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## **The Express-Times**

# **Easton Suburban Water Authority to run authoritywide test of its automated calling system**

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By **EDWARD SIEGER**

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**PALMER TWP.** | Easton Suburban Water Authority will run a systemwide test Thursday of its automated dialing system.

Easton Suburban hopes to run the test between 1:30 and 2 p.m., according to customer relations manager Erin Schulberger. The system, which makes about 600 calls a minute, should finish making the calls in about an hour, she said.

Schulberger said the authority's name will appear on call identification and that the automatic system will try a phone number six times if it does not make contact of any kind.

If someone does not clearly say hello when answering the phone, the automatic message may not play.

"If there's nothing there, hang up," she said. "It will call again."

Customers have provided phone numbers for about 70 percent of the authority's accounts, which totals as many as 23,000 of its nearly 31,000 customers. But what's unknown is whether the numbers are valid, Schulberger said.

The authority recently used its automated dialing system to contact about 125 addresses, and officials found they needed to update about 40 accounts, she said.

The first authoritywide use of the automatic calling system came in January to alert customers of a boil water advisory. The system made about 39,140 calls with 4,400 going undelivered and many going to noncustomers.

Easton Suburban decided to amass its own database when officials discovered the authority had phone numbers for only 30 percent of its accounts.

Schulberger asked that customers, at least on Thursday, e-mail additional phone numbers or corrections to [info@eswater.net](mailto:info@eswater.net). She expects call volume to be high the day of the test.

Easton Suburban also asks that noncustomers receiving phone calls notify the authority so officials can remove the phone number.

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