

Our Commitment to you

Lower Bucks County Joint Municipal Authority (Authority) is committed to giving our customers the best quality water and sewer services. Most of our projects are performed in house. We rely on our employees to uphold our commitment to you. Our rates are one of the lowest in the state which is a result of our diligent Board Directors, management, and staff. Our goal is to continue giving you the best services at one of the lowest water and sewer rates.

Capital Improvements Projects

The Authority's water and sewer systems' infrastructure is over 70 years old. Considering the age and condition of the system, the Authority has been proactively rehabilitating its aging infrastructure which includes water mains and sanitary sewer mains, water treatment plant, wastewater treatment plant, sewage pump stations and water storage and booster facilities. The Authority has also been very proactive in securing its critical water and wastewater systems assets. All rehabilitation and improvements to Authority assets are being implemented through well planned ongoing annual Capital Improvement programs. Presented below are some of major infrastructure improvement projects that are recently completed and/or in progress:

What we've been up to.....

Wastewater Treatment Plant

Aeration Blower Upgrade

This project rehabilitated two large blowers used to provide oxygen to activated sludge aeration basins and improved energy efficiency for a significant electrical cost savings since the completion of this project. The project included replacement of the motors and installation of transformers, VFD and controls to make the operation automatic based on oxygen demand in the Aeration system.



Sedimentation basin plate settler install

Sludge Dewatering Centrifuge

This project involved replacing a belt filter press sludge dewatering system with a new high efficiency centrifuge system. The centrifuge sludge dewatering system was designed and installed for automatic operation. Since this system produces a higher solid content, the Authority realizes a savings in sludge disposal costs.



Photoionization System

Neutralox® Photoionization System

This project involved replacement of a wet chemical scrubber with photoionization technology. Instead of using chemicals, the photoionization system uses UV and catalyst to destroy odorous agents all while emitting little or no noise compared to the scrubber that was previously in place. This photoionization system is an upgrade to the wet chemical air scrubbing technology.



Sludge dewatering centrifuge

Ultraviolet Disinfection System

Currently underway, this project involves replacement of the chlorine disinfection system with an Ultraviolet (UV) disinfection system. Once completed, it will preclude use of chlorine gas and eliminate the need for a Risk Management Plan. As part of this project, the Authority is also installing a solar canopy over the UV system to harness renewable solar green energy and to reduce electric costs. The operation of the UV system will be automatic, based on plant flow.

Water Treatment Plant

Sedimentation Basin Improvements

This project involved rehabilitation of the rectangular settling tanks and retrofitting them with plate settlers to improve settling efficiency. This project included installation/retrofit of the sludge removal system, which is allowing automatic sludge removal on a regular, continuous basis and dewater using the existing sludge dewatering facility. This project eliminated the need to haul liquid sludge realizing a significant savings in disposal costs in addition to improved settling efficiency.

Filter Rehabilitation

The existing filter media is more than 22 years old and due for replacement. Replacement of the filter media and full rehabilitation of all surfaces in the filters, influent channel and entire filter room is currently underway.

More of what we've been up to.....

Water Distribution System

Water Mains

The Authority's water mains are predominantly made of cast iron and are reaching their structural life as evidenced by frequent water main breaks. A water main replacement program was started six years ago focusing our priorities on areas with high numbers of water main breaks. Included in the work, aging valves and hydrants are replaced as well.

Most of the work is done by our employees while the restoration of sidewalks and other areas affected by the work is completed by contractors.

To date, approximately 48,000 feet of water main and sidewalk has been replaced as most of our water mains are under the sidewalk.

While ideas to move water mains to the street have been presented, the abandoned main would require removal or to be filled with a flowable fill. To complete the job properly the water main would still need to be dug up.

While it may be an inconvenience when the work is underway, there are many benefits of a new water main, valve(s), hydrant(s) and sidewalks.

Sanitary Collection & Conveyance System

Sanitary Sewer Mains

In 2007 the Authority started Cured-in-Place-Pipe (CIPP) lining of sanitary sewer mains. We are currently in Phase VI and have lined approximately 30% (65 miles) of our sewer mains ranging from 8" - 30".

CIPP lining is a trenchless repair/rehabilitation method with benefits such as strengthening the pipe and eliminates joint issues, which reduces inflow/infiltration and alleviates roots from entering the system through those joints.

The Authority continues to realize the benefits with the completion of each phase in terms of peak flow reduction during rainstorms and cost savings in energy and treatment cost. Areas of the collection system that need rehabilitation will continue to be identified and prioritized as we progress into our next phase.

Other sources of inflow/infiltration consistently checked are sanitary cleanouts, roof drains and sump pump connections. When these sources are found, the property owner(s) is/are notified of corrective actions required as they are in violation of the Clean Water Act.

****Worth Repeating****

Getting to the "Root" of the Problem

Most sewage backups that occur in the Authority's system, are a direct result of tree roots penetrating the sewer mains and lateral connections. When property owners plant trees in the wrong location or allow them to grow out of control, one of the results can be sewer blockages. When the Authority discovers these problems, property owners are required to remove the trees, and stumps. Unfortunately, the property owners must complete this work at their own expense. 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 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 most cases, Levitt and Sons located the utility poles and corresponding power lines near the sanitary sewers. A large tree can damage power lines and communication cables very easily in a storm, 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 can break or be crushed. At that point, emergency crews must excavate the properties to repair/replace the damaged section of sewer main. Structures, fences, pools etc. must also be moved (or removed) for crews to gain access to the damaged section of sewer.

