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LBCJMA Vigilance Protects Public from Arsenic Spill

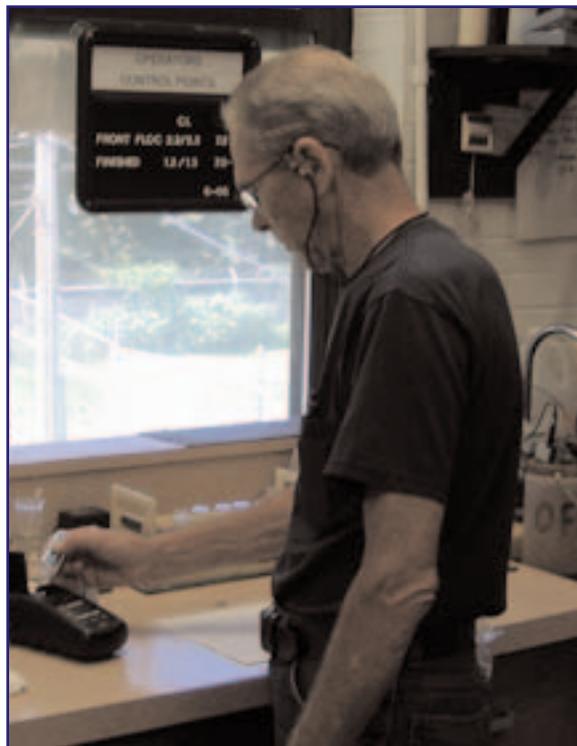
As darkness was closing the day and most of us were retiring to bed on August 23rd, arsenic-laced slurry, at the rate of 28 million gallons per day was pouring into the Delaware River seven miles north of Easton.

The source of the discharge was a broken weir in a basin used to hold fly ash slurry at a PP&L coal-fired power plant. Arsenic is a toxic metal.

Through a network of cooperation amongst water suppliers drawing water from the Delaware River, e-mails and phone calls were immediately sent to downstream users. Water utilities up and down the Delaware River tested the

arsenic levels around the clock and shared data with each other. As the most contaminated water neared our water intake we were able to stop drawing water from the river and use water storage tanks to supply our customers. Once the spill had passed we were able to resume operations - with continued monitoring. During the incident LBCJMA found no measurable level of arsenic in our water.

This is what LBCJMA employees do all day, every day, 365 days a year: Protect the public. We are proud to say that we are not aware of a single instance in our 53 years of operation where our water supply has caused an illness. Our employees are your neighbors; they and their families drink the same water as their neighbors.



Ever-vigilant Lab Technicians performing two of the many tests performed around the clock at LBCJMA's Water Treatment Plant

'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.

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.

**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	Oct-11
Tullytown, Lakeside, Pinewood, Creek Village Apts.	WED	Oct-12
Oaktree, Crabtree, Willowood, Elderberry	THU	Oct-13
Magnolia Hill, Birch Valley, Galilee Village, Newport Village Apts., North Park, Village Of Pennbrook Apts., Millcreek Manor	FRI	Oct-14
Holly Hill, Appletree, Red Cedar Hill	TUE	Oct-18
Thornridge, Vermilion Hills, Pennsbury Wood Apts., Galilee Pavilion, Rue Court	WED	Oct-19
Goldenridge, Orangewood, Violetwood, Whitewood, Green Lynne, Millcreek Road, Roman Apts., Mill Crossing Apts., Orangewood Apts.	THU	Oct-20
Indian Creek, Blueridge, Crestwood Condos, Yellowood, Bloomsdale Gardens, Avalon Court Apts., Millcreek Falls, Brittany Spring Apts.	FRI	Oct-21
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	Oct-25
Cobalt Ridge, Woodbourne Rd. & Apts., Elmwood Terrace, Red Rose Gate, Longview Garden Apts., I-95 Technology Center	WED	Oct-26
Forsythia Gate, Snowball Gate, Chesterfield Apts., County Club Apts., Hollybrook	THU	Oct-27
Highland Park, Twin Oaks, Deep Dale East, Deep Dale West, Twin Terrace Apts., Country Manor Apts., Dorilyn Terrace Apts.	FRI	Oct-28

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

Dear Customer:

Welcome to the Fall 2005 Issue of the Authority's Newsletter. It's hard to believe that summer is coming to an end and the colder season is drawing near.

