

In The Pipeline

**Rate
Increases**

PRICES ARE SOARING: RATES ON THE RISE

It is an inevitable course of doing business as an Authority. Rates are going up all around. Costs of materials, chemicals, heating and vehicle fuel, contracts, and an almost never-ending list of expenses have seen their fair share of increases over the past few years.

**No F.O.G,
no clog**
**Keep FATS
OILS and
GREASE
Out of your drains**

Even so, you may have witnessed the additional amount of investment that is being made to repair, replace, and upgrade your water and wastewater infrastructure, not only to keep services going, but also to preserve that infrastructure for many years to come. Projects such as the re-lining of the 1966 interceptor line can exceed \$1 million.

**“Only
wee and
poo in the
loo!”**

In a nutshell, the Interceptor is a very important, very large sewer line. The sewer laterals from your home empty into sewer mains in the street, which in turn all empty into the Interceptor. The wastewater is then transported to the wastewater treatment plant for processing. (Remember: Only wee and poo in the loo! More on that later.)

The reality is that we have seen the cost of various things rising

A contract was awarded to Mr. Rehab Sewer System Rehabilitation to reline approximately 1,500 feet of the Interceptor, sometimes referred to as the “trunk line”. Phase One of the Interceptor Project includes camera work to further identify additional areas in need of maintenance, repairing areas in need of work, and increasing the overall lifespan of the pipe.



Graphic courtesy of wpb.org

In The Pipeline

PRICES ARE SOARING: RATES ON THE RISE

Be on the
lookout
for leaks

over the past few years, so it makes us proud that we have been able to continue to provide services, make repairs and upgrades, all while continuing to maintain the same water and sewer rates you are accustomed to seeing. That being said, we could not have done that without you.

“EVERY LITTLE BIT COUNTS”

Keeping your rates low can also include keeping a close watch on your consumption.

A portion of your monthly bill is based on your water use.

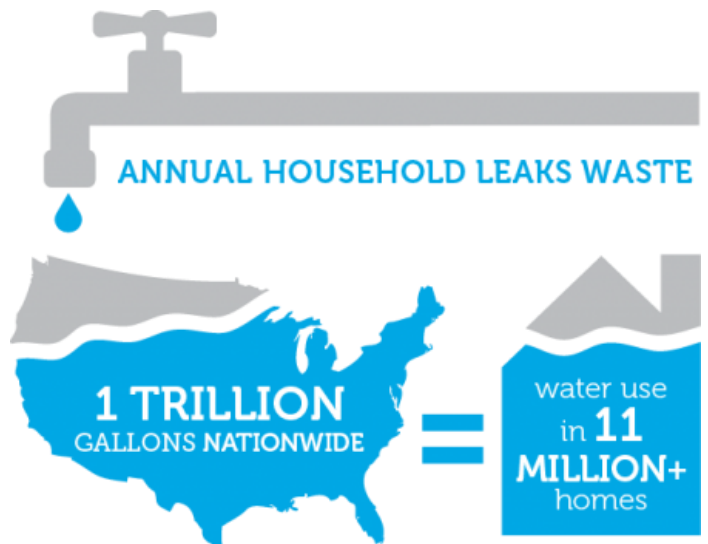
Lower water use = a lower monthly statement. Visit mawsa.org for tips on how to save water this spring and summer!

Hats off to you!

Rates may be going up all around, but together, we have been able to keep the same rates since 2012. Through careful management of projects, we intend to keep that ball rolling for as long as

we can, and we could sure use your help.

Something we have learned here at MAWSA is that every little bit counts. Migrating from paper copies to electronic copies for in-house documents, converting customers from paper to electronic bill delivery, shopping with Cooperatives and Costars, emailing correspondence instead of mailing them, grouping projects with our crew and third parties, inspecting areas that can use improvement such as high grease and rag content lines, and even requesting changes in customer behavior, all play their part in keeping your rates stable for the long term. (Remember that “Only wee and poo in the loo?” That means that your pumps last longer and need less maintenance.) Let’s keep up the great work together!



Graphic courtesy of the Environmental Protection Agency

In The Pipeline

Be Informed

PHONE CALL SYSTEM UPDATE: CONTACT INFORMATION NEEDED

MAWSA has partnered with GeoDecisions to provide you with a more advanced emergency notification system. This upgrade will require us to reorganize the information we have collected in the past. Please keep an eye out for a letter requesting for you to confirm, or update, your contact information.