If you are required to remove a tree from the easement or wish to prevent a problem in the future, the Authority has a program to help you achieve that goal. An interest/fee free loan is available. Please visit our website or contact 215-945-7400 x116 for more information.



Root intrusion through a joint in the sewer main



Root intrusion from a service lateral connection

Tree roots are the number one cause of sewer blocks in Levittown.

****Important Sanitary Sewer/Water Easement Information****

Water and/or Sewer easements exist on many properties. Easements are areas with certain usage restrictions and are usually located along the back and side of the property, but in some cases are in front. Easement restrictions prohibit permanent structures such as garages, sheds, house additions, swimming pools, underground electric and plumbing etc. as well as trees, shrubs, and overgrowth. Easements provide access for Authority personnel to maintain, repair (and replace if necessary) the water and/or sewer main infrastructure. The Authority may issue a permit to homeowners for various types of easement uses such as sheds and fences, if requirements are met. Sheds cannot be constructed directly over a water or sewer main. Concrete structures or foundations are NOT permitted on Authority easements.



A 24-hour 5' unimpeded access radius around the manhole is required. Pictured above is a direct violation of that requirement

Manholes are also located throughout our sanitary sewer system to gain access to the infrastructure for maintenance purposes. A 24-hour, 5' unimpeded access radius from the center of the manhole is required when installing a fence. Should you have a manhole in your fenced-in yard, the Authority will provide a lock, free of charge. This lock will only be accessible to you and authorized Authority personnel and can be obtained by contacting our plant at 215-946-0731 during business hours.

These and other requirements can be found on the Sanitary Sewer/Water Easement Construction Permit Application found on the "Forms" page of our website at www.lbcjma.com.

Applications can be submitted to the Authority Wastewater Treatment Plant office, located at 7900 Bristol Pike, Levittown Pa. 19057.

Please ensure all required documentation is submitted. Missing documentation or improper submittal of the plot plan with ALL required measurements from the true property lines increases review time and may end in denial of the application. If you do not have an unmarked, legal-size copy of your original plot plan, the Authority can provide them for a nominal charge.



A shed on concrete with electric on the sewer main & easement – a violation of Authority easement restrictions.

A pool up against a sewer main making an emergency repair impossible.



Vents/cleanouts are required to be a minimum of 6" above grade & watertight down to and including service lateral. Above is currently acting as a yard drain and allowing stormwater into the sanitary sewer which is a violation of the Clean Water Act.



****Important Collection Information****

Please pay close attention to any correspondence you may receive regarding your account.

During the COVID-19 crisis, collection fees or charges were not applied, however all normal collection activities have resumed.

All bills are generated and have a due date listed; if not paid by the due date a 10% penalty is applied. Friendly reminders are sent after the late penalty is applied and if left unpaid a shut-off notice is automatically generated. Once the date on the shut-off notice passes and a bill is left unpaid, a "tag" is applied to the property and a \$100 tag fee is applied to the open account. If the account is still unpaid the morning of the date listed on the tag, service will be disconnected, and additional charges will be applied to the account.

Customer Reminder – Accessibility is the key



As fall and winter approach please remember to keep meter pits, manholes, hydrants, valve boxes, etc. clear of all debris and accessible. The Authority requires 24-hour access to all aspects of our infrastructure for emergency purposes.

Please note: The Authority imposes a fee for clearing off water meter pits to obtain a meter reading. There is also a possibility your meter may freeze in the winter months and leave you without water. To restore service, it is imperative that the water meter be kept clear.

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 emergencies involving the Authority's service area, customers may call an Authority office for further information. You can also visit our website at www.lbcjma.com, as we make every effort to ensure pertinent information is put on the Authority website in a timely manner.

Ways to pay your bill

The Authority offers its customers the ability to pay their bill online through the InvoiceCloud online Utility Billing and Payment Center. You may also opt to only view your bill and/or sign up for electronic billing. For online access to your account please visit our website www.lbcjma.com. Click on Online Account Access on the right-hand side of our home page then click on "Pay your bill or register to pay your bill here" or click in the Billing tab on our home page and click the "Simply Click here to Pay Your Bill". Once registered, you will have the most up to date account information.

Please remember there are transaction fees. To help keep rates the lowest in the state, we pass thru any fees or charges the Authority incurs for credit cards and returned payments. To avoid payment processing fees, you may pay your bill directly from your bank, mail or drop off a check or sign up for Direct Debit.

Drainage Problems inside your home

If you are experiencing a drainage problem inside your home, please contact our wastewater treatment plant at 215-946-0731 **PRIOR** to contacting a plumber. Please allow the phone to ring until a response is received, as our plant is a 24-hour operation, and it is possible that an Authority representative is away from the phone periodically.

Your home is connected to the Authority's sanitary sewer main via a sanitary sewer lateral. An Authority representative will determine whether the main is blocked or not. If the Authority's main is blocked, a crew will be dispatched to dislodge the blockage. Should the Authority's main not be blocked, the representative will recommend you contact a plumber to check your internal plumbing and lateral which is entirely the responsibility of the homeowner. The Authority will not reimburse any plumbing expense(s).

The possibility exists that a sewer may backup into your home, causing damage. The Authority is generally not responsible or legally liable for such damage or cost of cleanup and repair. Normally, an amendment, or rider, to your homeowner's insurance can be obtained to address such incidents. You are urged to contact your insurance agent to obtain such coverage that you deem appropriate.

Drainage problems on your street should be reported to the municipality in which you live as the storm sewers are not connected to the sanitary sewer system.

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