

INSIDE	Rate Info.	Flushing	Cost Cutting	Projects
	Maintenance	Plumbing Bills	Estimated Bills	...and more

LBCJMA Water Tank Appears in National Magazine

LBCJMA's new water tank, located behind the Kmart on US Route 1 in Langhorne, recently made its debut in the February issue of AWWA (American Water Works Association) magazine. Well, not quite a debut, but the tank is impressive enough for the manufacturer to highlight it in their advertising campaign.

The tank, with a capacity of 3 million gallons and costing \$1.44M, was a first for LBCJMA. William Levitt constructed a series of elevated, gravity feed, metal storage tanks. This is the first concrete tank LBCJMA has used, and like the 10-year-old water tank at 5 Points, uses pumps to provide water pressure rather than the elevation of the tank.

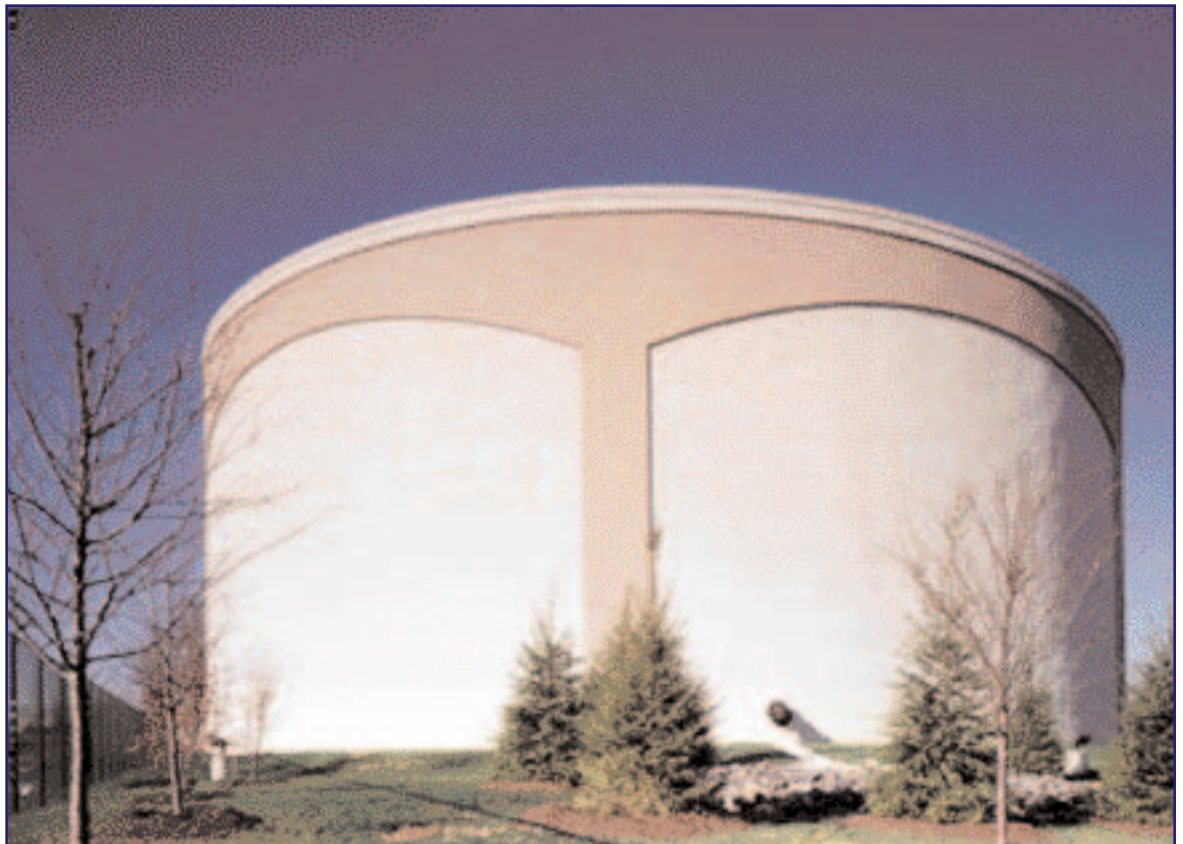
The primary advantage of a concrete tank is a 50-year maintenance-free expectation. Compare that to a cost of \$500-700K

every 7 to 10 years for each of the 4 elevated water tanks that formerly comprised LBCJMA's storage system.

