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WE'RE ON THE WEB!
www.roamingwood.com

We are responsible for the operation and maintenance of over 40 miles of water distribution mains and over 48 miles of wastewater (sewage) collection mains. Our staff which performs these vital functions has a combined total of over 125 years of work experience at RS&W.

Our average potable water production is 532,000 gallons per day from our 5 active wells located within The Hideout, and the system includes two 340,000 gallon water towers. We also have over 400 valves and over 400 hydrants in the water system.

The average wastewater collected is 500,000 gallons per day, and we operate and maintain a 1.755 million gallon per day advanced, staged, activated sludge wastewater treatment facility.

Notice: If you will be leaving your home for an extended period of time during the cold months, RS&W recommends that you have us turn the water off at the street. Call our office for details.

Reminder: 24 hour notice is required to have your water turned off or on at the street.

Saturday is by Appointment Only.

2020 Holiday Schedule

Date	Holiday
July	Friday, July 3
September	Monday, September 7
November	Thursday, November 26
November	Friday, November 27
December	Friday, December 25

“Please note, the following Saturdays will not have any scheduled appointments available in observation of the Holiday”:

- Saturday, April 11, 2020
- Saturday, May 23, 2020
- Saturday, July 4, 2020
- Saturday, September 5, 2020
- Saturday, November 28, 2020

NOTE to Members: In the event of early closure or delayed opening of our office, please contact the RS&W 24/7 on call technician at (570) 698-6162 Option#1 on our menu.

Leave your name Lot# and reason for calling.

RS&W Requests E-mail and Cell Phone Numbers

We are improving how we stay in contact with our valued customers.

In the near future, we wish to provide the following features:

- Service & Billing Alerts
- Subscribe to our Newsletter & Annual Water Quality Report, electronically

Visit our website at www.roamingwood.com/Email to submit your information



RS&W Office Phone:
 (570)698-6162
Office Hours:
 8:30 AM to 4:30 PM
 Monday–Friday

Executive Director:

Jack Lennox

Board of Directors:

President:

Lawrence G. Lieberher

Chairwoman:

Donna Berkey

Treasurer:

John M. Egan

Secretary:

John J. Schesny

Director:

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RS&W News

2020, 2nd QUARTER
 PUBLISHED: July 2020

This newsletter is mailed 4 times annually, the 1st of April, July, October, and January.

Rest Assured; Your Water Quality and System Maintenance, Has Not Been

Compromised During The COVID -19 Crisis.

Like everyone else, in our country and worldwide, many of our everyday activities have been halted or changed drastically, these past few months. Many people in our community, are facing both employment & financial uncertainties. Although our offices remain closed to the public and much of our staff is working remotely, to continue to provide you with the service you have come to depend on, our Operations & Service Staff have prioritized the maintenance and testing regulations required to meet the needs of our customers. Work schedules have been carefully constructed to allow for our employees' safety, while enabling our organization to continue to adequately operate, both the Water and Wastewater Treatment Facilities.

The regulations regarding the Safe Drinking Water Act and the Environmental standards for treatment and release of wastewater are strict, and were not relaxed during this crisis. Our staff has worked diligently continue to meet our requirements. This has been a challenging time for our staff, as they are generally operating with limited assistance daily, to reduce contact, during the pandemic. Placing a greater amount of safety concerns/ precautions on them, as well, while maintaining their regular duties.

We would like to extend our gratitude to the Members of the Hideout Community for the understanding, consideration, and kindness, that has been shown to our Service & Office Staff during this time. As the restrictions are lessened, we will hopefully be returning to a more normal daily operation, soon. As always, the RS&W management will do our best to keep you informed of these changes, as they unfold. We urge you to visit our website regularly, at www.roamingwood.com, for updates and information. You may also contact our office Monday-Friday 8:30AM -4:30PM at (570)698-6162 Option #3 with questions.

From the Management & Staff, we wish you a safe and happy summer season.

Annual Water Quality Report 2020 Available

The Roamingwood Sewer and Water Association is issuing the results of monitoring conducted on your drinking water for the period from January 1 to December 31, 2019. The purpose of this report is to advance consumers' understanding of drinking water and heighten awareness of the need to protect precious water resources.

The report can be viewed online at:

www.roamingwood.com/about/water-quality-report

Or Directly at: www.roamingwood.com/docs/pdf/CCR/Annual_Water_Report_2020.pdf

These reports are furnishable upon request by mail. Please contact our main office during business hours to request a copy by phone at (570)698-6162 Option #3, to be mailed to you.

Drinking water, know what's in it for you!

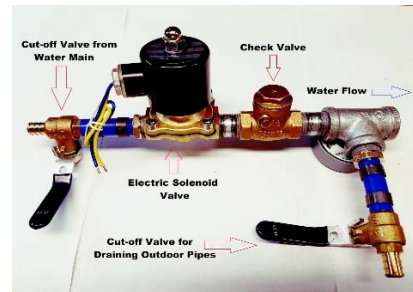
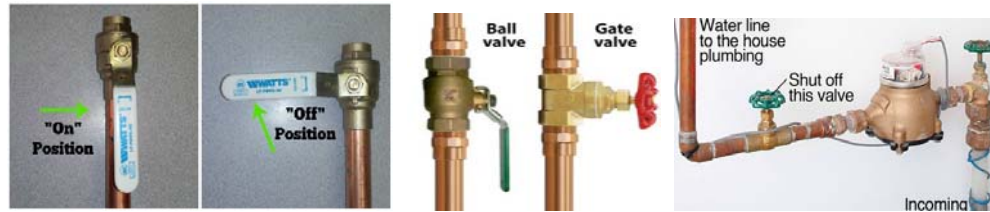
New Homeowners, Vacation & Long-Term Rentals

Community Joint Effort is Vital - Keep Watch - Stay Alert!

