

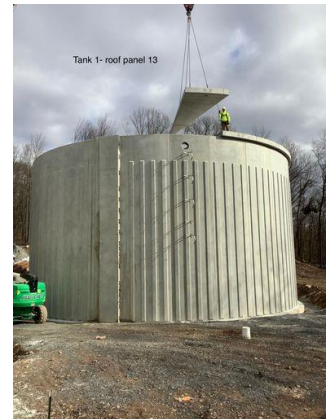
BRODHEAD CREEK REGIONAL AUTHORITY

NEWSLETTER 2021

Pandemic Perspective & Infrastructure Improvements

As we reflect on the Covid-19 Pandemic experience that we have endured this past year, perspectives have changed in surprising and dramatic ways. From our experiences this past year, many of us look differently on what qualifies as truly important elements in our life. Our experiences over the past year have taught us to appreciate more of the basic components of everyday life and have made us more aware of precious and simple things that before the pandemic, we may have taken for granted. The BCRA is appreciative of the opportunity to offer its 5,700 customers the most basic and essential services of safe and reliable drinking water and sewage treatment. The dedicated and reliable employees of the BCRA consider it a true honor to serve our entire community, and we look forward to providing levels of service both today and into the future.

Throughout the pandemic, the BCRA continued to invest into its infrastructure with significant upgrades and improvements to its water storage and distribution systems. Water main improvements were completed in sections of South Stroudsburg and Stroud Township to replace and upgrade older and less efficient portions of its distribution system, resulting in improved flow and fire protection capacities. The Authority also embarked on the construction of a new water storage and pumping facility in the Tannersville area. This substantial project will provide 50% additional water storage and 43% additional pumping capacity within this service district, as compared with current conditions. The project represents a continued effort by the Authority to improve sustainability and reliability of its treatment and distributions throughout the region, thereby allowing for continued economic growth within the Commercial and Industrial corridors of our system. Two new intermediary 750,000 gallon water storage tanks and a new booster pump station will have the benefit of moderating water service pressures in the lower half of the Pocono Township Water Service Area. Lower operating pressures will provide several benefits including safer and more reliable operating and fire-fighting conditions, longer life-expectancies for watermain materials, and higher capacities throughout the service district.



Information on Boil Advisories

As a public water supply customer, you probably have been issued a boil water advisory or a boil water notice. This advisory tells you to boil your water before consuming it, or to use bottled water for drinking until the advisory is lifted. A lot of questions get asked, “why did this happen? What is being done to correct the issue? How is this being prevented from happening again.” There are two types of boil advisories: precautionary boil water advisory and mandatory boil water notice.

- Precautionary boil advisory occurs when positive water pressure in the water main is lost or greatly reduced due to an event such as a water main break or water main repair/replacement. A loss of positive water pressure in a pipe generates conditions that can allow contamination to enter the distribution system. This boil advisory is the most common advisory issued to customers.
- Mandatory boil water notice is issued when contamination is confirmed in the water system. For example, if a routine bacteria sample in the distribution system fails its bacteria test, then a mandatory boil water notice must be issued. Customers are instructed to boil the water to kill bacteria and/or other organisms in the water, until the issue is resolved, and the notice can be lifted.

After the boil advisory notice has been issued, the next step is for the BCRA to repair the issue that caused the notice. Once all repairs have been made, two consecutive bacteria tests must be taken. The first test sample will be taken the day the repair is made, the second test will be taken within 24 hours of the first sample taken. Once these two tests come back as non-detects (clean) from a DEP certified laboratory, the boil advisory will be lifted and a “Lift Notice” will be distributed to customers that were affected. Customers may then use their water as usual.

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.

Charles A. Garris, Treasurer (representing Smithfield Township) – Mr. Garris is a local businessman and a former employee of the Patterson-Kelley Co. Mr. Garris was a Monroe County Commissioner and has served as a councilman and as Mayor of the Borough of East Stroudsburg. He was also a member and past Chairman of the Board of Directors of the Pocono Medical Center.

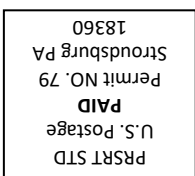
Wm. Taylor Wenck, Secretary (representing Stroud Township) – Mr. Wenck resides in Stroud Township with his wife Maureen and is a retired financial services professional. He also serves as Chairman of the Stroud Township Planning Commission.

