MAWSA’S TURNING 80

The Manheim Area Water and Sewer Authority is pleased to announce that we are celebrating our 80th year of service to our community in 2019. In the next few months, we will be setting up community events that will give you a chance to engage with our dedicated staff on a one on one basis.

MAWSA has been concentrating on elevating our customer awareness through our newsletters and social media, while making every effort to improve the broad range of services we provide on a daily basis to our customers. Technology advances and a continued team effort have allowed MAWSA to provide our customers with a high level of service, all while looking to the future to preserve your valuable water and wastewater infrastructure. Our team regularly adapts to the increasing regulatory requirements, looking for new solutions to benefit our community. We here at MAWSA accept these challenges and are excited for our future with you!

Thank you for being such a valued customer of MAWSA. We look forward to continuing to serve you for many more years to come.

Sincerely,
Terry Shaffer, Manager

#VALUEWATER

Whenever there is an interruption in water or wastewater services, our businesses and customers suffer. Efficient, reliable, modernized, water infrastructure is essential to a strong, stable and growing economy.

If we make the necessary investments in our nation’s community water systems, we are not only protecting what we have today but we stand to gain more than $220 billion in annual economic activity and create 1.3 million new jobs. (awwa.org; wef.org)

Let’s act now! Join us in being a part of the solution. Together, we can ensure clean, safe water is accessible to everyone in our community. Engage your elected officials this fall! Be sure they include water and wastewater infrastructure in their platforms. For a discussion guide, visit mawsa.org, or stop in the office.
Our mission is: “To provide safe and reliable water and wastewater services in an efficient, cost effective, and environmentally friendly manner resulting in a high level of satisfaction among our customers.”

COLORING CONTEST

We’re having a coloring contest! Color and drop off, or mail, your colored sheet to our office by Oct 8th! Winners will be announced Oct 13th, and prizes can be picked up in our office after the 13th.

Full rules may be found on the coloring page on the back of this newsletter. Need more coloring sheets? Just call 717-665-2737, or stop by our office.

#PREPARENOW

September is National Preparedness Month. Helpful information on how to be prepared, can be found at ready.gov as well as fema.gov. Learn how to protect your home, and what steps you should take before, and during, a natural disaster, or other emergency.

Having a plan for you and your family, friends, and neighbors, makes so much of a difference. Keep an eye on our social media at Facebook, Google +, and Twitter, or visit our web page in the month of September to stay “in the know”.

The Federal Emergency Management Association, has an app available for mobile devices; iPhones (iOS): https://itunes.apple.com/us/app/fema/id474807486?mt=8


FEMA.gov: fema.gov/mobile-app

The apps have weather alerts, shelter locations, and even information geared to help teach children how to #GetReady.
Rules:
1. One entry per child.
2. One winner from each age group will be drawn.
3. We are not responsible for lost mail.
4. All entries must be dropped off or mailed to our office by October 8th.
5. Use crayons, markers, colored pencils, paint, glitter, stickers, etc.

Winners will be announced on October 13th via contact information given on the back.

Please deliver entries to:
MAWSA: 18 E High St, Manheim, PA 17545

Include your email or phone number on the back.

Our judges will choose winners from four age groups:
- 4-5 years
- 6-7 years
- 8-10 years
- 11-15 years

4-5 years: 6-7 years: 8-10 years: 11-15 years

**Water**

**Save**
“RESPONSIBILITY FOR REPAIR”

A number of our customers have received a variety of mail insisting that MAWSA customers are responsible for maintenance to their water and sewer lines, and that repairs to those lines could lead to costly repairs.

Our office receives many phone calls each year pertaining to these notices, and we find ourselves clarifying a few key points;

1. The customer is responsible for their sewer lateral (line) from the sewer main in the street all the way into the home.
2. Customers are also responsible for their water service line from the curb stop (typically in the beauty strip, or sidewalk) all the way into the home; however,
3. The water meter and transmitter are the property of MAWSA, and are not to be obstructed, or touched. The fixtures such as the required shut off valves and dual check valves belong to, and are the responsibility of, the customer.
4. The water meter is under the customer’s care and is to be protected at all times, including protection from freezing during winter temperatures,
5. Roadwork, sidewalk, yard, etc. disturbed during any repair must be restored to the same condition prior to the repair work.
6. The Borough of Manheim may require permits in addition to those required by MAWSA. Always check with both companies prior to beginning a project. (Boro Office: 717-665-2461)
7. Always remember to call 8-1-1 before you dig. “Know what’s below!”

