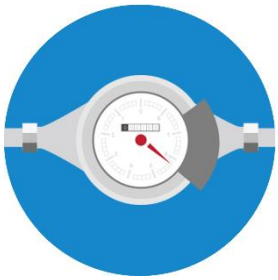
Thank You!

The Authority would like to thank each of its valued customers for the opportunity to continue serving you with safe, reliable, and efficient water and wastewater services. The Authority's 29 employees operate in four divisions including Water Treatment, Water Distribution, Wastewater Treatment, and Administration/Engineering. Our employees work extremely hard to provide Essential Services to the community so that our residential, commercial, industrial, and institutional customers can thrive and prosper. We appreciate you very much and consider it an honor to serve you!

Access & Manage your Water Use with Smart Water Meters

In 2020 the Authority started a water meter change out program that utilizes "smart water meters" that use cellular technology to access and track water usage. The Authority has installed approximately 500 smart meters of various sizes in our system to date and going forward, all new water meters that are installed will be smart meters. The Authority will notify customers that have had a smart water meter installed and will provide instructions on how to setup an "Eye on Water" account.

An Eye on Water (EOW) account will give you direct access to your water consumption data and provide you with the tools to help manage your water use. Once you setup an EOW account, water usage data will be delivered to you via the web or through a mobile app on a smartphone. EOW also delivers leak alerts and water usage trends to you through email, text message, or on smart device notifications. For example, both the web and smartphone app versions of EOW display the latest flow rate of currently active leaks ("latest flow rate" means the amount of water loss per hour). Small water leak amounts of about 0.1 to 5 gallons per hour can usually be attributed to dripping indoor or outdoor faucets. Medium water leak amounts of between 5 and up to 20 gallons per hour could be a leaky toilet, a leaking connection to an appliance, or a running faucet.



If you receive a Leak Alert while using EOW, before calling a plumber, please refer to our website www.bcrawater.com. Under the "Customer Service" tab there is a "FAQ" page with helpful hints and information regarding finding potential leaks in your home.

Lead & Copper Testing Program

Although copper and plastic pipe material is commonly used in plumbing installations today, lead was also once a popular plumbing material. Lead pipe, solder, joints, and service connections were a popular choice due to cost and ease of use before it was realized that lead presented a health hazard. Most lead piping has been replaced with copper or plastic lines.

Lead in water distribution systems is still an issue throughout the country, with both the USEPA and PA DEP enforcing regulations limiting the level of contaminants that water companies are allowed to have in the water. The Authority is required to test for lead and copper levels in water every three (3) years (this is a reduced monitoring plan due to low lead levels).

The Authority is required to test for the allowable limits of lead and copper this year. The process will begin with drawing lead and copper samples as a "first draw" sample (from water that has been undisturbed for 6-8 hours) taken at a customer's residence. The desired residence for sampling should have original copper piping still in use and been built before 1985. The idea of a first draw sample is to determine if copper or lead is leaching out of the home's pipes and into the water, which would be a worst-case scenario. The limit for lead in drinking water is 15 parts per billion and the limit for copper is 1.3 parts per million. If samples come back higher than regulatory limits, we must adjust our treatment process accordingly. The BCRA currently treats for lead and copper as part of our water treatment process with the addition of an orthophosphate, and pH adjustment. This makes the water less corrosive and keeps the lead and copper where it belongs: in the pipes and out of your water.

Please contact us with any questions or concerns by emailing bcrawtp@bcrawater.com.

BCRA Board of Directors

Thomas Wise, Chairman of the Board (representing Pocono Township) – Mr. Wise is a mechanical engineer and a former executive of SPX Heat Transfer, with thirty-three years of manufacturing experience serving the power market worldwide. He resides in Scotrun with his wife Kathleen and son Nathan. Currently, he is President of Pocono Sales Associates, an independent sales agency representing manufacturers in the Mid-Atlantic region.

Rick Staples, Board Member (representing Smithfield Township) – Mr. Staples is retired from the Pocono Township Police Department after serving 37 years. He was also a member and past Chief of the Stroud Township Volunteer Fire Department. He served 20 years as Chairman of the Board of Directors of the Monroe County Control Center. For the past 34 years, he has been a member of the Monroe County Local Emergency Planning Committee and is serving his 17th year on the Stroud Area Regional Police Commission.

Wm. Taylor Wenck, Secretary (representing Stroud Township) – Mr. Wenck resides in Stroud Township with his wife Maureen and is a retired financial services professional. He also serves as Chairman of the Stroud Township Planning Commission.