With summer coming to an end and summer quarterly water and sewer bills being mailed to you, customers may find that their quarterly bill is somewhat greater than their normal usage. While many customers are consistent in their quarterly water usage other customers use additional water during the summer months causing their bill to rise. Reasons of higher usage vary, from watering of lawns, gardens, washing vehicles, topping off or filling of pools and/or spas, purchase of a new appliance that may use more water, or possibly experiencing some type of plumbing problem; dripping water faucets, a leak in a pipe, a toilet continuously running, etc.

The Authority receives many calls from customers during the months of September and October questioning higher than normal bills. Remember, when you receive your quarterly bill you are being billed for actual water consumption for the previous three (3) months from the date of your bill, as well as a minimum charge for the current quarter. The most frequent question that customers ask when they feel their quarterly usage is higher than normal is, "How could we have used this amount of water?" Since water is used so differently by customers, it is difficult for the Authority to answer this question or make billing comparisons between customers. Your bills are based on the usage that is taken from your meter, the same way that other utilities bill, PECO Energy for example.

As a reminder, the Authority does offer free water conservation kits to its customers that may help you cut back on your water bill. The kit contains a variety of devices including dye tablets to help detect toilet tank leaks, a tank displacement bag to reduce the amount of water used with toilet flushing, and flow restrictors for both showers and faucets. Should you be interested in a free kit, just stop by the Authority's Administration office and one will be given to you.

In closing, when reading the Newsletter you will find the Authority's Fall Fire Hydrant Flushing Schedule listed. Please make sure that you review the schedule so you are aware of the date of hydrants being flushed in your section.

The Authority extends its best wishes to you and your families in enjoying the holidays that will soon be approaching.

Janet A. Keyser

Wasting Water Is Easy, Drops Add Up

With this winter’s heating costs promising to set records we all want to save wherever possible, including water. It’s amazing how much a small drop can add up to in a 24 hour period. Our thanks to Denver Water for the following:

Drops/ Minute	Waste In 1 Day (gal.)	Waste In 1 Year (gal.)
10	0.8	292
20	1.6	584
30	2.4	876
40	3.2	1,168
50	4	1,460
60	4.8	1,752
70	5.6	2,044
80	6.4	2,336
90	7.2	2,628
100	8	2,920

More Homeowners Required to Remove Sheds, Trees and Pools

The Authority is stepping up efforts to enforce easement restrictions throughout Levittown. That means, if you have any type of unapproved structure on an Authority easement, you will be required to remove it at your expense. All structures require prior written approval of the Authority and must meet Authority guidelines in order to be considered “portable”. Portable simply means that the structure can be removed or moved out of the way in an emergency.

Unfortunately, some homeowners mistakenly believe that their large building, swimming pool or other structure are “portable”, when in fact there is no way to move them in an emergency without the structure becoming destroyed. Contrary to popular belief, existing structures are not “grandfathered” since they were never approved and violate easement restrictions, which pre-date the structure.

Authority easements are still plagued by trees, which cause blockages or otherwise damage the sanitary sewer mains. Homeowners are not permitted to have trees

on Authority easements, and must remove them at their own expense. Even the Arbor Day foundation recommends the proper selection and placement of trees for a given property. Trees do not belong on top of sewer mains or any other utility line, in addition to growing into the power lines and ultimately cause problems which require their complete removal.

Fences have permeated Levittown over the years and now have become a nuisance in some areas. Some examples are fences built directly over or immediately adjacent to a sewer manhole, as well as homeowners who have constructed two or more fences in one place. Homeowners are required to maintain a clear 5-foot radius around all manholes. Fences are not permitted on Authority easements without prior written approval. Fences around yards, which house a sanitary sewer manhole require a special gate lock (available from the Authority, free of charge).

Homeowners are not permitted to lock gates where a manhole is located unless an Authority lock is utilized. If the homeowner does not wish to use an Authority lock, the homeowner will be required to permanently remove sections of the fence in the area of the manhole, in order for Authority personnel to gain access.

In addition to the easement restrictions, no excavation work is allowed in Authority easements without prior permission and/or a permit. All sewer lateral replacements require a permit and inspection by the Authority. Partial replacements and/or repairs require inspection by the Authority. This is in addition to any required approvals/permits from your local township/borough.

Permits can be obtained at the Wastewater Treatment Plant Office located at 7900 Route 13, Levittown, Pa. 19057 (Next to McDonald's near the Haines Road junction). Easement permits require a clean copy of your plot plan, along with a marked up copy indicating all existing and proposed alterations and improvements.

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Lower Bucks County Joint Municipal Authority Customer Survey

Dear Customer,

Lower Bucks County Joint Municipal Authority (LBCJMA) is committed to providing you with high-quality, reliable water service, along with superior customer service. We would sincerely appreciate it if you would take a few minutes to complete this survey to help us continue improving our service to you. Your input is valuable to us. Please be assured that all responses will be kept confidential.

