

Public Notification Announcement

In order to provide effective communication with our customers, Rural Lorain County Water Authority (RLCWA) will be implementing an Emergency Notification System. Public notification helps to ensure that consumers will always know what to do if there is a problem with their drinking water.

RLCWA is implementing a computerized customer notification system known as Rapid Response. The Rapid Response System is designed to make phone calls, send text messages, and generate emails to specific customers in the event of an emergency or to share important information. Rapid Response is more than just a name. It makes calls at the rate of 120,000 per hour. It can be very specific as to what numbers are called, so that customers do not receive “unnecessary” calls.

It is important that residents and business owners within our service area provide contact information such as current telephone numbers, cell phone numbers, or email addresses. This is the way you will be contacted during water emergencies. All phone numbers and email addresses that have been provided will be notified.

All calls sent to customers will have the caller identification 440-355-5121. Your information will not be provided to any outside agencies or companies. You may choose up to four ways to be notified: Phone 1, Phone 2, Text (cell number) or Email.

To update your information please complete this form and send it back with your water bill payment to:

RLCWA
P.O. Box 567
LaGrange, OH 44050

Emergency Notification Contact Information

Name:	Street Address:
Phone 1:	Post Office Box:
Phone 2:	City:
Text (cell number):	State:
E-Mail Address:	Zip Code:

If you prefer, please call 440-355-5121, fax 440-355-6628, go to www.rlcwa.com, or email info@rlcwa.com to provide the information.