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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Brodhead Creek Regional Authority
410 Mill Creek Road
East Stroudsburg, PA 18301

2020 Consumer Confidence Report (page 2 of 2)

Contaminant	MCL	MCLG	Highest Level Detected	Range if applicable	Units	Sample Date	Violation Y/N	Sources of Contamination
Barium (IOC) DEP 1010	2	2	0.014	N/A	ppm	11/04/20	No	Discharge of drilling wastes; discharges from metal refineries; erosion of natural deposits.
Chlorine (Distribution Residual monthly average) DEP 0999	4	4	0.9	0.64 – 0.9	ppm	1/1/20 to 12/31/20	No	Water additive used to control microbes.
Trihalomethanes DEP 2950	80	n/a	39.6	9.7 – 39.6	ppb	2/12/20 5/13/20 8/12/20 11/16/20	No	By-product of drinking water chlorination.
Haloacetic Acids DEP 2456	60	n/a	25.4	7.2 – 21.4	ppb	2/12/20 5/13/20 8/12/20 12/09/20	No	By-product of drinking water disinfection.
Xylenes	10	n/a	0	n/a	ppm	4/15/20	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	0.0	n/a	ppb	4/15/20	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 (plant) 0.40 (wells)		0.66 0.21	0.66 – 1.45 0.21 – 1.03	ppm	1/1/20 to 12/31/20	No	Water additive used to control microbes.
Lead & Copper	Action Level	MCL G	90 th 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	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	100% for 2020	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%		33.3%-37.7%	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

Leak Detection Program

Have you ever wondered how BCRA professionals locate leaks and breaks on water mains in the distribution system? Leak detection is the art of finding what you can't see underground, but what you can hear! The BCRA has a comprehensive leak detection program to monitor our distribution system to find water main breaks before they become a major problem.

Our leak detection professionals utilize various equipment to detect and locate leaks ranging from Aqua Scopes, which are used to amplify the sound of a leak underground, to data loggers and correlating loggers, which are computerized listening devices placed on water mains to listen for leaks over a period of time. When a water main break occurs, it emits a sound with a certain frequency that leak detectors are able to hear using either the Aqua Scope or data logger. By listening to the specific frequencies given off by the break on the water main, leak detectors can pinpoint where the leak is along the pipe. When data loggers pick up the sound of a leak the crew can use correlating loggers to pinpoint the location of the leak. In addition to using sophisticated equipment the public also plays an important role in helping the BCRA locate water main breaks. How can you help? When you see water coming out of the ground in an unusual spot, or if you hear water running in your house when you are not using any water, you are encouraged to call the BCRA and report the issue.

If you ever see a BCRA employee working in the area with headphones on and some sort of device in their hand, they are probably listening for leaks. By being proactive BCRA is able to pinpoint leaks in the system before they become a major problem. This saves water and makes repairing the water main easier. Prior to starting the leak detection program, the BCRA was losing 45% of the water in the distribution system. Now the Authority typically loses less than 10%. The efforts of our leak detection professionals have saved millions of gallons of water from being lost due to leaks over the years.



BCRA Administration Office Update

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. If you need to meet in person with a staff member, you may schedule an office appointment by calling (570) 421-3232.
- We have not yet resumed in-home service calls. We will post a notice on our website at www.bcrwater.com when this service become available.
- Monthly board meetings remain closed to the public; however, access is provided by teleconference. Board meeting teleconference call information is posted on our website.
- 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 after hour water emergencies you should call Monroe County Control Center at 570-992-9911.
- 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.

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!**

Customer Contact Information:

- Please help us contact you in the event of emergencies!
- **Update your contact information** at <https://www.bcrwater.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

Retirement of Denise Overcash

Denise Overcash began working for BCRA, then known as the Stroudsburg Municipal Authority, on June 20, 1988. She was working as a home health aide at the time and was looking for a position that did not require constant traveling. A friend told her about a position at the water company, Denise went to the office and met Edna Crane, the office manager who told her it was the last day they were accepting applications. After reviewing her application and talking with her a bit, Edna asked her to please not apply anywhere else. At the board meeting that night, Edna asked the board to consider Denise's application – Danny Warner, one of the directors, knew Denise personally and said he would hire her for his own company. The board approved Denise's application that evening and she worked at BCRA for the next 32 years.