WGAL News 8 did a “scam, or not,” story in 2015 that suggests you check your homeowner’s insurance policy and consider a rider on that policy. You may also get a separate insurance.

Read more here: http://www.wgal.com/article/consumer-alert-piece-of-mail-sells-home-water-line-insurance-1/6236014
Watch the story here: http://www.wgal.com/article/consumer-alert-piece-of-mail-sells-home-water-line-insurance/5940012

As always: do your own research, and get at least three quotes!
Most homeowners overwater their yard, unintentionally wasting money every time they take out the hose or turn on the sprinklers. To raise awareness of the benefits of efficient watering practices, the Irrigation Association has named July Smart Irrigation Month.

Tips for watering smart and saving money this summer;

- Consider local climate conditions, as well as your lot’s exact features. Choose appropriate turf and plant species that have low water requirements.
- Group plants with similar water needs close together and separate lawn areas from planting beds.
- Check the on-site water pressure and select appropriate sprinklers. Low or high water pressure can seriously affect sprinkler performance.
- Adjust watering based on rain, soil moisture, evaporation and plant water use, and schedule irrigation zones to account for sun, shade and wind exposure.
- Consider soil type, which affects the how quickly water can be applied and absorbed without runoff.
- Make sure you’re not sending water down the drain. Set sprinklers to water plants, not your driveway, sidewalk, patio or buildings, and consider watering for fewer minutes at greater intervals. For example instead of watering 15 minutes a day, water 3 times a day for 4-5 minutes.
- Consider an investment in an irrigation system. Some have automated systems and detailed service options. (Always get multiple bids.)
- Do your research! There is plenty of information out there to make you your home’s expert.

(Courtesy of irrigation.org)
You can now pay MAWSA via your checking account.

• Secure
• Easy
• Convenient
• FREE!

Check your latest invoice for your enrollment token and visit http://mawsa.billtrust.com to start paying online today!

717-665-2737
Use an ERP System?

Whether for business or home, MAWSA can deliver your monthly statements in a file that you can open right in your system.

Just let staff know your preference!

Still using paper mail?

We get it, really, we do.

Paper has a physical action when you open it that helps you to remember to pay your billing statement.

It also takes more of your time, gives you something to store and keep organized, and is just as easy to lose as an email. So what’s holding you back?

Afraid you will forget to check your email? Set a reminder on your calendar. You do it for other obligations. Why not this too? Not into the calendar? How about a monthly alarm.

Do it for the environment, to help maintain the rates that have been in place since 2012, to be clutter free, to save time, or to join the new Century. Whatever the reason, please consider making the switch to email.

Figure 1: Courtesy of vetstreet.com
In the Pipeline

April 2018

Lead Prevention

“Protecting children from exposure to lead is important to lifelong good health. No safe blood lead level in children has been identified. Even low levels of lead in blood have been shown to affect IQ, ability to pay attention, and academic achievement. And effects of lead exposure cannot be corrected.

The goal is to prevent lead exposure to children before they are harmed. There are many ways parents can reduce a child’s exposure to lead. The most important is stopping children from coming into contact with lead. Lead hazards in a child’s environment must be identified and controlled or removed safely.

What can be done to prevent exposure to lead?

♦ Talk to your state or local health department about testing paint and dust from your home for lead.”

♦ Visit the Center for Disease Control web site at cdc.gov for additional recommendations pertaining to lead and how you can work on lead prevention.

Earth Day
April 22, 2018

Penn State News recently published an article indicating that “vulnerable populations have a higher distrust of tap water and instead consume bottled water [and] are at greater risk of health issues and financial burdens.” (news.psu.edu)

Support Earth Day by switching to tap water. Drinking tap reduces plastic waste, and may provide less exposure to bacteria than bottled water. While some prefer the taste of bottled water, it is a little known fact that “some of the largest bottled water distributors use municipal water as their source.” (drinktap.org)

Partnered for Protection

Billtrust has completed the process to voluntarily self-certify with the European Union and the U.S. Department of Commerce to receive the EU-U.S. Privacy Shield Framework. This rigorous process aligns numerous privacy policies with the new regulations to better serve our customers. This Framework Certification is awarded for the collection, use, and retention of personal information transferred from the EU and the U.S. supporting transatlantic business.

In addition to this new privacy certification, Billtrust also completes annual audits to certify compliance with these important standards: Payment Card Industry (PCI) Level 1, SOC 1 Type II, SOC 2 Type II, HIPAA, and NACHA. Copies of the latest documents certifying compliance with any of these standards are obtainable.

