

Roamingwood Sewer & Water Association; Agent of South Wayne County Water & Sewer Authority

Inside the Hideout Community at:
 4501 Lakeview Dr.
 P.O. Box 6
 Lake Ariel, PA 18436
 Phone: 570-698-6162
 Fax: 570-698-9485
 Email: rswa@roamingwood.com



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

2021 Holiday Schedule

Date	Holiday
January	Friday, January 1—New Year’s Day
February	Monday, February 15—Presidents Day
April	Friday, April 2—Good Friday / Easter
May	Monday, May 31—Memorial Day
July	Monday, July 5—Independence Day
September	Monday, September 6—Labor Day
November	Thursday, November 25—Thanksgiving
November	Friday, November 26—Day After Thanksgiving
December	Friday, December 24—Christmas Day (Observed)
December	Friday, December 31—New Year’s Day (Observed)

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

- Saturday January 2, 20201
- Saturday, April 3, 2021
- Saturday, May 29,2021
- Saturday, September 4, 20201
- Saturday, November 27, 20201
- Saturday, December 25, 2021
- Saturday, January 1, 2022

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.



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:

Michael Seiden

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RS&W Newsletter

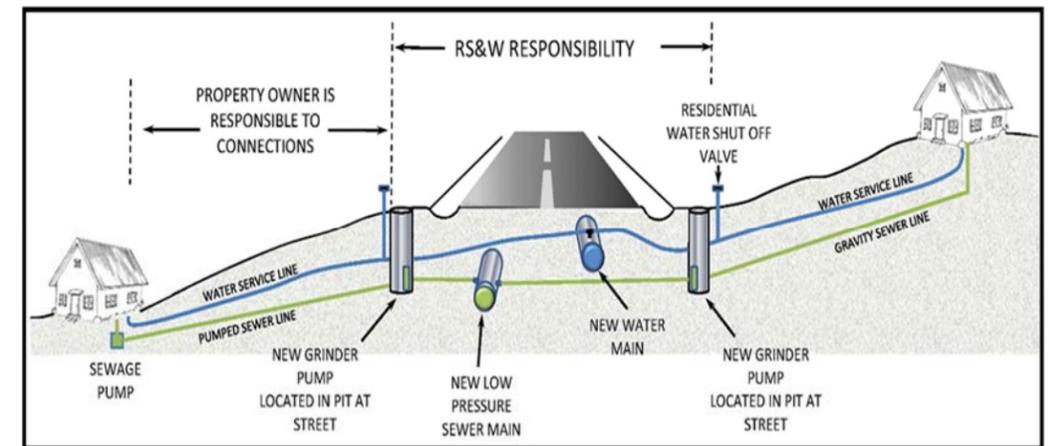
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Notice of Rate Increase

Our mission at RS&W is, and will always be, to provide the safest drinking water and most effective wastewater treatment to our customers. This is an increasingly more costly undertaking, as many more new regulations are implemented, within our industry. As your water & sewer service provider, we are committed to finding ways to offer the best quality and most cost-effective service.

In an effort to bring some financial reprieve to the community rate payers, RS&W had been able to hold the sewer & water rates, from increasing, since 2016. This enabled us to complete the final two stages of the infrastructure replacement project, without additional financial burden to our customers. This project was a major accomplishment for our organization & our community. As well as, an award winning endeavor, through American Water Works Association (AWWA), as the largest infrastructure replacement project in the United States.

Unfortunately, in order to keep up with the rising debt service payments and operational costs, RS&W will be implementing a 3% rate increase, effective 1st Quarter 2021. This will increase the Developed rate to \$402.00 per quarter and Undeveloped to \$258.00 per quarter. The rate change will take effect in the 1st Quarter billing on: April 1, 2021.



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 at (570)698-6162 Option #3, to request a copy be mailed to you.

THINGS SHOULD YOU SHOULD KNOW

WHERE IS YOUR WATER SHUT OFF VALVE?

Do you know where your home's main water shut-off valve is located? Does everyone in the family know where it is? If there's an emergency, you will need to know in a hurry. The main shut-off valve to your home controls the incoming water supply. Learn where the valve is and how to shut it off. This information should be readily available for other family members or renters.