Nyles Possinger, Board Member (representing Hamilton Township) – Mr. Possinger resides in Snydersville with his wife, Kitty, and two sons, Ryan and Kyle Possinger. He is a local businessman, president of E.F. Possinger & Sons, Inc., specializing in the commercial site development of excavating and paving, and a demolition contractor. He has also served on the Hamilton Township Planning Commission for several years, the Hughes Library Board, the Minsi Trails Council Properties Committee for the Boy Scouts of America and belongs to various other non-profit organizations.

Eric Scelza, Board Member (representing the Borough of Stroudsburg) – Mr. Scelza is a computer and business consultant for mid to large companies. He resides in Stroudsburg with his wife, Jennifer and his two sons, Jamison and Reagan. Mr. Scelza served 10 years on Stroudsburg Borough Council, including serving on the Sewer, Park and Recreation, Finance, and Policies boards.

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East Stroudsburg, PA 18301

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Contaminant	MCL	MCLG	Highest Level Detected	Range if applicable	Units	Sample Date	Violation Y/N	Sources of Contamination
Barium (IOC) DEP 1010	2	2	0.0349	N/A	ppm	11/01/21	No	Discharge of drilling wastes; discharges from metal refineries; erosion of natural deposits.
Chlorine (Distribution Residual monthly average) DEP 0999	4	4	0.93	0.65 – 0.93	ppm	1/1/21 to 12/31/21	No	Water additive used to control microbes.
Trihalomethanes DEP 2950	80	n/a	36.0	7.01 – 36.0	ppb	2/17/21 5/12/21 8/16/21 11/15/21	No	By-product of drinking water chlorination.
Haloacetic Acids DEP 2456	60	n/a	22.8	3.62 – 22.8	ppb	2/17/21 5/12/21 8/16/21 11/15/21	No	By-product of drinking water disinfection.
Xylenes	10	0.00227 -0.014	0.0144	n/a	ppm	6/7/21	No	Discharge from petroleum factories. Discharge from chemical factories
Manganese	0.05	n/a	0.0384	n/a	ppm	6/12/2019	No	Discharge from metal processing facilities. Releases may also occur from other industrial facilities producing or using compounds of Manganese.
Ethylbenzene	700	n/a	35	n/a	ppb	6/7/21	No	Discharge from petroleum refineries

Disinfection Residual	Minimum Disinfectant Residual	Lowest Level Detected	Range of Detection	Units	Sample Date	Violation	Sources of Contamination
Chlorine (Entry Point)	0.20 (Water Plant) 0.40 (Wells 1 & 2) 0.20 (Well 3)	0.57 0.43 0.45	0.57 – 1.48 0.43 – 1.05 0.45- 1.38	ppm	1/1/21 to 12/31/21	No	Water additive used to control microbes.

Lead & Copper	Action Level	MCLG	90th percentile value	Units	No. of sites above action level	Sample Date	Violation Y/N	Possible Source(s) of Contamination
Lead DEP 1030	15	0	4.3	ppb	0	6/1/19 - 9/30/19	No	Corrosion of household plumbing.
Copper DEP 1022	1.3	1.3	0.177	ppm	0	6/1/19 - 9/30/19	No	Corrosion of household plumbing.

Contaminant	MCL	MCLG	Lowest Level Detected and Date	Violation? Y/N	Possible source(s) of contamination
Turbidity DEP0100	TT= 1 NTU for single measurement. TT= at least 95% of monthly samples ≤ 0.3 NTU	0	99.68% for September 2021	No	Soil Runoff

Contaminant	Required removal %	Range of Removal Achieved %	No. of Quarters out of compliance	Violation? Y/N	Possible source(s) of contamination
TOC (Total Organic Carbon) DEP 2920	35%	47.1% - 52.3%	None	No	Naturally present in the environment.

Glossary: PPM-Parts Per Million, PPB- Parts Per Billion, MCL- Maximum Contaminant Level,
MCLG-Maximum Contaminant Level Goal, NTU- Nephelometric Turbidity Units, TT- Treatment Technique

What's The Big Deal Regarding Illegal Sewer Connections?

Recently you may have received a Notice from your municipality regarding illegal connections to the sewer system. Wastewater from toilets, sinks and washing machines are legal connections to discharge to the sewer system, however, illegal connections to the public sewer from sump pumps or downspouts add tremendous volumes of rainwater that must be treated as wastewater. Illegal connections ultimately add additional expenses to your sewer bill, as it causes rainwater to be treated as raw sewage. These additional expenses include the cost of chemicals and electricity needed for the treatment and pumping of excessive volumes of wastewater. Illegal connections also present an additional risk to the wastewater plant itself: on a typical day, the wastewater plant treats around 2 million gallons of raw sewage per day; during a severe rain event, the flow into the wastewater plant can increase to 14 million gallons or more, thereby placing the plant at risk for hydraulic overload. A significant portion of this additional risk is contributed by Illegal sewer connections.