KNOW where you main shut off valve is, BEFORE an emergency:

These are the most likely shut-off valve locations:

- In line with the water meter (unless you water meter is located in a meter pit outside).
- Inside, near the location of your outside hose bib.
- Near your clothes washer hook-up
- Near your water heater or boiler.



Why is the meter leaking?

Water was not drained properly from winterizing. The meter has frozen and broken the Freeze Plate. RS&W MUST be called to repair the meter. ONLY RS&W can make repairs to the meter. There will be service fees assessed.

What part of the sewer system is the homeowner's responsibility?

The water & sewer laterals that run underground from the house to the main are the responsibility of the homeowner. ALL household plumbing (i.e. pipes, toilets, pressure regulators, hot water heaters, etc.) You should contact a qualified professional to winterize, repair broken pipes, unthaw water lines, unplug blocked sewer lines, and repair leaks from toilets, faucets, hot water heaters, hose spigots, etc.

If you have a sewer grinder pump in your home (A portion of the Community was retrofitted with a new interior/ adjacent to structure. pump during the Infrastructure Replacement Project)

It is the homeowner's responsibility to have the pump maintained regularly and repaired by a professional contractor. Check valves are in place and should prevent sewage from backflowing into the house, in the event of an emergency. However, they will not prevent a sewer back up due to clogged pipes in the home.

What to do if you see water "bubbling up" from the ground in an easement or your yard.

CALL RS&W immediately. If it is after hours, PLEASE listen carefully to the prompts to reach an on-call technician. Our technicians will check for a leak in the main line and /or a service line leak on your property.

What to do if you see water running from a neighbor's house or ice build up on walls, windows or siding in the winter.

CALL RS&W immediately. If it is after hours, PLEASE listen carefully to the prompts to reach an on-call technician.

The water Curb Stop (valve) is bent or broken?

It is the responsibility of the homeowner to ensure that damage is not caused to the curb stop by plowing or mowing / landscaping of a property. RS&W must be called. If it is determined negligence occurred, fees will be assessed for the repair. Reflective markers, especially in the winter are a useful in protecting the curb stop.

Increased or unusual water running on my property.

Due to the upgrades to the sewer and water system, it will be likely that storm water or increased ground water will be looking for new paths to flow. If you are experiencing damage from the effects of this water, please contact the Hideout POA. RS&W is only responsible for water within the system.

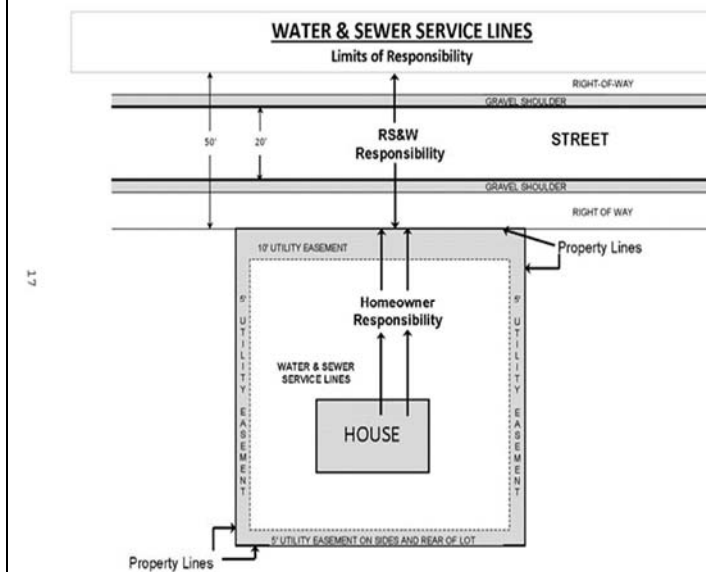
****Note unusual water gushing, NOT after a rainstorm, should be reported to RS&W for investigation. ****

Culvert pipes in driveways and swales are the responsibility of the homeowner to maintain. Blockages or debris build up will cause ground water to build up or flow ineffectively to watershed locations.

Locate your utility easement before landscaping

Any planting or landscaping that is located in the easement area can be moved, without notice, should RS&W need to access sewer and water mains for capital projects or emergency repairs. PLEASE call before you landscape.

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As the sewer and water project is completed, one important fact to realize, as a property owner with an EcoTran basin, is the presence of an underground wire on your property running from the control box to the grinder pump.

If you plan on excavating or performing any renovations that require earth disturbance like an addition or a deck, a mandatory PA1 call must be made, by your contractor, to locate your wire prior to any earth disturbance. Be advised any damage that occurs to the wire or control box, as the homeowner, you will be financially responsible for the repair costs.

Call: To place a dig or design notification in Pennsylvania, please call 8-1-1 or 1-800-242-1776(outside PA)