



Southwest Delaware County Municipal Authority

UPDATES FROM SWDCMA

July 2020

During this unprecedented time, the SWDCMA encourages all of our customers to follow the guidelines of our government officials to stay safe and help prevent the spread of coronavirus.

PENNSYLVANIA DISASTER DECLARATION

In response to the Governor's decision to extend the disaster declaration for another 90 days, the SWDCMA Administration Building will remain closed to the public until further notice.

At the present time, there are no water service disconnections

The Authority encourages customers to send their payments by check or money order through the US Mail. The Authority will not accept cash payments sent through the US Mail. Payments may also be made using debit and credit cards through the Customer Portal, found on our website, www.swdelcoma.org.

CUSTOMER PORTAL AND ONLINE PAYMENTS

Customers now have the option of accessing their account 24/7 by creating a User Profile in the Customer Portal found on our website, www.swdelcoma.org.

To create a User Profile in the Customer Portal, please go to www.swdelcoma.org, click on Customer Portal, then Create User Profile. You will be required to enter the following information as shown on your invoice:

Account Number (be sure to include the -001)

Last Name on Account (exactly as shown on your invoice)

Full Name on Account (this means first and last name exactly as shown on your invoice)

The Customer Portal provides customers the ability to view their bills online, view their transaction history for a specific date range and to make a payment to their account using a debit or credit card. Please note: there is a service fee charged by the credit card processing company for this service. In addition, it also offers customers the opportunity to enroll in e-billing. By enrolling in e-billing, you will receive an email notification when a new SWDCMA bill has been posted to your account. You can also select to opt out of receiving a paper bill.

If you encounter any problem when trying to create a User Profile, please do not hesitate to call our office for assistance. If after business hours, please use the Contact Us link on the website to email your question.

"FLUSHABLE/DISPOSABLE" WIPES CAUSING SEWER BACKUPS

Prior to the National Emergency for the COVID 19 pandemic, sewer authorities have been dealing with sewer main blockages caused by "flushable" or "disposable" wipes. Since the start of the pandemic, however, sewer authorities are now adding disinfectant wipes to the list of items causing blockages in a big way.

Since the onset of the National Emergency, we have all seen the empty shelves in stores where toilet tissue was once located. Without the availability of toilet tissue, people have resorted to using facial tissue, napkins, paper towels, etc. in its place. In turn, these products are then flushed down toilets and enter a homeowner's lateral. If the homeowner's lateral is infiltrated with grease, tree roots, etc., these products will accumulate inside the lateral and result in a blockage whereby sewage will back up inside the home. If the homeowner has a lateral clear of any other contributing factors, such as grease or roots, these products may make it into the sanitary sewer system where they **do not dissolve**. Instead, they accumulate into large masses that will eventually cause a blockage in a sewer main, which will not be realized until there is a sewage backup in someone's home.

Compounding the problem is the increased use of disinfectant wipes in response to the pandemic. In an effort to fight this virus, disinfectant wipes are in heavy use in homes. These disinfectant wipes, just as with all of the other non-toilet tissue products, are not to be flushed down the toilet. They should be disposed of in the garbage.

The SWDCMA is experiencing an increase in the number of trouble-calls from homeowners that are experiencing blockages in their laterals. If you hire a plumber to clear a blockage from your lateral, please contact our office to advise if a blockage was pushed into the sewer main. This will allow us to make the necessary arrangements for clearing the mass from the sewer main and avoiding a backup further down the line.

The SWDCMA asks you to please dispose of all varieties of "wipes" in the garbage. There should be no products other than toilet tissue flushed into the sanitary sewer system.

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 or 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:

SWDCMA
1 Gamble Lane
Aston, PA 19014
Phone: (610) 494-1335
Fax: (610) 494-7659
www.swdelcoma.org