A testament to MAWSA’s commitment to partner with entities that take the security of your information as seriously as we do.

STAY INFORMED; FOLLOW US
This April marks the 10th annual National Safe Digging Month, reminding PA residents to always call 811 3-10 days before any digging project. National Safe Digging Month is formally recognized by the U.S. House of Representatives and Senate, and has traditionally earned the support from nearly every state governor across the country.

When calling 811, homeowners and contractors are connected to Pennsylvania One Call System, Inc. the local one call center, which notifies the appropriate utility companies of their intent to dig. Professional locators are then sent to the requested digging site to mark the approximate locations of underground lines with flags, paint or both. Every nine minutes an underground utility line is damaged because someone decided to dig without first calling 811.

Striking a single line can cause injury, repair costs, fines, and inconvenient outages. Every digging project, no matter how large or small, warrants a call to 811. Installing a mailbox, building a deck, and planting a tree or garden are all examples of digging projects that should only begin a few days after a call to 811.

As April marks the traditional start of digging season, MAWSA is using this month to strongly encourage individuals and companies to call 811 before they begin digging. By calling 811 to have the underground utility lines in their area marked, homeowners and professionals are making an important decision that can help keep them, and their communities safe and connected.

The depth of utility lines can vary for a number of reasons, such as erosion, previous digging projects and uneven surfaces. Utility lines need to be properly marked, because even when digging only a few inches, the risk of striking an underground utility line still exists. Pennsylvania 811 encourages area residents to visit www.palcall.org, or www.call811.com for more information about digging safely.

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**Stretching Time**

Small ways to stretch time...

- Use our free automatic payment withdrawal services...
- Use mobile pay, or call our office to make a payment over the phone at (717)665-2737
- Visit our online payment portal and use a sign in, or no sign in one-time pay at https://mawsa.billtrust.com
- Paper is slower than email—sign up for email delivery, ebill delivery, or have your statement delivered to your bank’s online banking portal
Manheim Area Water & Sewer Authority obtains your drinking water from two groundwater wells. Source water protection can help prevent your drinking water from becoming polluted by managing possible sources of contamination in the watershed. Everyone has an important part to play in protecting drinking water today and for the future. We hope you will read this and other information to help understand the need to protect water sources.

Cleaning up the streams and rivers in your town can help protect your water source. Volunteers are always needed for clean up. If you are walking the creek on a beautiful day and you see trash in the water, please pick it up. Seeing tires and bottles in the water is something no one wants. What if your children are playing in the creek and they cut their foot on a piece of glass? Now they are hurt and have also contaminated the water source. It helps to volunteer to help with clean up. Everyone can help, young and old. We all have busy lives, but taking a little time out of a day to protect your drinking water source is something everyone should do.

Source Water Protection (SWP) plans are necessary for the protection of the system's source from contaminants that are difficult and costly to treat through normal means. The plans clearly identify actual and potential sources of contaminants to the source. Secondly, it allows communities to effectively educate the public on the importance of their drinking water source. Third, the plan serves as the first step in long-term sustainable planning for the future of the community. Finally, it provides a comprehensive action plan in case of an emergency.

Source Water Protection (SWP) has a simple goal: To prevent the pollution of the rivers, streams, and reservoirs, aquifers, wells and springs that serve as sources of drinking water.

WHAT CAN YOU DO TO HELP??

- COMPOST YOUR YARD WASTE AND USE NATURAL FERTILIZERS
- PICK UP AFTER YOUR PET
- NEVER DUMP ANYTHING IN CREEKS OR STREAMS
- WASH YOUR CAR AT A CAR WASH INSTEAD OF IN YOUR DRIVEWAY
- RECYCLE MOTOR OIL AND ANITFREEZE
- PROPERLY DISPOSE OF HOUSE-HOLD CLEANING PRODUCTS, PAINT, FERTILLZERS, AND PESTICIDES
- REMEMBER: ANYTHING YOU THROW OR STORE ON THE GROUND CAN FIND ITS WAY TO GROUNDWATER. STORE AND HANDLE CHEMICALS PROPERLY
What is a Watershed?

A watershed is all of the land that drains to the same river or lake. Water travels from the highest point at the watershed edge to the lowest point at the bottom of the watershed. Wherever you are, you are in a watershed.