WATER QUALITY

1. Do you currently use any of the following water treatment devices?

- Water Softener Filtration System Filter Pitcher None/Unsure

BILLING

2. How satisfied are you with the ease of understanding your water bill?

- Very Satisfied Satisfied Dissatisfied

CUSTOMER SERVICE

3. How many times in the past year have you contacted LBCJMA by telephone?

- No Contact 1-2 3 or More

4. Select the one item that best describes the reason for your most recent contact:

- Water Quality/Pressure Meter/Billing Related Service On/Off
 Repair Service or Emergency other
(if other, please describe)

5. How would you rate LBCJMA employees in the handling of your contact in the following areas:

a. Courtesy

- Excellent Good Average Fair Poor

b. Knowledgeable and able to explain things clearly:

- Excellent Good Average Fair Poor

c. Helpfulness

- Excellent Good Average Fair Poor

6. Have you visited our website at lbcjma.com?

- Yes No

7. What information or service would you like to see added to our website?

8. Are you familiar with our Newsletter?

- Yes No

9. Overall, how do you rate Lower Bucks County Joint Municipal Authority?

- Excellent Good Average Fair Poor

10. Please list any areas you believe LBCJMA does especially well in.

11. Please list any areas you believe LBCJMA needs to improve.

LBCJMA
7811 New Falls Road
P.O. Box 460
Levittown, PA 19058

Please Apply
Postage
or Drop-off
at LBCJMA
Office

LBCJMA
7811 New Falls Road
P.O. Box 460
Levittown, PA 19058

↩ Fold Here ↪

↩ Fold Here ↪

(Optional)

Name: _____

Address: _____

Phone Number: _____

E-mail Address: _____

Gender: Male Female

Your Age: Under 30 30-45 45-60 Over 60

Please add any comments or suggestions in an effort to assist LBCJMA to continue improving our services to you.

Thank you for completing this survey
Janet A. Keyser
Managing Director

Easements from page 4

Clear and accurate dimensions are required on the marked up copy.

Lateral permits can only be obtained by a Licensed Master Plumber. The plumber must be licensed in the municipality where the work is to be performed.

All excavations require the proper notification of the PA-ONE Call system, in accordance with Pennsylvania State Law.

Water Plant Security

In the wake of 9/11 LBCJMA continues to make the security of our water system priority number one. Following are some of the changes we have made:

- Added fence along property line
- Installed security cameras inside plant
- Installed security cameras outside plant
- Installed security gate to restrict entrance to property
- Installed additional outside lighting
- Installed motion detectors with additional lighting
- Require criminal background check on all new employees
- Require criminal background checks on contractors working on LBCJMA property

- Require non-employees to show Id's and carry plant Id's with them while working on LBCJMA property

There's more... we just can't tell you but rest assured, every activity inside or outside of our water plant is monitored and securely recorded around the clock.

Tampering of Water Supplies

Terrorists and wannabes look out! A recent incident of tampering with water supplies elsewhere in Pennsylvania prompted the Pennsylvania Municipal Authorities Association to bring the subject matter to their members' attention.

Section 721.13j of the Pennsylvania Safe Drinking Water Act provides for a \$50,000 fine and/or up to 5 years imprisonment for contaminating or tampering with a public water supply, and a \$20,000 fine and/or up to 3 years imprisonment for attempting to contaminate or tamper with a public water supply.

This law has been in effect since the mid-1980s but should serve as a poignant reminder for those with aspirations to harm the public through public water supplies.

LBCJMA Board of Directors

Lower Bucks County Joint Municipal Authority was formed pursuant to the Municipal Authorities Act of 1945. LBCJMA serves the Levittown portions of Bristol, Falls and Middletown Townships and Tullytown Borough, the Olde Town portion of Tullytown Borough, and some surrounding areas adjacent to Levittown. LBCJMA is jointly owned by Bristol Township and Tullytown Borough. Three Board Directors are appointed to 5-year terms by each of the two owning municipalities. Current Board Directors are:

Bristol Township

- Anthony Verduci
- John Monahan
- Joseph Pollio

Tullytown Borough

- Edmund Armstrong
- Edward Czyzyk
- Richard Adams

HOURS OF OPERATION

Administration Office

Business Hours: 8:00 AM to 4:30 PM

Holidays Observed:

- New Year's Day
- Presidents' Day
- 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

Waste Water 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
- Presidents' Day
- Easter Monday
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

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Please see enclosed flushing schedule

