



Southwest Delaware County Municipal Authority

NEWS FROM SWDCMA

October 2015

As we have been stating over the past number of months, the SWDCMA has not been sold and continues to operate as an Authority for wastewater collection and processing. Although we no longer operate a treatment plant, we will continue to operate the collection system, 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

We have moved into the final phase of the plant decommissioning and demolition project.

The decommissioning process consisted of the draining, cleaning and disinfection of the treatment plant tanks, piping and wells. The final phase is the demolition of the tanks, towers, clarifiers, digesters and out buildings to three feet below grade, after which the land will be leveled for future use. The entire project is expected to be completed before year end.

COLLECTION SYSTEM MAINTENANCE

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

Lateral maintenance to the sewer main, including root growth and grease build-up inside the lateral, is the homeowner's responsibility. Neither SWDCMA, nor Aqua Resources, Inc., 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)

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.

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 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.

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.

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.

RENTAL PROPERTIES

For owners of rental properties, the Authority can send an additional copy of the quarterly invoice to your tenants, if requested. This does not relieve the final responsibility of payment for sewer service from the property owner; but, is provided as a courtesy. The property owner is responsible to provide our office with updates to their tenant information.

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.

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

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