When it rains, some water travels over the land surface to the nearest stream or creek. This water is called surface runoff or stormwater. As the stormwater flows, it picks up any contaminants lying on the surface - pesticides and fertilizer from lawns, manure from farms, sediment from construction sites, and oil and gas from roads. Small streams join to form larger and larger rivers, until the water - and any contaminants it is carrying - reaches the final body of water.

Some precipitation, instead of traveling over the land, will percolate into the soil and reach the groundwater. Similarly, the groundwater may pick up nitrates from failing septic systems, gasoline from leaky storage tanks, and industrial chemicals from improper dumping. The groundwater ultimately flows into one of the rivers, or lakes, in the watershed.

The Chiques Creek Watershed covers approximately 126 square miles of area, nearly all of which is within Lancaster County. Beginning in Lebanon County, the Chiques Creek flows 31 miles to its confluence with the Susquehanna River near Marietta Borough. Six townships (East Hempfield, Mount Joy, Penn, Rapho, West Cornwall, and West Hempfield) and two boroughs (Manheim & Mount Joy) have areas contained within the watershed. This is testament to the fact that natural divides such as watersheds do not respect man-made boundaries.

For more information:
Pennsylvania DEP: www.dep.state.pa.us
American Waterworks Assos: www.awwa.org
Center for Watershed Protection: www.cwp.org
Source Water Collaborative: www.sourcewatercollaborative.org
Watershed Protection: http://water.epa.gov/type/watershed/
Chiquescreekwatershed.org
As cold weather approaches, it is important to take a few preventative measures to protect your home through the chilly months. Winterizing is generally a task that can be done relatively inexpensively, but will make a big difference in how comfortable your home is, and could end up saving you money on energy bills, too. In fact, many very effective home weatherproofing jobs are something that homeowners can complete without professional help.

**Easy Home Weatherproofing**
Some small weatherproofing jobs require little to no “handiness”, but can make a real difference once cold weather hits. By doing these things before the snow flies, you’ll be saving yourself some hassle (and possibly some money, too!):

- Clean gutters and downspouts in mid-fall and double-check them before winter.
- Replace the filter in your furnace.
- Close any vents in your home that may have been opened for the warm weather.
- Disconnect hoses from outside faucets and turn off the water.
- Buy a snow shovel and other winter supplies before the messy weather hits.
- Keep extra water and canned food in storage just in case.
- Test your heating system, so that you know it will work properly when you need it.
- Give your deck a fresh coat of sealer to protect it from the winter elements.

**Home Weatherproofing Inspections**
Though some homeowners might tackle these jobs themselves, there’s no substitute for a professional eye to ensure home efficiency through the cold winter months:

- Check the attic, walls, and basement for adequate insulation.
- Feel around electrical outlets and switch-plates for cold air, add insulation where necessary.
- Look around doors and windows for gaps and potential places where warm air can escape.
- Caulk or apply weatherstripping around problem draft areas.
- Have a contractor look for damaged roof shingles and loose gutters.

(continued on reverse)
Winterize (continued from reverse)

- Have a heating/cooling expert look at your furnace if you are unsure of its efficiency.
- Have chimneys and woodstoves cleaned early in the season.
- Test the flue for each fireplace for a tight seal when closed.

Weatherproof Windows

Though there are many places in the home where heat can escape and cold air can enter, windows are one of the biggest culprits. In older homes, especially, having weatherproof windows can make a marked difference in your energy costs and how comfortable your living areas feel. In some instances, you might only need a bit of caulk or weather-stripping to weatherproof windows, but if your windows are well past their prime, consider replacing them with energy-efficient double pane windows to create a more efficient space.

(Source: www.homeadvisor.com)

Be sure to protect your water meter from freezing as well. Damages to the meter can cause costly leaks, and meter replacement fees.

Keep Your Bank Data up to Date

Do you use your bank’s online bill pay to make your monthly payments?

*Way to be tech savvy if you do!*

Please note that if you still use MBA as the payee name, or Manheim Borough Authority as the payee name, we changed our name a few years ago.

Additionally, please be careful when entering your information online so that you can fully recognize the convenience of online banking.

If your account number includes a hyphen with no spaces, be sure to enter it with a hyphen and not spaces.

Updates to technology make it increasingly important that you keep information up to date.

Be sure to take a moment to update the payee name to MAWSA, so that there are no delays in delivery.

Want to save even more time? Consider automatic withdrawals, provided at no cost from our payment portal. Visit www.mawsa.org for more information.

