



Southwest Delaware County Municipal Authority

UPDATES FROM SWDCMA

October 2019

Recent headlines involving the local water and wastewater authorities have raised many questions by our customers. It is crucial for our ratepayers to be as well informed as possible because both of these transactions can have an impact on your water and wastewater bills. Most often asked of SWDCMA is “How is this going to affect my sewer bill?” For our ratepayers it is important to know that the SWDCMA, DELCORA, CWA and AQUA are presently four separate entities providing various services to our customers. How these four entities interact and the impact it may have on your sewer service is explained below.

SWDCMA...DELCORA...AQUA

SWDCMA, DELCORA and AQUA Pennsylvania Wastewater each provide wastewater service. Below is a basic explanation of the relationship of each of these entities to our customers:

- SWDCMA – owns and maintains the 60+ miles of sanitary sewer collection system that conveys the wastewater from our service area to the DELCORA Chester Ridley Creek Pump Station, which is located on Gamble Lane in Aston. The SWDCMA also provides customer service for all sewer service issues including billing and payment issues including collection of delinquent accounts, processing new connections to the sewer system and handling customer inquiries and trouble calls.
- DELCORA – provides treatment of the wastewater from our collection system by conveying the flows from the Chester Ridley Creek Pump Station, through their force main, to their treatment plant in Chester. The SWDCMA pays DELCORA for treating every metered gallon of flow from our collection system, which includes the treatment of I&I (inflow & infiltration).
- AQUA Pennsylvania Wastewater – entered into an asset purchase deal of DELCORA in September 2019.

The sale of DELCORA to AQUA Pennsylvania Wastewater will impact your sewer service bill from SWDCMA. By how much or when it may happen has not yet been determined as the details of the deal have not been provided, due to pending approval by the PUC.

The SWDCMA and the services presently being provided to our customers will not be affected by this deal.

The SWDCMA receives the upcoming year’s treatment cost rates from DELCORA in the fourth calendar quarter. The annual treatment cost is the largest expense in the Authority’s annual budget. Therefore, these rates are a major factor in the SWDCMA’s Board of Directors’ decision of whether a rate increase is required.

SWDCMA...CWA...AQUA

CWA and AQUA America each provide fresh water service. Below is a basic explanation of the relationship of each of these entities to our customers:

- CWA – provides the clean water into your home or business. CWA provides water service to approximately 90% of our customers. This incoming water is the basis for the Consumption line item on our sewer billing to our customers served by CWA, as the SWDCMA considers 85% of the water coming into a residence (or 95% for businesses not on an effluent meter) as ultimately entering the sanitary sewer for treatment.
- AQUA America – also provides the clean water into your home or business. AQUA provides water service to approximately 10% of our customers. This incoming water is the basis for the Consumption line item on our sewer billing to our customers served by AQUA, as the SWDCMA considers 85% of the water coming into a residence (or 95% for businesses not on an effluent meter) as ultimately entering the sanitary sewer for treatment.

If AQUA America becomes the water service provider for current CWA customers, your sewer bill will not be impacted. There is no change to the SWDCMA or the services presently being provided to our customers.

We will continue to provide the information necessary to keep our ratepayers informed.

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 through the Customer Portal 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 (VISA/MasterCard/AMEX/Discover) can be made through the Customer Portal on our website. A service fee of 2.65% of the amount being paid (\$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 the Customer Information link on 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 and 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:

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