Another benefit of concrete is that it enables architectural enhancement. At night the two-dimensional earth tone finish of arches highlights the lighted tank along with the surrounding landscaping.

At first reluctant to go with a concrete tank after being suggested by LBCJMA Chairman Edmund Armstrong, the concept soon won support from LBCJMA's consulting engineer and board of directors.

Preload, Inc. of Hauppauge, NY constructed the tank. It provides additional capacity for fire-fighting, increased water pressure for the surrounding neighborhoods, and additional reserve capacity for the water supply system.



Fire Hydrant Flushing

The purpose of the Authority’s fire hydrant flushing program is to reduce rust formation in the water distribution system, to identify trouble spots in the water distribution system, as well as making sure that all fire hydrants are in proper working order. Due to the reasons mentioned above it has been determined that flushing of the water distribution system needs to be performed two times per year, in the Spring and in the Fall.

Below you will find the Authority’s fire hydrant flushing schedule for Fall of 2004. Please make sure that you read this schedule to identify the date when your section is scheduled to be flushed. This will be the only notification you receive of the Authority’s flushing schedule; please place it in a safe place in your home as a reminder of the date that your section’s flushing will take place.

Sewer Main Maintenance

Sewer back-ups into homes and businesses can be costly and distressing. In an attempt to minimize these back-ups the Authority is carrying out a

program of preventative maintenance of the sewer collection system. This consists of televising the lines to determine trouble spots and then jet cleaning or rodding them to remove obstructions.

The main cause of blockages in the sewer collection system is grease. Homeowners and businesses are cautioned not to pour grease and oils from cooking down their drains. Restaurants and other food preparations businesses are regulated and monitored through the Authority’s Pretreatment Program. It is impossible to monitor each of the 19,000 residential customers of the Authority. Voluntary compliance, on the part of residents, is essential to avoid these disastrous back-ups.

If every resident of the system contributed only one ounce of grease per day it would amount to 54,000 gallons of grease coming into the system. This is the equivalent of 18 tanker trucks full of grease.

Even though grease may be washed down the drain with very hot water, as soon as it reaches the cold pipes in the ground it begins to coagulate and

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**LBCJMA FLUSHING OF WATER MAINS
IMPORTANT NOTICE - MARK YOUR CALENDARS!!**

SECTION OF LEVITTOWN	DAY	DATE
Levittown Town Center, Kenwood, Junewood, Marion Village Apts., Dogwood, Farmbrook, Greenbrook, Stonybrook, Victoria Garden Apts.	TUE	5-Oct-04
Tullytown, Lakeside, Pinewood, Creek Village Apts.	WED	6-Oct-04
Oaktree, Crabtree, Willowood, Elderberry	THU	7-Oct-04
Magnolia Hill, Birch Valley, Galilee Village, Newport Village Apts., North Park, Village Of Pennbrook Apts., Millcreek Manor	FRI	8-Oct-04
Holly Hill, Appletree, Red Cedar Hill	TUE	12-Oct-04
Thornridge, Vermilion Hills, Pennsbury Wood Apts., Galilee Pavilion, Rue Court	WED	13-Oct-04
Goldenridge, Orangewood, Violetwood, Whitewood, Green Lynne, Millcreek Road, Roman Apts., Mill Crossing Apts., Orangewood Apts.	THU	14-Oct-04
Indian Creek, Blueridge, Crestwood Condos, Yellowood, Bloomsdale Gardens, Avalon Court Apts., Millcreek Falls, Brittany Spring Apts.	FRI	15-Oct-04
Quincy Hollow, Juniper Hill, Upper Orchard, Lower Orchard, Plumbridge, Rt. 413, Racquet Club Apts., Foxwood Manor Apts., Hamilton Park Apts., Bristol Plaza, Levittown Trace Apts.	TUE	19-Oct-04
Cobalt Ridge, Woodbourne Rd. & Apts., Elmwood Terrace, Red Rose Gate, Longview Garden Apts., I-95 Technology Center	WED	20-Oct-04
Forsythia Gate, Snowball Gate, Chesterfield Apts., County Club Apts., Hollybrook	THU	21-Oct-04
Highland Park, Twin Oaks, Deep Dale East, Deep Dale West, Twin Terrace Apts., Country Manor Apts., Dorilyn Terrace Apts.	FRI	22-Oct-04