Stay Warm and Don’t Get Wet

- No hair,
- No kitty litter,
- No facial tissue, no paper towels,
- No plastic, no cotton,
- No flushable wipes,
- No disposable diapers,
- No food, no gum,
- No pills,
- No sanitary, or fertility prevention, products,
- Just wees, and poos, and toilet paper too.

ONLY wee and poo in the loo
Most Americans take the water systems that bring clean water to and from their homes and businesses for granted. They turn on the tap and flush the toilet without thinking twice about where that water came from or where it will go.

But could you imagine a day without water? Without safe, reliable water and wastewater service?

**A Day Without Water = Crisis**

A day without water means no water comes out of your tap to brush your teeth. When you flush the toilet, nothing happens. Firefighters have no water to put out fires; farmers couldn’t water their crops; and doctors couldn’t wash their hands. A single nationwide day without water service would put $43.5 billion of economic activity at risk. In just eight days, a national water service stoppage would put nearly 2 million jobs in jeopardy.

A day without water is nothing short of a humanitarian, political, and economic crisis.

While unimaginable for most of us, there are communities that have lived without water. From man-made tragedies in Flint, Michigan, to water scarcity issues in Central California, to wastewater runoff in the Great Lakes, water issues abound. There are millions of Americans living in communities that never had the infrastructure to provide safe water service, relying on bottled water and septic systems each day.

America can do better.

The problems that face our drinking water and wastewater systems are multi-faceted. The infrastructure is aging and in need of investment, having gone underfunded for decades. Drought, flooding, and climate change stress water and wastewater systems. Although these regional challenges will require locally-driven solutions, reinvestment in our water must be a national priority.

**Reinvestment in Water Infrastructure = Opportunity**

The good news is that the American people are already widely supportive of increased investment in nation’s water infrastructure. Above any other pressing political issue, Americans name rebuilding our nation’s infrastructure as the issue they most want our elected officials to address. Americans view water infrastructure investment as an even greater priority than infrastructure generally, with 82 percent of voters saying that they view the issue as either important or very important. No other issue facing our public officials enjoys such a broad consensus.

Americans across the regional and political spectrum know that investing in our drinking water and wastewater systems is key. While neglecting our nation’s water systems poses grave health and economic dangers, the benefits of reinvestment are great. If we close the existing water infrastructure investment gap, the national economy would gain $220 billion in annual economic activity and 1.3 million jobs.
There is no other option. Public officials at the local, state, and national level must prioritize investment in water. Public private partnerships will play an important role in building the drinking water and wastewater systems of tomorrow. Innovation will allow us to build modern, energy efficient, and environmentally advanced systems that will sustain communities for generations to come.

We need to prioritize building stronger water and wastewater systems now so no community in America has to imagine living a day without water.

For these reasons, MAWSA has partnered with the Value Water Campaign to encourage voters to be in regular contact with their elected officials, who have the ability to source funding for water and wastewater needs, and encourage them to speak out for infrastructure, so that we may continue “to provide safe and reliable drinking water and wastewater services in an efficient, cost effective and environmentally friendly manner resulting in a high level of satisfaction among our customers”.

Imagine a Day Without Water
October 12, 2017
#ValueWater

Preservation of Existing Infrastructure is Important Too…

Staff has seen an increase in shop rags coming through the wastewater plant, destroying your system's pumps! Please do not flush rags, wipes, napkins, or other materials down the drain. Repairs like these are very costly.

NATIONAL LEAD POISONING PREVENTION WEEK
OCTOBER 23-29, 2016

1-800-424-LEAD (5323)
In the Pipeline

Summer Projects
MAWSA continually strives to preserve and improve the systems’ infrastructure. When you are out and about, please be mindful of road closures, speed limits, and crew members.

We want to send employees home safe to their families, and keep drivers and passengers safe as well.

This project season we have;
- completed the upgrade of 565 feet of water line on South Charlotte Street from a 3” water main to an 8” water main,
- installed a roof for the preservation of the WAS pump station controls,
- rebuilt one of the filters at the water treatment plant,
- The high service pumps at the water treatment plant are near completion as well,

A few other projects on the schedule are;
- the rebuild of the wastewater plant belt filter press. This press is a key component in the dewatering of processed waste,
- the repair of a sagging sewer line on South Linden Street. The line has been a long standing continuing maintenance item,
- Repair/replacement of a water line on Logan Avenue. Low pressure has been reported and confirmed.

Due to the nature of the location and other services located in that area, special equipment and coordination will be required for completion.