Denise started out as a cashier/bookkeeper in the billing office. After Edna retired, Denise moved into her position and the Authority hired Mary Beth Brush, Edna's daughter. Before the Administration building was built, the office was located near the courthouse in Stroudsburg. Denise remembers one customer who would bring a plate of divinity for the billing staff every quarter when she came in to pay her bill. She also remembers another customer who brought in a pile of change to pay his quarterly bill – calm and collected, Denise and Mary Beth counted all his change while he waited. This memory still makes her laugh!

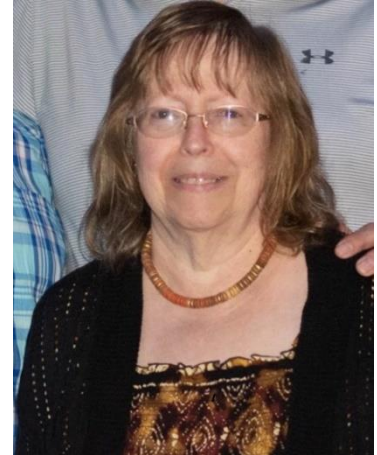
By the time construction of the Administration Building was finished, the Board had hired Ken Brown as manager. The Administration's move to Stroud Township allowed Denise to form a closer relationship with the employees. She is proud of building a better relationship with the BCRA team over the years and is appreciative of the lasting friendships she has made. Denise's favorite part of working at BCRA was working with people – both the customers and other employees. She states that there was always a great group of people working for the Authority.

Denise noted how things changed: water was billed at a rate of \$22 a quarter that included 8,000 gallons of water; as the service area grew over the years, BCRA transitioned to the current billing structure of a base rate and billable usage. The most vivid memory she recalls is when BCRA went from manual to computer entry. She used to manually type all the checks to pay bills (an all-day process), board meeting minutes, and the list of bills for board meetings. Using a computer was a huge time saver – she remembers that check printing fascinated her the most because it was such a fast process!

The growth of the Authority's service area meant increases in the customer base and the number of employees. Denise navigated all these changes with resolve: she learned how to do payroll, learned new software and computer systems, and adjusted to the administration leading up to her retirement. Denise handled it all with quiet patience and grace, always willing to pitch in where needed, sharing her knowledge, or offering a friendly word of encouragement. Denise is modest, but when asked about her accomplishments she acknowledged that one of her best skills is customer service. She prides herself on being courteous on the phone and in-person. Many employees at the Authority would agree that Denise has a keen eye and exceptional attention to detail – she was the designated proofreader for the annual newsletter each year. Denise's advice to BCRA's leadership is to keep an open door with the employees and to always strive to be fair and consistent. She also reminds the staff to keep an open mind when customers complain – sometimes they are just frustrated and need someone to listen. In her experience, it's best to let them vent and listen before responding and to always do your best to be patient and kind.

Outside of work, Denise is happiest when she is spending time with her grandchildren. She channels her creativity into scrapbooking and card making and has hosted an in-person card making class for over 10 years (her class is held virtually now due to the pandemic). She is looking forward to traveling as the pandemic comes to an end and is excited about watching her grandson Jordan play tackle football in Texas this fall.

Kindness is certainly one of Denise's key qualities; admittedly modest and shy, she is caring and thoughtful to those around her. Her personal motto is, "Do unto others as you would have them do unto you." Denise quietly abides by this adage and has led by example throughout her life: a dedicated hospice volunteer; a home health aide to the elderly and infirm; a wife, mother, and dependable coworker. Quick to lend an ear or a hand, Denise will be remembered by her colleagues at BCRA as a helpful team member and most importantly, as a friend.



Brodhead Creek Regional Authority (PWSID 2450034)

2020 Consumer Confidence Report (Page 1 of 2)

Este informe contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, ó hable con alguien 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 2020. 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 its 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 1/1/2020 to 12/31/2020. 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 2020 all distribution microbial samples were non-detects.

2020 Violations- There were no reported violations for 2020