

## **GETTING TO THE ROOT OF THE PROBLEM**

The vast majority of sewage backups that occur these days throughout Levittown are a direct result of tree roots which penetrate the sewer mains. Mr. Levitt and his engineers/planners never intended to accommodate large trees in the back yards of our modest properties. When property owners plant trees in the wrong location or allow them to grow out of control, the result can be devastating to the neighborhood. When the Authority discovers these problems, property owners receive certified letters, requiring them to remove the trees, stumps and surface roots within 90 days. Unfortunately, the property owners must complete this work at their own expense. However, property owners should not wait for a problem to occur. If a large tree exists in the back of your property, chances are the roots have already started their journey into the sewer main. It is just a matter of time (usually a short time) before you, and/or your neighbors can experience problems with the sanitary sewer, which services your homes. In some cases, homeowners have experienced raw sewage backing up into their homes.

*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 in close proximity to the sanitary sewers. A large tree can take out power lines very easily in a storm, as many of us experienced this summer. In addition to the power lines, the telephone and cable lines share the same utility poles.

Falling trees and/or tree limbs can also damage property or even worse, injure someone. The roots from these trees not only penetrate the sewer mains, (eventually blocking the line completely), over time the root diameter increases to a point where the pipe becomes broken or even crushed. At that point, emergency crews must excavate the properties in order to repair/replace the damaged section of sewer main. Structures, fences, pools, etc., must also be moved or removed in order for crews to gain access to the damaged section of sewer.

**Tree roots are the number one cause of damages from sewer 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 at the Authority's Engineering Division (215-946-0731 x 201) for further information.



**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:

1 <sup>st</sup> quarter usage	30,000
2 <sup>nd</sup> quarter usage	20,000
3 <sup>rd</sup> quarter usage	20,000
4 <sup>th</sup> quarter usage	10,000
Total	80,000

Average Usage: divide total by 4 = 20,000

This average would be the estimated usage for the winter billing quarter.

If a customer had a documented water leak within 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 the Authority aware of the situation.

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

**BILLING SCHEDULE**

**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
Plumbridge	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

**“Estimating” of Water Bills**

The Authority will estimate a customer’s water bill at any time the water meter or water meter pit is not accessible. 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 the temperature or wind chill drops below 32°, 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 had been estimated.

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

**Customer Reminder**

Please remember to keep your water meter pit clear of debris. The Authority imposes a fee for clearing off water meter pits in order to obtain a meter reading.

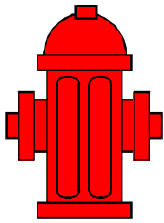
With winter right around the corner, there is always the possibility that water meters will freeze and leave the homeowner without water. In order to restore service quickly, it is imperative that the water meter pit be kept clear of all debris.

Any questions or concerns regarding your water meter pit, please contact the Administration office at 215-945-7400.

**Water Quality / Supply Emergencies**

*(e.g. loss of service from the Authority’s Water Filtration Plant, Boil Water Advisories, etc.)*

In the event of water quality/supply emergency involving the Authority’s service area, customers may call the Authority’s Administration office for further information or tune in to your local radio station WBCB-1490AM for instructions.