DAILY FLUSHING OF FIRE HYDRANTS WILL TAKE PLACE IN THE AREAS OF LEVITTOWN IN THE ORDER SHOWN (BETWEEN THE HOURS OF 7:00 A.M. AND 3:00 P.M.)

Areas being flushed and adjacent areas may notice a slight discoloration in the water during the period when flushing is in progress. The disturbance, if any, is usually less than an hour in duration.

Residents are advised to refrain from using water for drinking, cooking, or clothes washing while the flushing is in progress.

FLUSHING MAY BE POSTPONED AT ANY TIME DUE TO WATER RESTRICTIONS FROM INSUFFICIENT RAINFALL.

From the Managing Director

Welcome to the Fall Issue of the Authority's Newsletter. Our Board of Directors, its management staff and employees are pleased to send this Newsletter to you, our customer, in order to update you on various procedures, policies and regulations of the Authority, some of which have changed in the past year.

The Authority entered the 2004 year with some financial concerns due to losing an annual state grant that amounted to approximately \$300,000, as well as losing an additional \$400,000 in the sale of bulk water to the now privatized Middletown Water Authority. With both of these situations occurring simultaneously, the Authority needed to seriously focus and concentrate on decreasing its expenses wherever possible, while at the same time not affecting the quality of service to our customers. I am proud to report that we have done just that, decreased expenses while improving the Authority's financial condition and maintaining first-class customer service. Cutbacks were made in all areas possible. As an example, compared to this time in 2003, the Authority has realized a savings in operating expenses of \$318,460. Compared to this time in 2003, the Authority has realized a savings in payroll of \$202,730. To date the total of savings in operating expenses and payroll is over \$500,000. The Board of Directors and its employees are being fiscally responsible in all areas possible.

We hope you will enjoy the information contained within this Newsletter and that the articles will answer any questions or concerns that you may have. It is our belief, that through everyone's cooperation, the year 2004 will prove to be productive and pleasant.

Janet Keyser

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build up. Grease is most properly disposed of by collecting it in a metal container and placing it with your household waste.

Customers are also urged to take care to not allow rags, disposable diapers and other items to enter the sewer system. They may become lodged in your sewer laterals or the sewerage collection system.

Should you experience a sewer back-up, slow drainage or foul odors coming from your drains, please call the Authority to report your problem at (215) 946-0731 before contacting a plumber who will charge you a fee. **The Authority does not reimburse its customers for plumber's invoices due to water or sewer problems and/or repairs.** If the problem is in the Authority's sanitary sewer main the Authority will make the necessary repairs at no cost to the homeowner.

Water Valve Inspection and Exercise Program

As a part of preventive maintenance of the water distribution system, the Authority will be starting a program of inspecting and exercising the existing water valves located within the water distribution system. The program will also include replacement of any inoperable or damaged valves. This is going to be an ongoing year-round preventive maintenance program. This program will begin shortly. Customers may notice a temporary slight discoloration in the water. The disturbance, if any, will usually be for a very short duration.

Utility Easements

Many homeowners throughout Levittown are not aware of the sanitary sewer easements located on their properties. These easements are basically restricted areas, usually located along the back of the property (although some are on the sides or even in front). The restrictions include but may not be limited to permanent structures (garages, sheds, house additions), swimming pools, large trees and shrubs, etc.

The purpose of the easement is to allow access by Authority personnel to clean, repair and in some cases replace the sewer main(s). Although Levitt & Sons were very rigid in their restrictions, the Authority recognizes that many properties are of an insufficient size for reasonable enjoyment for a typical family. That is why the Authority will grant an easement permit to a homeowner for various types of uses

provided the proposed project is "moveable" and conforms to some practical guidelines. Some common requests for an easement permit include storage sheds (on a crushed stone base, no concrete), fences, above ground swimming pools, etc. No permanent foundations such as concrete are permitted so that the object can be moved in the event that the Authority requires emergency access to the easement.