The main valve is normally either a round pedal shaped wheel or a straight handle attached to a pipe leading through the floor or the wall of your basement or crawl space. If you have a finished basement, the water pipe may be hidden inside the wall, but the wheel or handle of the valve should be accessible. See images below for reference:



Your house may also have a solenoid switch which is an electronic switch used to turn water on and off. They are also used as access to drain valves for winterizing home. It is important to know if you have one, where it is and how / what it operates. If this switch is left on, it can continuously run water into a drain valve causing unexpected high usage.

Every home has a main shut off valve in the house. Be sure you have found the right one by turning it off briefly and checking to see if all the faucets in the home yield no water. If they still run and DO NOT drain out, try again. This may also mean the valve is no longer any good and will need to be replaced. In this case, you would need to have Roamingwood Sewer & Water come out and shut off your service at the street. This can be done by calling (570)698-6162 for an appointment to shut water off and turn back on, for repairs. Once it is confirmed the valve is operating properly, it should be clearly labeled, and all persons living in the house, should be shown how to operate it. The key to fixing most plumbing issues begins with shutting off the water to the affected area. In most cases the items that need attention, like a sink or toilet, have their own shut-off valve, usually located beneath each fixture. If it is an uncontrollable problem like a burst pipe or involves a fixture that has no shut-off valve of its own, shut off your home's main water valve.

In addition to knowing the location of your homes water shut-off valve, it is important to know where your homes electrical service panel is located. In most cases, electrical panels can be found in the basement & near the external electrical meter. This is generally outside of your house, about 5ft above the ground and easily accessible. Should you need to drain your water heater for service or maintenance, or turn your main water valve off for an extended period, the electrical power supply to the water heater should be turned off. These specific circuit breakers should be clearly labeled inside the panel.

Selling your house? What you need to know.

Homes are currently being sold, at record rates, within the community. When it comes to your R&W account, there are few things you should know when selling your home/property. Listed below are some key things that should be kept in mind when listing your home and when preparing for closing.

You may also contact our business office with any questions regarding the sale of your home/property. Be sure there are no outstanding service/ delinquent payment issues pending:

- Delinquent Action/Municipal Liens/ Collections Satisfied
- Service line repairs
- Meter Reading issues
- Radio & Touchpad issues
- Leaks that could lead to a high use bill and extra fees at closing.

IMPORTANT!!

Once a closing date has been set, any outstanding balances will be sent to the Title Company, upon their request, and collected at the closing. Please **DO NOT PAY** any balances without contacting R&W first. The HUD, or closing documents, are finalized well in advance of the actual closing. Changing the amount due will affect the payout. What is listed on the final documents, must be collected and every attempt to avoid unnecessary overpayments, should be made.

Property owners with an EcoTran basin, must be aware of 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 in the area of the wire, a mandatory PAI call must be made, by your contractor, to locate our 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. Visit: www.roamingwood.com/811 for more information

GO PAPERLESS!!!

Convenient & Safe! Access PDF statement & additional mailings

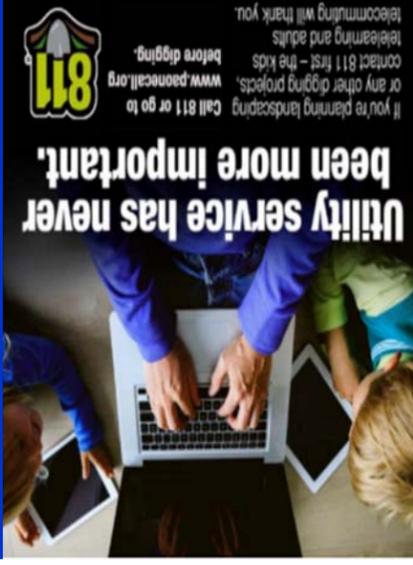
(Newsletter & Annual Water

Quality Report)

right from your email!

Sign up for **EMAIL BILLING!!!** It is as simple as calling our Main Office at (570) 698-6162

Option# 3 or email us at rswa@roamingwood.com and request to go paperless.



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

RS&W Requests E-mail & Cell Phone Numbers

Visit our website at : www.roamingwood.com/email

to submit your information