



Southwest Delaware County Municipal Authority

UPDATES FROM SWDCMA

January 2019

BUDGET AND BILLING RATES

Throughout 2018, our area has experienced some of the highest precipitation levels in years. With the extremely wet weather, comes an increase in the flows in our collection system due to inflow and infiltration (I&I). These additional flows are then treated at Delcora and will be billed back to the Authority as part of their annual budget reconciliation in early 2019. The Authority also continues to work on maintenance and improvement projects throughout the collection system. So, for the first time in two years, due to the increases in both treatment cost and the maintenance and operation of our collection system, as well as the issues previously noted, the Board of Directors had to make the difficult decision to approve a slight rate increase, which is effective with the January 31, 2019 billing cycle. For our average residential customer, this will result in an increase of less than \$1.00 per month. The Board of Directors and the Authority staff will continue their diligent efforts to control costs wherever possible, as well as reducing the outstanding balances owed by delinquent accounts with stringent collection efforts and legal actions.

INVOICE CHANGES

This quarterly invoice has a new format and some important changes for our customers. For the most part, all of the information provided on previous invoices remains, just in a different layout. It is recommended that you read both the front and the back of the bill as both sides contain important information for our customers.

We are continuously asked why customers receive a bill from CWA or Aqua and from SWDCMA. The answer to that question now appears on your invoice.

The invoice now contains a Customer Message box to alert our customers to important information and changes.

Lastly, but the most important change to our quarterly invoices is the importance of the invoice due date. Whereas, in the past, late fees (penalty/interest) were not assessed until 30 days AFTER the invoice due date; the Authority will now **ASSESS THE LATE FEES IMMEDIATELY AFTER THE INVOICE DUE DATE**. Please be sure to have your payment postmarked no later than the invoice due date to avoid incurring late fees.

WEBSITE UPDATES

As part of the Authority's billing system improvements, there have also been updates made to our website, www.swdelcoma.org.

The update most often requested by customers is the ability to access their account online. Although we have had the option available to make payments through the SWDCMA website since 2010, that link connected our customers to a third party credit card processor which was not integrated to our billing system.

With the website updates, there is now a Customer Portal available to property owners through the eSuites module of our billing program. To set-up an account in the eSuites Customer Portal, please go to www.swdelcoma.org, click on Customer Portal and follow the instructions. This portal provides property owners the ability to view their bills online, make a payment to their account and to view their transaction history for a specific date range. It also offers property owners the opportunity to enroll in e-billing and to receive an email notification when a new SWDCMA bill has been posted to their account.*

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

* Property owners of rental properties have the ability to also set up an account in the Customer Portal for their tenants.

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) or 2.75% (AMEX) 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 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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