



Upper Moreland - Hatboro Joint Sewer Authority

News

Fall/Winter, 2016

2875 Terwood Road; Willow Grove, PA 19090

This newsletter is published by the Authority to keep its service area customers up-to-date on current and new projects and activities.

Our Board Members are:

Kent Nelson, Chairman
George W. Lewis, Vice Chairman
Steven Covaleski, Secretary
Alex Kalnajs, Treasurer
George Hartman, III, Ass't Secretary
Hank Sokolowski, Ass't Treasurer

ONLINE BILL PAYING - ENTER TO WIN A \$100 GIFT CARD

We appreciate the feedback we have received after rolling out an e-commerce bill paying system in June. This program allows you to receive your bills online and pay your bills electronically through your bank or our UMHJSA.MyGovHub.com portal.

You can also be eligible for one of five \$100 gift cards that will be awarded through a random drawing at the beginning of December. To be eligible, you need to:

- Be current on your bills;
- Sign up for online invoicing through the link on our website;
- Confirm that you signed up for online billing by sending an email with your account number to billing@umhjsa.org; and
- Pay your bill electronically through your bank or UMHJSA.MyGovHub.com.

See our website - www.umhjsa.org - for additional details and tutorial.

A Reminder Note: Our Administration Office hours are 7:00 A.M. to 3:30 P.M., Monday through Friday. Payments may be put in the mail slot at other times---no cash, please---checks or money orders only!! Credit card payments can still be made at the office during business hours, however, there is a 2% transaction fee, which defers some of the fees charged to the Authority. Credit or debit card payments, along with electronic checks, will be available for online invoice payment through UMHJSA.MyGovHub.com.

IMPORTANT: Payments must be received by the due date. A 10% penalty will be added to bill payments that are received late.

SEWER BACKING UP? If your sewer is backing up, call us before you call a plumber. We'll determine where the problem is located in our sewer main or your lateral, and advise you what needs to be done. And we'll do it for free. When it comes to sewer problems, we're the Authority! Call 215-659-1462.

Energy Savings - The Authority is making improvements needed to replace aging equipment and decrease energy usage at the Authority, which will allow us to reduce energy costs.

Verizon Cell Phone Tower - The Authority continues to work with Verizon to install a cell phone tower on our property, which will improve reception for the community.

Customer Connection Charges – The Authority’s operational costs are approximately 85% fixed in nature and do not vary significantly with the changes in wastewater flow that is discharged by our customers for treatment. These fixed costs are primarily comprised of labor, regulatory monitoring and compliance, maintenance of an aging facility and 125 miles of sewer pipes, administration, insurance, and utilities (electricity and natural gas). These costs continue to increase every year due to more stringent regulatory requirements and other factors, including unfunded mandates (e.g., spending to meet regulatory requirements that do not receive state funding).

In order to continue to support the Authority’s operations, the Authority will institute a customer service fee starting January 1, 2017, which is consistent with the high fixed cost nature of our business and the pricing models employed by other utilities. Please note that, in conjunction with the institution of the service fee, there will be **no increase to the flow-based charges for this year.**

The Service Fee for a residential property with a 5/8- or 3/4-inch-diameter water meter, or a residential customers with well water, will be \$9.00 per quarter (\$3/month). These service fees are common in other sewer authorities (Abington - ~\$20/quarter, Warminster - \$30/quarter, Conshohocken - \$45/quarter, Bucks

County Water and Sewer - \$61/quarter), as well as other household utility services (PECO electric - ~\$25/quarter, PECO gas - ~\$35/quarter). The Service Fees for larger-diameter water meters will be more, due to their greater impact on our operations. Properties with multiple water meters on one account, properties with low-volume water use and vacant properties may have their water meter size reclassified to match their water usage. A list of Customer Connection Charges for different meter sizes can be seen on our webpage – WWW.UMHJSA.ORG.

Cleanouts - Please check your lateral (sewer pipe) for open cleanouts, which are a source of unwanted storm water during heavy rain events. Debris can also fall into your cleanout causing blockages in your lateral and possibly the main sewer pipe in the street. If you need a cap, we will help you get one installed. Just call us at 215-659-1462.

WIN A \$100 GIFT CARD

See WWW.UMHJSA.ORG for details

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