If you have a manhole located in your back yard and wish to construct a fence, an access area, which is a minimum of a five (5) foot radius must be maintained around the manhole. In situations where this is not practical, a gate may be constructed so that when it is opened, the five foot radius is obtained. If you wish to lock a gate which would inhibit the Authority's access to a manhole, the Authority can provide a special lock free of charge. This lock will only be accessible to the homeowner and Authority personnel.

Permits can be obtained at the Authority's wastewater treatment plant office located at 7900 Route 13, Levittown PA 19057. This location is at Route 13 and Haines Road, next door to the McDonald's Restaurant. Please bring a clean copy of your original plot plan along with a second copy showing the proposed project. The details should include distances from the back and side yards along with dimensions from any existing structures located on the property. The permit fee is \$50.00 regardless of how many items are proposed. A gate lock can be obtained at the same location. The telephone number is 215-946-0731.

Getting to the Root of the Problem

Now that our community has matured, we have to turn our attention to large trees located on the sanitary sewer easements. Almost all of the sewage backups which occur these days throughout Levittown are a direct result of tree roots which penetrate the sewer mains. Mr. Levitt and his engineers never intended there to be large trees in the back yards of our modest properties. When trees are improperly located or just allowed to get out of control, the result can be devastating to homeowners. When the Authority discovers these problems, homeowners who own the offending trees receive certified letters, requiring them to remove the trees, stumps and surface roots within 90 days. Unfortunately, this is done at the homeowner's expense. But you don't have to wait for a problem to occur. If a large tree exists in the back of

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your property, chances are the roots have already started their journey into the sewer main. It is usually just a matter of time (usually a short time) before you or your neighbor experience raw sewage backing up into the home. In some extreme cases, homeowners have had to open the front door to let the sewage out.

So what should a homeowner do? The best course of action is to address a large tree issue before it becomes a serious problem. In addition to sewage backups, large trees can cause other problems too. In most cases, Levitt and Sons located the utility poles and corresponding power lines parallel to the sanitary sewers. A large tree can take out power lines very easily in a storm. In addition to the power lines, the telephone and cable lines share the same utility space. Another problem involves large limbs or even an entire tree falling into a yard and damaging property or even worse, injuring someone. The roots from these trees not only penetrate the sewer mains but eventually blocks the line completely. Over time, the root diameter increases to a point where the pipe is broken or even crushed. The result is the tree has to be taken down anyway, in addition to the chaos of emergency crews digging up the adjoining yards to replace a section of sewer main. Everything in the area must be moved or removed in order to gain access to the damaged section of sewer.

Tree roots are the number one cause of damages and sewage blocks throughout Levittown. In addition to requiring property owners to remove problematic trees, the Authority strongly urges homeowners to remove large trees as soon as possible. If you have a financial hardship and are either required to remove a tree or wish to prevent a problem in the future, the Authority has a program to help you achieve that goal. Please contact Phil Smythe, Field Technician, at 215-946-0731 x201 for further information.

‘Estimating’ of Water Bills

The Authority will estimate a customer’s water bill if they cannot access the water meter or water meter pit. Estimated bills are stamped with the words “THIS IS AN ESTIMATED BILL” on the bottom of the smaller portion of your bill.

The only other time the Authority will estimate a customer’s bill is in the winter months due to weather conditions. If temperature or wind chill drops below 32 degrees, or snow or sleet is falling, the Authority will not read water meters. Again, there will be a

message on the bottom of your bill stating the bill has been estimated.

When the temperature is 32 degrees or below, the Authority will not lift the water meter pit lids. There is a risk of freezing the customer’s water service line leaving the customer without water service. With temperatures 32 degrees and below, the ground around the water meter pits becomes frozen preventing the meter readers from lifting the lids, or placing them back on the meter pit correctly creating a safety risk.