MAWSA is Hiring

We are hiring a Water/Wastewater Laborer. We offer stable leadership and growth, view employees as valuable resources, and rewards success with competitive pay and benefits.

We are seeking a self-motivated full-time laborer to join our team in Manheim, PA and become an integral part of our team. The successful candidate will provide support activities for the operations and maintenance of water and wastewater treatment and distribution/collection facilities.

This position comes with a full benefits package: health, Rx, eye, dental, life insurance, disability insurance, pension, vacation time, paid holidays, etc. Responsibilities of the position includes; activities supporting the daily operation and maintenance of a wastewater plant operation, drinking water plant operation, system maintenance and repairs.

This position requires basic mechanical knowledge with an emphasis in plumbing. The ability to lift and carry 60 pounds and work under inclement weather conditions are necessary. Candidates must possess reliable transportation and live within 30 minutes of our facilities. Strong safety awareness and a good record and understanding of safe work practices are essential.

Please email résumé and letter of interest to info@mawsa.org.
2016 Audit & Future Projects

The Authority received another clean audit this year illustrating an increase in revenue and assets while maintaining a rate decrease initiated in November. Some authority rate increases range from 3 to 4% annually. Current residential rates for MAWSA have been in place since 2012.

In 2016 the Authority was able to retire $1 million in debt. While re-financing has helped to stabilize rates, the board now looks to evaluate the system’s long term and short term project needs. The board’s committees have been meeting to discuss infrastructure maintenance and repairs, costs, rates, and rising costs in materials from suppliers, services, and contractors.

Board members and staff continually seek efficiencies to minimize budgetary impacts. For example, the transmitter system for the water meters is nearing age. As a result, batteries in transmitters are requiring replacement. Due to the innovative re-design of the replacement program, our customers are slated to save almost $450,000 in related replacement costs.

Future and capital projects for the existing infrastructure include maintenance of the water tower and reservoirs, repair of doors and windows at the water treatment plant, interconnection of the town side booster station, and more.

Customers are encouraged to continue making self-participation habit changes improvements such as refraining from pouring grease into sinks/toilets, discontinuing the flushing of wipes, napkins, and shop rags down the sewer, disconnecting sump pumps from the sanitary sewer system to discharges them onto lawns. Such practices increase processing costs at the plants and increase the need for costly pump, and pump station, repairs and replacements.

2016 CCR Report Released

Public water suppliers are required to provide a consumer confidence report “CCR”, also called a water quality report, to their customers every year. For occupants who rent, the report is supposed to be provided by the property owner.

Each CCR is tailored to the local water system that provides your service, and should include where your source water comes from, levels of contaminants found in the water, and the standards of recommended levels of the contaminants. Additionally, general information is typically provided for certain contaminants such as Cryptosporidium, Lead, and Nitrates.

Knowing where your source water comes and whether or not it is safe is very important. Operators conduct a smattering of tests every single day to make sure that your drinking water is safe.

We at MAWSA firmly believe in providing “safe and reliable drinking water” every day. Testing with a reputable lab is a decent portion of the budget, and of the highest priority in our daily operations.

If you have any questions regarding the enclosed report, please do not hesitate to contact our office.

Having Trouble Making a Payment On Time?

Please call ahead to our office before the due date to see what payment options we may be able to provide, or if there is an entity that may be able to assist you.
In the Pipeline

Hydrant Flushing June 5 & 6

The Authority will have a special team conduct its 2017 hydrant flushing project on Monday, June 5, & Tuesday, June 6.

Hydrant flushing is a required maintenance procedure to assure public safety, regulatory compliance, and optimal water quality.

You may experience low pressure during the project. It may also cause discoloration of water that can affect your laundry. As it will be difficult to determine the length of time crews will be in each sector of the service area it is suggested that, if you can, you refrain from laundering on these two dates.

If you do experience discolored water, please run cold water from one side of the home until the water is clear. If particles persist, or if you have other questions pertaining to this project, please contact our office at 717-665-2737.

Water discoloration caused by flushing is not hazardous, and safe to drink; however, it is possible that staining of laundry could occur. If you must do laundry on Monday, June 5, or Tuesday, June 6, please do not use chlorine bleach.

As with all projects, we ask that you please observe traffic caution for the safety of our crew.

Thank you for your patience and cooperation as we work to assure the safety and functionality of your system.