Increased services to you include the ability to receive email and SMS text messaging to property owners as well as tenants.

Calls from MAWSA should display "MAWSA 717-665-2737. After phone calls are issued,

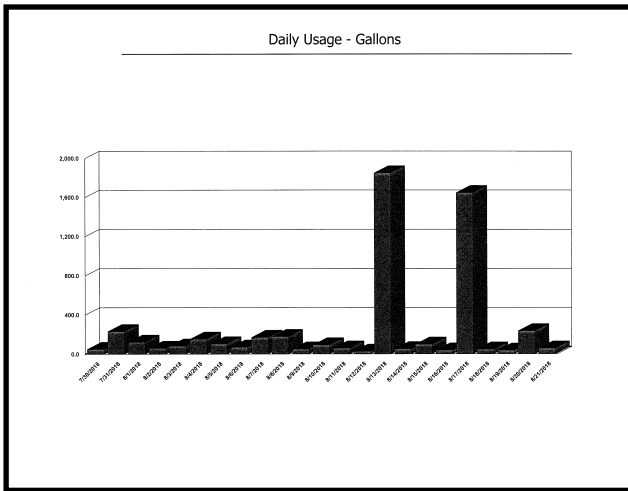
Due upon receipt

Billing Statements are usually issued by the 5th

All statements are always due upon receipt, and no later than the 17th.

If you do not receive your statement by the 7th please check for it on the payment portal.

Payments are accepted online via bank draft at no additional cost, credit card for a processing fee of \$4.95, via phone, at Ephrata National Bank on Penryn Road, or via drop box at 18 East High Street. Save a stamp— pay online, call it in, or stop on by.



We may call you if your water use seems out of your average

MAWSA updates its social media; Facebook and Twitter, contacts the media; WGAL, Fox43, and ABC27, LNP, and updates its web page, mawsa.org. (Our web page is large and takes the longest to update.)

As a reminder, the call out system cannot press 1, for customers who have elected to have an anti-telemarketer system. Say hello, loudly, and wait for the recording to begin. It is designed to listen for a voice and then to wait for silence before playing. If you have a long greeting on your

Keeping track of your use can help you to conserve

Date	Usage
04/01/19	200
04/02/19	150
04/03/19	100
04/04/19	150
04/05/19	100
04/06/19	150
04/07/19	100
04/08/19	150
04/09/19	100
04/10/19	150
04/11/19	100
04/12/19	150
04/13/19	100
04/14/19	150
04/15/19	1800
04/16/19	100
04/17/19	150
04/18/19	100
04/19/19	150
04/20/19	100
04/21/19	150
04/22/19	100
04/23/19	150
04/24/19	100
04/25/19	150
04/26/19	100
04/27/19	150
04/28/19	100
04/29/19	150
04/30/19	100
Average Consumption:	278.33
Total Consumption:	5,506.00

In The Pipeline

PHONE CALL SYSTEM UPDATE: CONTACT INFORMATION NEEDED



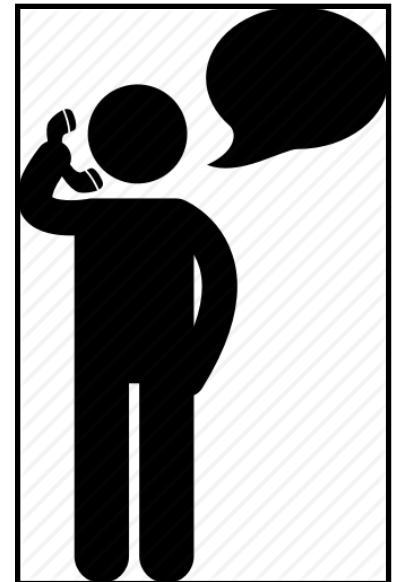
message system with a lot of pauses, this may cause the recording to begin before your messaging system is ready to record.

Part of the terms of service, the rules and regulations of the Authority, require that all contact information be sent in writing. It is up to you to keep your phone and fax numbers, email and mailing addresses up

to date. This includes mail forwarding for going on vacation. Email us your information at info@mawsa.org, fax it to 888-602-5300, write your new information on your payment stub, or put a note in our drop box - no stamps required.

We want to give you the best customer service possible, and be able to provide the same level to each and every one of you, without unnecessary spending.

