



Southwest Delaware County Municipal Authority

NEWS FROM SWDCMA

January 2015

We have had many inquiries over the past months regarding the status of the SWDCMA. The SWDCMA has not been sold and continues to operate as an Authority for wastewater collection and processing. We will continue to bill our customers and collect payments. The Administration office is open Monday-Friday, 8:00 a.m. – 4:00 p.m. and will continue to provide customer service to our ratepayers.

TRANSITION TO DELCORA

The construction of Delcora's pumping station, the Chester Ridley Creek Pump Station, has been completed. As of November 11, 2014, all wastewater flows are now being taken by the Chester Ridley Creek Pump Station to Delcora for treatment.

The decommissioning process of the SWDCMA treatment plant is underway and, once completed, will be followed by the demolition of the plant.

COLLECTION SYSTEM MAINTENANCE

The maintenance of the SWDCMA collection system (underground pipes, associated pump stations and siphons) has been contracted to Aqua Resources, Inc.

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.), 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.

BILLING

The Board of Directors and the Authority staff continue to make diligent efforts to control costs wherever possible; however, we had to make the difficult decision to approve a slight rate increase. Effective with the January 31, 2015 billing, there is a 3% rate increase to both the flat rate and the consumption rate. For our average residential customer, this will result in an increase of approximately \$1.00 per month.

SWDCMA invoices for sanitary sewer service on a quarterly basis. The Authority invoices after service has been provided (i.e. sewer service provided Jan-Mar is billed in April). 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.

Each residential and commercial customer is billed a flat rate charge each quarter. This charge is billed regardless of whether there has been any water consumption at the service address.

Each residential and commercial customer is billed for the treatment of 85% and 95% respectively of the water consumption reported to us by your water provider (either CWA or Aqua).

Note: customers will pay their water provider (CWA or Aqua) for the clean water coming into their home/business and customers will pay SWDCMA for the treatment of the dirty water that is put into the sanitary sewer. These are two separate charges from two separate companies.

REDUCTION OF INFLOW & INFILTRATION (I & I)

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.

SEWER BACK-UP INSURANCE

SWDCMA's collection system (underground pipelines) is over 60 miles of pipe and anywhere from 20 to 50 years old. The most common problems found in aging collection systems are tree roots and accumulated grease lining the pipes. No suburban area collection systems are without these problems and no amount of preventive work can eliminate these problems entirely. Unfortunately, on occasion these situations can result in a blockage in the collection system that may result in a sewer backup in your home.

SWDCMA encourages our customers to contact your homeowner's insurance carrier and talk to them about the options you may have available for Sewer/Water Backup coverage being added to your homeowner's insurance policy, in case of such an event.

DEDUCT METERS

For SWDCMA customers that have made the investment of landscaping and irrigation systems to their homes, the installation of a deduct meter may be a cost-effective addition. A deduct meter is installed 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 if you need 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.

If you have any questions or need further information, please contact our office at:

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