



Southwest Delaware County Municipal Authority

NEWS FROM SWDCMA

October 2014

TRANSITION TO DELCORA

The construction of Delcora's pumping station has been progressing as planned and transition of treatment service is anticipated to be completed by early to mid November.

COLLECTION SYSTEM MAINTENANCE

Coinciding with the transition of treatment service to Delcora, SWDCMA will be contracting the maintenance of our collection system (underground pipelines, associated pump stations and siphons) to Aqua Resources, Inc.

HOW WILL THESE CHANGES AFFECT OUR CUSTOMERS?

The transition of treatment service to Delcora is a change that will have no direct effect on our customers. Rather than the treatment of your wastewater being provided here at the Aston treatment plant, those flows will be taken down to Delcora's plant in Chester and treated there. The most frequent question we are asked by customers is "How will this change affect our billing?" The best answer that can be provided to this question is that all of these changes taking place are the most fiscally sound decisions that could have been made in light of the challenges created by an aging treatment plant. The SWDCMA Board of Directors and the staff will continue to work diligently in controlling costs so that customers' rates will be impacted as minimally as possible.

The maintenance of the collection system will now be handled by Aqua Resources, Inc. rather than by SWDCMA employees. Starting in late October/early November, you will begin to see Aqua vehicles and Aqua employees performing the work on our lines and responding to trouble calls. Some of the faces will be familiar but they will now be Aqua employees.

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.

OTHER INFORMATION

BILLING

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)

Since your treatment rates will be based in part on the total gallons treated when we transition to Delcora, it is crucial that we continue to work to remove I & I from our collection system. How can we remove I&I?

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. 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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