

## Easton Suburban Water Authority notification system gets mixed reviews

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WHITEThe Easton Suburban Water Authority building on Hartley Avenue in Palmer Township.

The automated phone notification system installed nearly a year ago at [Easton Suburban Water Authority](#) got its first wide-scale test on Saturday. While not perfect, officials were pleased with the overall results.

**"In my opinion, it went OK, but it needs to be improved,"** said Roy White, authority manager. **"It needs some tweaking, if you will."**

Of 39,140 automated calls placed to warn consumers to boil their water before drinking it, 34,639 were delivered, according to White. The remainder went unanswered or a number had been disconnected.

Some residents, however, complained that they never received a call and others indicated that they got alert notifications even though they are not Easton Suburban customers.

**"What if this was a real emergency and there really were very dangerous levels in the water?"** said customer Paul Bader, who received no call. **"This was a test of their notification system and it failed royally."**

Authority officials said even though the system is imperfect, they believe it helped generate more awareness and word of mouth about the alert than they would have without it.

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