



Southwest Delaware County Municipal Authority

UPDATES FROM SWDCMA

January 2020

BUDGET AND BILLING RATES

The Authority's annual budget process starts in October each year. As the annual treatment cost and the operation/maintenance of the collection system are the largest expenses in the Authority's annual budget, these costs are a major factor in the SWDCMA's Board of Directors' decision of whether a rate increase is required.

In late November of each calendar year, the SWDCMA receives the treatment cost rate for the upcoming year from DELCORA. The annual treatment cost is based on estimated flows for the upcoming year at a cost per thousand gallons, as set by DELCORA. With our service area continuing to experience frequent and high level precipitation events over the last year, these wet weather events impact the forecasted flows by DELCORA when setting our upcoming year's treatment cost. Additional factors in calculating the cost per thousand gallons include DELCORA's cost of treating the wastewater flows, debt service for the Chester Ridley Creek Pump Station and force main, and a proportional contribution towards the capital improvements of the DELCORA facility. The treatment cost for 2020 has been budgeted at \$3.385 million, which is more than 16% higher than the treatment cost for 2019.

Additionally, throughout the year, the Authority compiles a list of maintenance and capital improvement projects for the collection system to be funded in the next fiscal year. These projects are then prioritized based upon the volume of I&I that will be removed from the collection system with their completion. When grant programs become available, the Authority submits applications for all projects that are eligible. However, when grant programs are not available, or funds are not awarded to SWDCMA, the funding falls to the Authority.

Facing the increases in both treatment cost and the maintenance and operation of our collection system for 2020, the Board of Directors had to make the difficult decision to approve a rate increase. Effective with the January 31, 2020 billing cycle, a 2% rate increase was approved. In addition, the billable percentage of treated flows has been increased from 85% to 90% for residential customers and from 95% to 100% for commercial customers. The Board of Directors and the Authority staff will continue their diligent efforts to control costs wherever possible, as well as continuing to reduce the outstanding balances owed by delinquent accounts with stringent collection efforts and legal actions.

CUSTOMER PORTAL AND ONLINE PAYMENTS

As part of the Authority's billing system improvements in 2019, updates were also made to our website, www.swdelcoma.org.

With the website updates, there is now a Customer Portal available to customers through the eSuites module of our billing program. To create a User Profile in the eSuites Customer Portal, please go to www.swdelcoma.org, click on Customer Portal and follow the instructions. Please contact our office with any questions you may have on creating a User Profile.

This portal provides customers the ability to view their bills online, make a payment to their account using a debit or credit card and to view their transaction history for a specific date range. It also offers customers the opportunity to enroll in e-billing. By enrolling in e-billing, you can choose to receive an email notification when a new SWDCMA bill has been posted to your account.

We encourage our customers to set up an account through the Customer Portal for easy 24/7 access to your SWDCMA account.

BILLING

SWDCMA invoices for sanitary sewer service on a quarterly basis. The Authority invoices after service has been provided (i.e. sewer service provided Apr-Jun is billed in July). Customers will receive an invoice each January, April, July and October; these invoices are due at the end of the following month. Billing is based on two components: flat rate charge and consumption charge. The current rate for each of these charges appears on your quarterly invoice.

SWDCMA will send a Delinquent Notice to all accounts that have not paid their account balance by the required due date, unless you have entered into an agreed-upon payment arrangement with the Authority. Accounts that do not pay in full are subject to penalty and interest on their delinquent balance, property lien and potable water disconnection, unless you have entered into a payment arrangement.

Residential accounts that have fallen two quarters behind in payments should contact our office to determine if they are eligible to enter into a payment plan before being posted for water disconnection.

PAYMENT OPTIONS

Payments can be made via mail, in person at the Authority Administration Building or on our website, www.swdelcoma.org.

Methods of payment accepted at the Authority Administration Building are cash, check and money order.

Payments using debit/ credit cards can be made through the Customer Portal on our website. A service fee of 2.65% (VISA/MasterCard/Discover/AMEX) of the amount being paid, or a \$3.00 minimum, is charged.

The SWDCMA does not accept e-checks or customer payments over the phone.

DEDUCT METERS

For SWDCMA customers that have made the investment of landscaping and irrigation systems to their homes, the installation of a deduct meter, or hose bibb meter, may be a cost-effective addition. A deduct meter may be installed, at the homeowner's expense, to meter the water being used for irrigation purposes only as this water never enters the sanitary sewer system. Each quarter you will provide a photo of the meter reading and that water usage is deducted from your quarterly sewer bill. For further information on deduct meters, please visit our website, www.swdelcoma.org.

POOL CREDITS

For SWDCMA customers that have swimming pools, the Authority will provide a credit only in the case of initial pool installation or when proof of a repair is provided (i.e. replacement liner, refinishing of pool surface, etc.). If you have made a repair to your pool and need a credit for the additional water used in refilling the pool after repairs are complete, please contact our office at (610) 494-1335 to request an Adjustment Form, or print it from our website, www.swdelcoma.org. The completed form, along with receipts/documentation, should be returned to the address on the form so that an adjustment can be evaluated and a credit applied to your account, if applicable.

For additional information on this newsletter or answers to your questions about your account, please contact our office at:

SWDCMA
1 Gamble Lane
Aston, PA 19014
Phone: (610) 494-1335
Fax: (610) 494-7659
www.swdelcoma.org