To do this, we ask that you return your information as soon as you get it. This will give our staff time to enter your information into the new system, and most importantly, avoid costs associated with re-notification. Remember the rates. Every little bit counts.



Graphic courtesy of kissclipart.com

HAVE A TENANT IN YOUR PROPERTY

MAWSA will conduct a free mid-cycle billing on the move out date of your tenant as long as you notify us in writing. For your convenience, a form can be found at mawsa.org, emailed to you, or picked up in our office at 18 East High Street.

We can also send your tenant a copy of each month's statement; however, that would not alleviate your responsibility to assure its payment as the property owner.

Graphic courtesy of kq2.com



BWAs

AND YOU

A boil water advisory (BWA) may seem like a hassle, but it is also a large part of keeping you and your family safe. Fur babies included! Most advisories issued by MAWSA are precautionary.

In The Pipeline

**Avoid
work areas**

BWAs

AND YOU

That means they are issued just in case. These stem from a loss of positive pressure from a major main break.

We hear you when you say BWAs are inconvenient. It's no picnic for our crews either. Main breaks are not scheduled. They interrupt scheduled appointments, your day-to-day life, and can even bring staff in overnight. If we could predict a main break, we would love to save you the hassle by giving you fair warning.



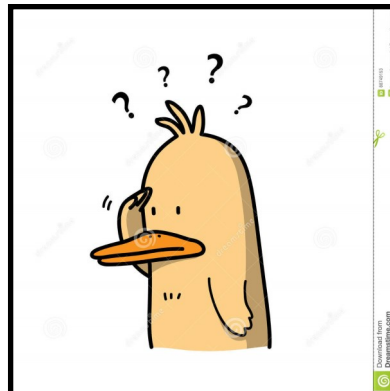
Graphic courtesy of Trussville.com

When a BWA is issued, a phone call notification will be sent to all numbers on file for the affected area only.

In an emergency situation we have time limits under which we must operate to assure we have enough water to continue to service unaffected areas. On-site visits to voice your concern to staff while they are working on a break is dangerous to you, and our staff. Staff should remain focused on the equipment around them, and continue making observations of the work area for final reports that must be sent in to regulatory agencies after each event.

Advisories are issued to the affected area only. Please check our web site, social media, or local media to confirm the area under the advisory. Additional calls and panicked customers receiving misinformation from neighbors and family hoping to be helpful takes staff away from our primary objective of restoring your services as fast as possible. We love that our customers are so helpful to one another, and a quick fact check can help you do just that instead of causing unnecessary alarm.

Graphic courtesy of dreamstimes.com



On-site visits are dangerous

2019 Projects include;

- Updated generator transfer switch
- Route 72/Route 772 manhole work for PA DOT resurfacing project
- Updates to two of our booster stations, including flood mitigation and additional backup mechanisms
- Read our Minutes (mawsa.org) or attend meetings to learn more (2nd Thursdays, 7PM, in Borough Hall)

In The Pipeline

PHONE CALL SYSTEM UPDATE: CONTACT INFORMATION NEEDED



If you miss the call, please try to wait for the voice message. The phone lines often get clogged with callers calling the office stating that they have missed a call. Please reserve the line for other emergency tasks by checking our other resources. If no other resources area available to you, then please do call.

Before, during, and after customer notifications, staff is in contact with regulatory agencies to assist in assuring your safety. Once repairs are completed, samples must be taken. Once two consecutive days of lab testing is returned negative, which may take several days, the BWA results will be sent to regulatory agencies for approval to lift the advisory. Notifications are made to the public in the same order they are issued; phone call, social media, news outlets, and web site.



Graphic courtesy of the safetysign.com

“Be mindful of roadwork signs”

Our crews and contractors are increasingly finding that cars are driving through construction and repair work areas. By no means is this safe, or allowable by law.

Be mindful of roadwork signs.

Do not enter a roadway that has been blocked off for roadwork or repairs.

Your safety and the lives of our crew are valuable, and should not be risked!

Frequently Asked Questions about Boil Water Advisories

- *It is safe to shower during a boil water advisory, just don't drink the shower water.*

Graphic courtesy of the safetysign.com



- *In home filtration systems do not typically filter out bacteria. It is best to contact your filter's manufacturer prior to making assumptions.*

- *Washing laundry is fine.*

- *House pipes do not need to be flushed. If that becomes necessary, you will be notified.*