Schedule of Billing

LBCJMA bills customers on a quarterly basis. The schedule below will tell you which four months of the year you can plan on receiving an invoice for water and sewer service.

<u>BILLING SCHEDULE</u>	
JANUARY-APRIL-JULY-OCTOBER	
Lakeside	Indian Creek
Pinewood	Whitewood
Stonybrook	Snowball Gate
Greenbrook	Mill Creek Falls
Farmbrook	Red Rose Gate
Willowood	Cobalt Ridge
Elderberry	Green Lynne
Elderberry (Jubilees)	Laurel Bend
Birch Valley (Jubilees)	Mill Creek Manor
Oaktree	
FEBRUARY-MAY-AUGUST-NOVEMBER	
Magnolia Hill	Kenwood
Thornridge	Upper Orchard
Thornridge (Jubilees)	Junewood
Dogwood	Quincy Hollow
North Park	Red Cedar/Goldenridge
North Park (Jubilees)	Forsythia Gate
Plumridge	Tullytown
Vermillion Hills	Paper Mill Village
Lower Orchard	Juniper Hill
MARCH-JUNE-SEPTEMBER-DECEMBER	
Birch Valley	Goldenridge (Ranchers)
Crabtree	Deep Dale
Red Cedar Hill	Highland Park
Appletree	Twin Oaks
Goldenridge	Apartment Complexes
Holly Hill	Bloomsdale Gardens
Violetwood	Hollybrooke
Violetwood (Jubilees)	Private Fire Protection
Orangewood	Crestwood Condos
Yellowood	Fire Hydrants
Crabtree (Ranchers)	Drexelwood
Blueridge	Fairbridge

How Your Bill is Estimated

An ‘estimated bill’ is based on the previous 4 quarters usage. The 4 quarters are added together and divided by 4 to give an average usage.

Example: 1st quarter usage is 30,000; 2nd quarter usage is 20,000; 3rd quarter usage is 20,000; and 4th quarter usage is 10,000; total usage for the 4 quarters is 80,000. Take 80,000 divide by 4 to equal an average usage of 20,000. This average would be the estimated use for the winter billing quarter.

If a customer had a documented water leak during the 4 quarters used in estimating, which resulted in a high estimated bill, an adjustment will be made. This adjustment cannot be made unless the customer makes us aware of the problem.

Water bills that are over estimated during the winter months will be adjusted on the following quarterly billing.

Water & Sewer Certification

When You Sell Your Home or Business

When your home or business is sold, and settlement is scheduled, the Authority receives notification, in letter form, from either the title company handling the settlement, the real estate agent involved in the selling/buying of the property, or the attorney handling the sale of the property. This notification consists of the name of the sellers, the name of the buyers, and the date of settlement.

When the Authority receives this notification, we schedule a date to take a final meter reading. This reading is done prior to the date of settlement to allow for the paperwork involved to reach the requesting agency by the date of settlement. Once this reading is taken, the Authority will calculate the usage from the reading. This amount, along with any monies still owing on the account, plus any outstanding fees due the Authority, are sent to the requesting agency. The agency does all pro-rating of the charges between the sellers and buyers. The amount stated on the certification is collected at settlement and disbursed to the Authority.

The Authority charges a \$50.00 fee to process a certification.

When You Rent Your Home or Business

The process for the changing of tenants in a rental property is much the same as selling your property. The owner of the property, the agency handling the rental of the property, or the tenant can request a certification. The request must be in writing. It is

highly recommended that the owner of the property, or the agency handling the rental of the property, request a certification whenever there is a change in tenant as any monies owed on the account are the owner’s responsibility.

Once the Authority is notified of the date the change in tenant will take place, a final reading is scheduled. Once this reading is taken, the Authority will calculate the usage from the reading. This amount, along with any monies still owing on the account, plus any outstanding fees due the Authority, are sent to the requesting party. The Authority will do the necessary pro-rating of charges between the owner/rental agent and the tenant. The certification is sent to the requesting party.

Please note that the name on the account remains in the owner’s name. A copy of the quarterly bill is sent to both the owner/rental agent and the tenant.

