefore, there is no potential for such traces. Testing of our water confirms that there are no traces of such byproducts in our water.

IS MY WATER HARD OR SOFT?

You have extremely soft water. There is approximately 1 grain per gallon of water or 16 milligrams per liter of water.

WHO DO I CONTACT IN ORDER TO CONNECT TO BETHLEHEM'S WATER?

If your home or place of business is within the boundaries of our Service Coverage Map, simply reach out to us, we will walk you thru the connection process. If you fall outside of our Service Coverage, but would like to explore a possible connection, reach out to the Water Resources Department at (610) 865-7207.

HOW MUCH WATER IS USED IN A FOUR-PERSON HOUSEHOLD?

About 8,000 gallons/month. This is the average water consumption of a four-person household.

IS MY WATER PRESSURE GOOD?

Yes. The City of Bethlehem's water pressure averages 60psi, which is significantly greater than that required by the Commonwealth.

WHO DO I CONTACT IF I HAVE A QUESTION ABOUT MY BILL?

Customer Service. You can reach our Customer Service Office (610) 865-7070, Monday thru Friday between 8:00AM and 4:30PM.

WHAT ARE MY PAYMENT OPTIONS?

On a monthly or quarterly basis for residential customers, and monthly for all other customers. You can contact us at Customer Service for billing inquiries.

HOW IS MY WATER BILL CALCULATED?

There are a variety of factors that go into determining your bill, including the size of your meter, payment type, consumption charges and rates. For current rates, please contact our customer service office.

WHO DO I CONTACT IN CASE THERE IS AN EMERGENCY WITH MY WATER?

Emergency Water Control. You can reach our Emergency Water Control office (610) 865-7077 anytime.

If you have any additional questions, please feel free to call us at one of the numbers above or visit our Web site at www.bethlehem-pa.gov/dept/water_sewer.

FREQUENTLY ASKED QUESTIONS

INFORMATIVE WATER SAVING TIPS: Protect the Environment & Increase Your Savings

Water is an important natural resource. However, there is not an unlimited supply. To help ensure we have plenty of water, we need to practice sound water management and conservation. The following tips can help you save money, conserve energy and ensure our region always has a plentiful water supply!

WATER SAVING APPLIANCES AND FIXTURES

Energy efficient plumbing fixtures and appliances are cost effective, providing permanent long-term economic and environmental advantages.

REPAIR ALL LEAKS

Even a small leak can end up costing you big.

CHANGE YOUR HABITS

Little things such as turning off the faucet while brushing your teeth and taking short showers instead of baths can significantly reduce water consumption.

WATER YOUR LAWN ONLY WHEN IT NEEDS IT

If grass does not spring back after walking on it, it probably needs water.

USE A HIGHER LAWN MOWER SETTING

A higher setting provides natural ground shade and promotes water retention by the soil.

USE RUNOFF TO YOUR ADVANTAGE

Position downspouts, with extensions if needed, so rain water runs onto the lawn or into the garden, not down the walk or driveway.

KEEP YOUR GARDEN WEED FREE

Weeds use up the water in the soil. By clearing them out, your garden can go a longer period of time without watering.

USE SOAKER HOSES AND TRICKLE IRRIGATION SYSTEMS

These devices can help you reduce the amount of water used for irrigation by 20 to 50 percent.

USE MULCH

Placing mulch around shrubs and garden plants reduces evaporation from the soil surface and cuts down on weed growth.

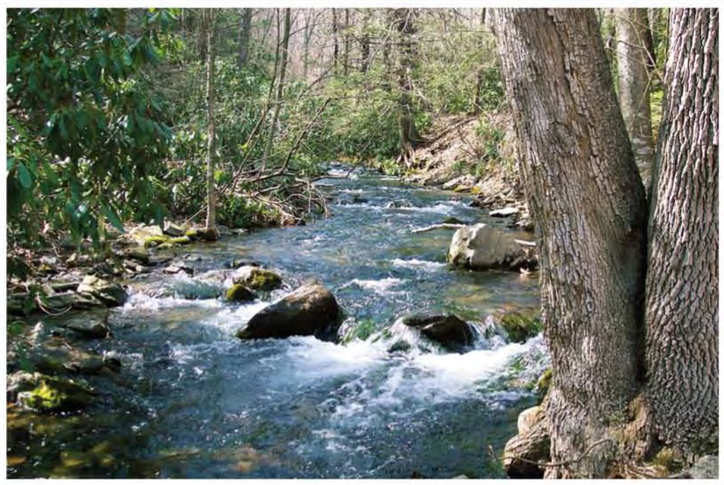
LOAD UP ON LAUNDRY

Only do your laundry or clean your dishes when you have full loads.

WATER SAVING TIPS

FROM THE SOURCE TO YOU... WE'RE COMMITTED TO QUALITY WATER!

From the Pocono Mountain springs...



and streams...

and reservoirs...

to your tap.

FROM THE SOURCE TO YOU