Regulatory compliance is also jeopardized by direct illegal connections to the public sewer system, as it is illegal to discharge stormwater into any public sewer system. Your municipality and the Authority maintain Discharge Permits that require direct illegal connections to the public sewer system to be removed as quickly as possible. The Authority's Discharge Permit from the PADEP reads "***No storm water from pavements, area ways, roofs, foundation drains or other sources shall be directly admitted to the sanitary sewers associated with the herein approved discharge***." As the Permit holder, the Authority is currently working cooperatively with the Collection System Owner municipalities to address this serious issue. Your municipality is taking steps to address illegal connections, and one measure commonly utilized is smoke testing. This method uses a "smoker" to pump smoke directly into the sewer collection system. As the smoke escapes it is very easy to find broken vent caps, broken pipes or any illegal connections.

Please assess your downspout and sump pump conditions and take appropriate measures to remove any illegal connections you may have. We appreciate your help with addressing this serious concern.

New faces at BCRA

The past five years has been a period of transition for the Authority; we have welcomed several new employees to the team. Our team's driving force is a passion for our work: providing an essential service that directly impacts the health and well-being of the community. We strive for excellence in all we do, from water and wastewater treatment, maintaining and upgrading our system, to providing friendly and helpful customer service. The Authority is fortunate to have a core group of senior employees who continue to lead the way for those of us new to the field.

The Distribution team has realized the most growth with the addition of six new members. Mark Ambrose, P.E. is the Distribution Manager, and he joined the Authority in 2018. We welcomed Joshua Helbers in 2020 as Mechanic and Laborer; Laborers Tristan Clothier and Nathan Hill joined the group in the Spring of 2021 followed by Brandon Steinmetz and Avery Walsh in July 2021.

The Administration team has undergone significant changes as well. Randi Alejandro came onboard in 2018 as Human Resource and Office Manager. Shelly Garris joined the Billing team as A/R Senior Analyst in 2019 (she actually took over the role her mother Georgina left in 2016). We welcomed Kellie Davis as Project Administrator for the Engineering department in July 2019; Christy Schmelz undertook the role of AP and Payroll Specialist in March 2020; and Donna Gentile joined the team as Accounting Clerk in June 2021.

The Wastewater Treatment plant welcomed licensed operator Stefan Myers in October 2018. John Pangia joined the Water Treatment plant as an Operator Trainee in July 2021, and our newest addition is Phillip Brickler, a licensed Water Treatment plant operator who came onboard in January 2022.

Our employees are the Authority's most important asset, and each member of our team plays an important part in sustaining the day-to-day operations of our system. We are looking forward to the future with this dynamic group as our system expands to keep pace with our growing community.

Information on BCRA's Cross-Connection Program

The Authority recently notified certain non-residential customers of the Authority's Cross-Connection Program requirements. Going forward, the Authority will send notices to all customers that are required to comply with the program. It is essential for these customers to comply with the cross-connection regulations to aid with maintaining the safety and integrity of the water system. The letters will also include a Water Utilization Guidelines Form to distinguish a "High Hazard" customer from a "Low Hazard" customer premises, in conjunction with the Pennsylvania Safe Drinking Water Act, 25 PA Code Chapter 109 and the Authority Rules and Regulations ("Rules and Regulations"). The Rules and Regulations may be found on the Authority's website at www.bcrawater.com. You may request additional information about our Cross-Connection Program by contacting our main office at (570) 421-3232.

Compliance with the Authority's Cross-Connection Program entails having the proper backflow prevention device installed on the appropriate waterlines as outlined in our policy. If there currently is no device installed on the designated water line, one must be installed. Backflow prevention devices must be inspected on an annual basis by an ASSE certified tester. The tester will then place a tag on the device with the relevant information and fill out the BCRA Backflow Prevention Assembly Test and Maintenance Form. The completed inspection form must be submitted directly to the Authority to be kept on file with the customer account.

We appreciate the cooperation of our customers in helping us keep our water system clean and safe!