The Authority charges a \$50.00 fee to process a certification for a rental property.

LBCJMA Board of Directors

The Authority’s Board is made up of six members appointed to five year staggered terms. They are appointed by the municipal body they serve; three from Bristol Township and three from Tullytown Borough.

The current Board Directors from Tullytown Borough are Edmund Armstrong, Chairman; Richard Adams, Assistant Treasurer and Edward Czyzyk, Assistant Secretary.

Board Directors from Bristol Township are Joseph Pollio, Vice Chairman; John Monahan, Treasurer and Anthony Verduci, Secretary.

The Board of Directors hold their regular monthly meetings at the Authority’s main office located at 7811 New Falls Road, Levittown, Pennsylvania, on the third Wednesday of each month. Meetings begin promptly at 7:00 P.M.

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LBCJMA Board of Directors

Bristol Township

Anthony Verduci
John Monahan
Joseph Pollio

Tullytown Borough

Edmund Armstrong
Edward Czyzyk
Richard Adams

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There are times when circumstances require the Board of Director’s meeting(s) to be cancelled. When this occurs a notice will be posted on both the front and back doors at the Authority’s main office building advising the public of the cancellation of the meeting.

Procedure for Water Service Termination

When a customer’s account is a billing period behind and/or \$80.00 overdue, the customer receives a shut-off notice included with their current bill (this notice gives them a specific date that their service will be discontinued). The customer then has 30 days to pay a minimum of one-half of the total amount due prior to the shut-off date. The remainder of the bill is due within the following 30 days.

If half of the total amount due is not received by the shut-off date, the service is disconnected and a pink-colored shut-off notice is left at the home. Customers may call the Authority and make their payment by telephone using a debit or credit card, or

by check. A night drop box is available at the Authority office for after hours check or money order payments.

To restore water service the payment must be received by 3:00 P.M. on the date of disconnection.

LBCJMA on the Web

This past May LBCJMA made their road into the information superhighway with *lbcjma.com*.

Customers seeking applications for direct debit billing, sewer lateral replacement permit applications and minutes of LBCJMA public meetings can download them at *lbcjma.com* at the *downloads* link to the left of the screen.

The site is of benefit to contractors as well. Water service applications and sewer service applications as well as sewer lateral replacement permit applications can be downloaded for convenience. Save time and money - go to *lbcjma.com!*

LBCJMA Celebrates Earth Day With Pennsbury Students

What better way to celebrate Earth Day than to visit a sewage treatment plant. Fifth grade students from Pennsbury’s Manor Elementary School got to do just that with a little help from employees of LBCJMA’s Wastewater Treatment Plant (WWTP), and Levittown resident Gary Sanderson who is a New Jersey DEP environmentalist.



At upper-left students are viewing beakers of before and after wastewater.



Behind the students at upper-right is piping for the aeration basins where helpful bacteria break down sewage.



At lower-left students are outside of the anaerobic digester building. Hey! What’s that down there?



At lower right someone doesn’t like the smell. Uh, this is a sewage treatment plant... it’s not THAT bad.

LBCJMA looks forward to a continuing learning relationship with our local students.

HOURS OF OPERATION

Administration Office

Business Hours: 8:00 AM to 4:30 PM Monday thru Friday
Closed from 12:00 PM to 1:15 PM

Summer Hours: Memorial Day – Labor Day
7:00 AM to 4:30 PM Monday thru
Thursday
Closed from 12:00 PM to 1:15 PM
8:00 AM to 12:00 PM Friday

Holidays Observed:

New Year's Day
Washington's Birthday
Good Friday
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Day After Thanksgiving
Christmas Eve
Christmas Day

Water Treatment Plant

Business Hours: 7:00 AM to 3:00 PM Monday thru Friday

Wastewater Treatment Plant

Business Hours: 7:00 AM to 3:00 PM Monday thru Friday
Closed from 12:00 PM to 1:15 PM

Holidays Observed:

New Year's Day
Washington's Birthday
Easter Monday
Memorial Day
Independence Day
Labor Day
Columbus Day
Thanksgiving Day
Day after Thanksgiving
Christmas Day