What to Know About Hauled Waste

Hauled waste is defined by the Environmental Protection Agency as “waste transported by haulers and discharged to a publicly owned treatment works (POTW) by a conveyance other than a pipe (e.g., by truck or rail). Hauled waste might be sewage or domestic waste, or it might include non-domestic waste, or a combination of both types of waste. The term “hauled waste” merely refers to the wastes’ transportation method to the POTW. “

(See how this affects MAWSA’s sewer rates on the reverse...)

“Our lives are defined by opportunities, even those we miss.”

F. Scott Fitzgerald

Want your ad here in October? Learn more at www.mawsa.org
Definitions of hauled waste that MAWSA accepts are further defined as follows:

Hauled waste might include:
- chemical toilet waste,
- domestic septage,
- landfill leachate,
- nonhazardous commercial and industrial (categorical and noncategorical) waste.

Hauled waste can cause adverse impacts to a POTW because it is usually more concentrated than typical domestic wastewater and might not be equalized when discharged. Adverse impacts could include:
- pass through,
- interference,
- sludge contamination, and
- hazards to POTW personnel.

To help prevent these adverse impacts, the POTW must adequately control the discharge of hauled waste to its treatment plant.

MAWSA’s participation as a POTW subsidizes sewer costs for our customers. Haulers transporting hauled waste to the wastewater treatment plant pay a premium greater than the rates charged to our connected customers. It is estimated to save the average sewer customer about $20 per month.

Safe Disposal of Unused Medicine

Keeping our water free from chemicals is one way to help ensure the health and safety of our water sources. Research has shown that pharmaceuticals—including prescription drugs—are present in our nation’s water and may cause environmental harm.

Contaminants of emerging concern (CECs), including pharmaceuticals and personal care products (PPCPs), are increasingly being detected at low levels in surface water, and there is concern that these compounds may have an impact on aquatic life and your drinking water.

Keeping our water clean is an important public health goal. If no medicine take-back programs or DEA-authorized collectors are available in your area, and there are no specific disposal instructions on the label, you can follow these simple steps to dispose of most medicines in the household trash:

- Mix medicines (do not crush tablets or capsules) with an unpalatable substance such as dirt, kitty litter, or used coffee grounds;
- Place the mixture in a container such as a sealed plastic bag;
- Scratch out all personal information on the prescription label of your empty pill bottle or empty medicine packaging to make it unreadable, then recycle the container.
In the Pipeline

April 2017

It’s Pool Season

Looking to fill a pool, or hot tub, this season? Be sure to follow these important steps before you get going.

1. Be sure your pool is registered for the season.
2. Call in the meter reading BEFORE you start to fill.
3. Call in the meter reading AFTER you stop filling.

Note:
- Stopping and starting fills may create a loss of credit. You must use at least 500 gallons to qualify for sewer credits.
- Pool drainage must be displaced onto grassy areas.

Know More

May 7-13 is Drinking Water Week. A widespread, multi-organizational event designated to increasing public awareness and involvement in public and private drinking water issues. #DWW2017

May 15-19 is Infrastructure Week. America’s largest and most diverse advocacy effort to highlight and draw attention to the importance and state of our nation’s infrastructure from roads, bridges, rails, to water and sewer systems, energy grids, and more, and their importance to our nation’s jobs, communities, and future. #TimetoBuild

MAWSA Warns of Potential Imposters

As part of a statewide campaign with several utility companies, MAWSA is attempting to build awareness in attempt to ensure the safety of its valued customers.

Legitimate MAWSA employees typically do not need to gain access to a customer’s home, unless there is a rare emergency. If access is required, the company will contact the customer by phone and schedule an appointment in advance. For customers that have invalid contact information on file, other means of communication will be implemented. In addition, all employees are required to have photo identification with the company’s logo prominently displayed. Customers are encouraged to request and examine the photo identification badge if an individual approaches their home. If customers suspect someone may be a utility imposter, they are urged to call 911.

“Our lives are defined by opportunities, even those we miss.”