Billing Office Update

- Office remains closed to walk-in traffic; billing staff is available Monday through Friday from 8:00 a.m. to 4:30 p.m. to accept payments by phone and our drive-through window is open. If you need to meet in person with a staff member, you may schedule an office appointment by calling (570) 421-3232.
- We have resumed in-home service calls. If you have an issue that requires attention, please contact our office at (570) 421-3232.
- Monthly board meetings are once again open to the public. Virtual attendance is encouraged, and access is provided by teleconference. Board meeting teleconference call information is posted on our website at www.bcrawater.com.
- For non-emergency administrative issues please call our main office number at (570) 421-3232. If you call after hours, please leave a message and someone will return your call.
- For Water Treatment Plant issues please call our WTP office at (570) 421-0998 and leave a message and an operator will return your call.
- For after hour water emergencies you should call Monroe County Control Center at (570)-992-9911.

Customer Contact Information

Please help us contact you in the event of emergencies! Update your contact information at https://www.bcrawater.com/form/update-emergency-contact-information. Please note that this link is **only** for updating email and phone contact information. For billing address/agent information updates, please call our Billing office at (570) 421-3232.

BCRA Customer Portal

The BCRA Customer Portal is open! Please visit https://bcrawater.authoritypay.com/ to set up your account online. Please note that you will need a copy of your bill to complete the registration process. The Customer Portal allows you to access your account information and activity and pay online – take advantage of our no-fee ACH option!

Biofilm Staining

Have you noticed staining in or around your kitchen and bathroom faucets? These stains can often be black, red or pinkish in color. These stains are called Biofilms. Biofilms are bacteria and fungi that have grown and multiplied on a surface. When biofilms grow, they rely on moisture and a nutrient source. Nutrient sources can be anything from soaps, shampoo, or even general kitchen food on a surface that has not been properly cleaned. Although they appear very unpleasant, biofilms are generally harmless and pose no risk to your health. Since kitchen faucets, toilets, and bathroom fixtures are used regularly, they tend to provide a moist environment that biofilms thrive in. Cleaning biofilm growth is easy, most biofilms can be cleaned with your typical household cleaners such as a mild cleaning solution or disinfecting spray/wipes. To prevent the growth of biofilms, keep areas well ventilated and as dry as possible. At the first sign of any growth, clean immediately to prevent further spread.

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Este informe contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, ó hable con alquien que lo entienda. This report contains important information about your drinking water. Have someone translate this information for you or speak with someone who understands the information in this report.

Water System Information – This report shows water quality data for 2021. If you have any questions about this report, or concerning your water service, please contact Mr. David Horton, BCRA Manager at (570) 421-3232 or Mr. Dean Johnson, Lead Operator at (570) 421-0998. We want you to be informed about your drinking water. If you want to learn more please attend any of our regular scheduled meetings. Meetings are held on the 1st and 3rd Wednesday of each month at 12:00 pm (noon) at our office located at 410 Mill Creek Road. Customers may visit our website www.BCRAwater.com for additional information.

Sources of Water – The Brodhead Creek Regional Authority (BCRA) draws surface water from the Brodhead Creek and owns two on-site groundwater wells (well #1 and well #2). A third groundwater well has been constructed along the McMichael Creek and is currently undergoing testing and modifications. BCRA's water filtration plant is located at 410 Mill Creek Road. State licensed operators utilize a state-of-the-art treatment facility to ensure the quality of water, through filtration and other sophisticated treatment processes before it is distributed to our customers. The distribution system covers over 100 miles of water lines serving the Borough of Stroudsburg, Stroud Township, Pocono Township, Hamilton Township, Smithfield Township, and Tobyhanna Township. Over the past decade BCRA has invested approximately 6 million dollars in upgrading its treatment facility, developing sources, protecting it underground aquifers and establishing a wellhead protection program.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immune-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline at (800) 426-4791.

Monitoring Your Water – We routinely monitor for contaminants in your drinking water according to federal and state laws. The table on the backside of this page shows the results of our monitoring for the period of 1/1/2021 to 12/31/2021. The State allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data is from prior years in accordance with the Safe Drinking Water Act. The dates have been noted on the sampling results table.

Required Lead Notice by EPA – If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Brodhead Creek Regional Authority is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential to lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water you may wish to have your water tested. Information on lead in drinking water, testing methods and steps you can take to minimize exposure are available from the Safe Drinking Water Hotline or at http://www.epa.gov/safewater/lead.

Information regarding Nitrates – Nitrates in drinking water at levels above 10 ppm is a health risk for infants of less than six months of age. High nitrate levels in drinking water can cause blue baby syndrome. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant, you should ask advice from your health care provider.

Information Regarding Fluoridation- BCRA does **not** fluoridate the water.

Microbial Contaminates- In 2021 all distribution microbials samples were non-detects.

2021 Violations- April LT2 Sampling was taken on time; however due to a clerical error at the laboratory, the report was not submitted to DEP on time. Compliance has been achieved.