



# Southwest Delaware County Municipal Authority

## NEWS FROM SWDCMA

January 2018

With the transition of treatment service to Delcora and the costs associated with that project firmly behind us, the Authority continues to move forward with accomplishing some of the overdue maintenance to our collection system. On an annual basis, the Authority cleans and televises 35,000 feet of sewer mains, as required by PA DEP. In addition, more frequent cleaning is completed on another 15,000-20,000 feet of sewer mains, as defined by our maintenance records. The cleaning and televising reports are then reviewed and prioritized, providing the Authority the ability to determine which sewer mains may require repairs and rehabilitation. The Authority has been clearing, and then maintaining, the sewer easements in each sewer shed, in advance of the cleaning and televising work. The Authority continues to make improvements to the pump stations and siphons, again based on the prioritized need and available funds.

All of this maintenance work, as well as the continuing reduction of our debt, is a direct reflection of the ongoing collection efforts of delinquent accounts and a stabilized budget.

### **BILLING RATES**

Each October, the Finance Committee prepares the annual budget for the upcoming year. It is during this process that the Board of Directors is faced with the decision of whether a rate increase is needed. The Authority has worked diligently to maintain the billing rates and the Board of Directors has only recommended a rate increase when determined to be necessary.

For 2018, the Board of Directors has recommended no increase to the current billing rates.

The financial projections for 2018 will allow for the Authority to continue with its collection system maintenance program as well as operate at its current level of service. You can find the Board approved 2018 Budget on our website, [www.swdelcoma.org](http://www.swdelcoma.org).

### **PAYMENT OPTIONS**

Payments can be made via mail, in person at the Authority Administration Building or on our website ([www.swdelcoma.org](http://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.

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

## **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.

## **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.