



Southwest Delaware County Municipal Authority

REMINDERS FROM SWDCMA

April 2018

LATERAL MAINTENANCE

We continue to discuss the importance of lateral maintenance and the homeowner's responsibility. A sewer lateral is the pipe that runs perpendicular from the sewer main into the resident's home. This pipe carries the wastewater from the home into the sanitary sewer which is then taken to DELCORA for treatment. Homeowner laterals are not part of the Authority's collection system.

Lateral maintenance is the homeowner's responsibility. Lateral maintenance is defined as the clearing of the inside of the lateral pipe all the way to the sewer main, including root growth and grease build-up. Neither SWDCMA, nor KBX Golden LLC, will provide the service of clearing a homeowner's sluggish or blocked lateral.

If you experience a sewer back up in your home, please call our office at (610) 494-1335 to place a trouble call. If the call is made during working hours (Monday-Friday 8:00 a.m. – 4:00 p.m.), SWDCMA office staff will handle your call. If the call is made after working hours, please follow the prompt for Trouble Calls. This process will route your call to an Operator who will determine whether a technician will be dispatched to your home or if it will be necessary for you to contact a plumber.

REDUCTION OF INFLOW & INFILTRATION (I & I)

Our debt service and treatment cost with Delcora is based upon our proportionate flows being sent to Delcora. This billing formula is the reason why the Authority has been working so diligently to find and remove sources of inflow and infiltration into our collection system. Inflow is storm water that enters into sanitary sewer systems at points of direct connection to the systems. Infiltration is groundwater that enters sanitary sewer systems through cracks and/or leaks in the sanitary sewer pipes, including sewer laterals. Since your treatment rates are based in part on the total gallons treated by Delcora, it is crucial that we continue to work to remove I & I from our collection system by doing the following:

1 – Disconnect Sump Pumps and Rain Gutter Downspouts from Sanitary Sewer: the discharge from sump pumps and downspouts should not enter the sanitary sewer system as these connections are illegal, per the Aston Township Plumbing Code. If your sump pump or downspouts currently discharge into the sanitary sewer system, you should locate and remove these connections so that they are re-routed to the nearest storm water drain.

2 – Repair Damaged/Buried Sewer Vents/Cleanouts: damaged or buried sewer vents/cleanouts are sources of rainwater entering the sanitary sewer and can also be hazardous to pedestrians and pets. If your sewer vent/cleanout is damaged or buried, you should locate and replace with the proper above-grade style vent cap, available at your local hardware store.

3 – Lateral Maintenance: your sewer lateral is the pipe that runs from your home to the sewer main in the street. The maintenance of the lateral is the responsibility of the homeowner, from the home to the sewer main. Throughout time, laterals can develop cracks and loose pipe joints which allow rainwater into the sewer system. In addition, tree roots can enter through these cracks and grow inside the lateral resulting in sluggish drainage performance, blockages and backups.

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. Please contact our office at (610) 494-1335 for further information on deduct meters.

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. 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.

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, 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). Accepted methods of payment are cash, check, money order and debit/ credit cards. A fee of 2.65% of the amount being paid (\$3.00 minimum) is charged by the company who processes the debit/credit card transactions. The option of paying via E-check is also available for a flat fee of \$1.50.

For those customers who choose to pay in person, please be sure to bring your entire invoice with you so that it can be stamped "Paid". In addition, a handwritten receipt is issued for all cash payments. Payments are received Monday-Friday 8:00 a.m. – 4:00 p.m. There is no drop box available. Please note: exact change is required.

For those customers who choose to pay using their online banking service, please verify that you have entered your SWDCMA account number correctly to avoid misapplication of your payment. Please note: online banking checks can take up to 10 days to be received in our office. Please be sure to schedule your payment to allow for timely arrival.

For those customers who are owners of multiple properties and make their payments in person, we ask that the following consideration be given to keep this an efficient process at our customer service window:

- Please have the remittance slips detached from the invoice/notice and the payment amount for each property written on the remittance slip.
- We will run a tape of the individual amounts being paid, to be assured the check amount is correct, before you leave the window.
- For your records, we will stamp the top invoice/notice in the batch with the payment information.

The SWDCMA does not accept customer payments over the phone or offer the service to automatically draft payments from customer bank accounts.