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

**SECTIONS OF LEVITTOWN**

	<b><u>DAY</u></b>	<b><u>DATE</u></b>
Levittown Water Plant, Tullytown, Levittown Town Center, Kenwood, Stonybrook, Victoria Garden Apts.	<b>TUE</b>	Oct 10
Farmbrook, Greenbrook, Lakeside, Pinewood, Creek Village Apts.	<b>WED</b>	Oct 11
Marion Village Apts., Junewood, Dogwood Hollow, Oaktree Hollow, Crabtree Hollow	<b>THU</b>	Oct 12
Willowood, Elderberry Pond, Magnolia Hill, Birch Valley, Newport Village Apts.	<b>FRI</b>	Oct 13
North Park, Village of Pennbrook, Mill Creek Manor, Holly Hill, Appletree, Red Cedar Hill	<b>TUE</b>	Oct 17
Thornridge, Galilee Village, Vermillion Hills, Pennsbury Woods Apts., Galilee Pavillion, Rue Court	<b>WED</b>	Oct 18
Goldenridge, Orangewood, Violetwood, Whitewood, Green Lynne, Mill Creek Garden Apts., Roman Apts., Mill Crossing Apts., Orangewood Apts., Edgely Rd.	<b>THU</b>	Oct 19
Indian Creek, Blueridge, Crestwood Condos, Yellowood, Bloomsdale Gardens, Avalon Court Apts., Mill Creek Falls, Brittany Springs Apts.	<b>FRI</b>	Oct 20
Quincy Hollow, Juniper Hill, Upper Orchard, Lower Orchard, Plumbridge, Rt. 413, Racquet Club Apts. North & South, Foxwood Manor Apts., Hamilton Park Apts., Bristol Plaza, Levittown Trace Apts.	<b>TUE</b>	Oct 24
Cobalt Ridge, Woodbourne Rd. & Apts., Elmwood Terrace, Red Rose Gate, Longview Garden Apts.	<b>WED</b>	Oct 25
Forsythia Gate, Snowball Gate, Chesterfield Apts., Country Club Apts., Hollybrooke	<b>THU</b>	Oct 26
Highland Park, Twin Oaks, Deep Dale East, Deep Dale West, Twin Terrace Apts., Country Manor Apts., Dorilyn Terrace Apts., Business Rt. 1, Verizon Technology Center	<b>FRI</b>	Oct 27

**DAILY FLUSHING OF FIRE HYDRANTS WILL TAKE PLACE IN THE AREAS OF LEVITTOWN IN THE ORDER SHOWN ABOVE  
 (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 their 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 their 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, WEATHER CONDITIONS, ETC.**

**LBCJMA Board of Directors**

**Bristol Township**

John Monahan  
Anthony Verduci

**Tullytown Borough**

Richard Adams  
Edmund Armstrong  
Edward Czyzyk

**CONTACTING US**

**ADMINISTRATION OFFICE**

7811 New Falls Road Levittown, PA 19055

Telephone: 215-945-7400

Fax: 215-945-7281

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

Janet A. Keyser, Managing Director

Donna L. Farris, Asst. to the Director

Nancy Burnell, Meter Department Manager

*Billing Questions, Water Service, Account Information, Certification Readings,  
Human Resources, Collections Dept., Accounts Payable, Meter Pits & Testing*

**WASTEWATER TREATMENT FACILITY**

7900 Route 13 Levittown, PA. 19057

Telephone: 215-946-0731

Fax: 215-949-4634

Business Hours: 7:00AM-3:00PM

Vijay S. Rajput, Ph.D., P.E., Director of Operations

Gary A. Tosti, Plant Manager

Phil Smythe, Field Technician

Susan Wallover, Pretreatment Coordinator

*Hydrant Problems, Sewer Back-Ups/Manhole Problems, Sewer Lateral  
Replacement Permits, Sewer Easement Construction Permits, Water/Sewer  
Connection Permits, Valve Box Problems, Bid Specifications, Pretreatment Dept.*

**WATER TREATMENT FACILITY**

60 Main Street Tullytown, PA. 19007

Telephone: 215-547-9581

Fax: 215-945-6935

Business Hours: 7:00AM-3:00PM

James P. Martino, Superintendent

William A. Ottey, Asst. Superintendent

*Water Pressure, Water Quality, Water Main Breaks,  
Low Water Pressure*

**Holidays Observed:**

New Year's Day

Presidents' Day

Good Friday\*

Easter Monday\*\*

Memorial Day

Independence Day

Labor Day

Columbus Day\*\*

Thanksgiving Day

Day After Thanksgiving

Christmas Eve\*

Christmas Day

\*Administration Office only / \*\*Water & Wastewater Plant only

Lower Bucks County  
Joint Municipal Authority  
7811 New Falls Road  
Levittown, PA 19055



**\*\*Please see enclosed flushing schedule\*\***