F. Scott Fitzgerald

Want your ad here in October? Learn more at www.mawsa.org

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Understanding Your Billing Statement

1. Payment Stub: To be submitted with payments
2. Account Number: Individual to customer per location
3. Bill Number: Individual to each billing statement
4. Service Address: The location receiving billed services
5. Amount Due: Total remit amount due upon receipt
6. Also accepted at: Additional payment location that is ADA accessible, and has drive up, and lobby hours.
7. Service ID: Individual to each service address
8. Bill Date: Last service date. No account activity after this date will be listed on the billing statement.
9. Service Dates: The snapshot in time being shown. No account activity occurring outside of these dates will be shown.
10. Current/Previous Read: Meter readings from current billing statement to last billing statement. Subtracting the two meter readings from one another will yield the gallons used.
11. Usage: The number of gallons used during service dates. If usage was estimated, a note will post in the meter summary box.
12. Previous Balance: Balance at the time of the bill date.
13. Payment Rec’d: Payments posted amid service dates.
15. Penalties: Penalties posted amid service dates.
16. Water Base Rate: Minimum monthly amount charged per EDU* (by account type & meter size).
17. Water Use: $0.00535 per gallon recorded in “Usage”.
18. Sewer Base Rate: Minimum monthly amount charged per EDU* (includes 2,000 gallons per EDU).
19. Sewer Use: $0.01362 each gallon over 2,000 per EDU*
20. Transmitter Fee: $3 fee that used to be charged for maintenance of the meter reading system, presently $0.
21. Duplicate Bill Fee: $2 fee for duplicate paper statements.
22. Water/Sewer Loan: Loan reimbursement, or lien agreement, payments for projects/connections financed on behalf of a service location or service area.
24. Amount Due: Balance due upon receipt.
25. Amount Due After: Amount due if payment is submitted after the date listed. Payments in after this date may not be posted by bill date.

April 2017
In the Pipeline

January 2017

Water Leaks

Water leaks are a common event. While some leaks such as a drippy faucet can be easy to spot, others are not so easy. Not only is it a waste of a valuable resource, but it can become a costly event.

Checking your water meter is a great way to keep tabs on your water use. Reading your meter once a day, at the same time each day, is the best way to pin down how much your household uses on a day-to-day basis.

Residential homes are fitted with water meters that have a plastic lid with a thumb tab. Lifting the tab will reveal a digital meter reading, much like a digital watch, or calculator. When water is passing through the meter, the decimal point (.) and/or last digits on the screen will flash. (See image to the right.)

For example, if your meter readings starts at 13926 on Monday, and reads 14046 on Tuesday, 120 gallons have passed through the meter between readings.

The Environmental Protection Agency suggests that the average American uses 100 gallons per person, per day.

Process of Elimination to Find Leaks

When customers have been contacted regarding high water use, the top two causes are typically toilets and water softeners. Toilets can be tested by placing food coloring in the fill tank overnight. If any of the coloring makes its way into the bowl, the seal is failing. Additionally, shutting off the service valve to the toilet should not lower the water level in the bowl if it is left off for an extended period.

Water softeners can be bypassed, and daily meter readings from the bypass period can be compared against the meter readings taken while the softener was in operation.

Remember, metered water is billed water.
**New Regulations Regarding Rental Units**

The Borough of Manheim, which is serviced by MAWSA for water and wastewater (sewer) services, issued a notice in late fall of 2016 reminding property owners of rental units of Chapter 166 in the Borough Code of Ordinances.

Part of the notice indicates that delinquent water/sewer accounts for rental units may hinder the ability to obtain a rental license, and may subject the property owner to Borough fines.

Please be advised that MAWSA intends to fully comply and cooperate with the needs of our service area municipalities for enforcement of Ordinances, Rules and Regulations, and any other laws, to the fullest extent necessary.

**Daily Usage Graphs**

A water use graph may be used to see if a change in habits has affected water consumption. For this customer, a troublesome toilet was repaired. Just by replacing a failing valve instead of reminding guests to “jiggle the handle” reduced this customer’s average daily water use from almost 220 gallons per day to less than 50 gallons per day. That is a savings of about 170 gallons per day (nearly 5,000 gallons per month).

If your household uses more than 100 gallons per person per day, or more than the average household (3,565 gallons per month), it may be time to evaluate water use habits and/or survey the property for potential leaks.

Water saving tips and tools may be found on our web site at mawsa.org under the Customer Service tab, and under the Customer Education tab.

**Winter Weather Reminders**

Even though we have enjoyed the blessings of little snow and record level high temps for the winter season, it is best to prepare while the going is good, before the going gets tough.

Make sure to winterize exterior faucets, which can freeze and burst. Consider draining and detaching exterior hoses and purchasing a faucet protector. If there are exposed pipes, insulate them. Be sure to keep your water meter protected from the cold as well. Any one of these freezing and bursting could mean expensive home repairs.

Should we actually have a snow this winter, be sure to clear away snow from fire hydrants for access by emergency persons.