

USER HANDBOOK



EASTERN YORK COUNTY SEWER AUTHORITY

Office Location & Mailing Address:

46 Walnut Springs Road
York, PA 17406-9000
717 252-2797

Dear Customer,

The purpose of this handbook is to acquaint you with the Authority and the procedures under which it operates. We hope you find it helpful. If you have a question that is not addressed here, don't hesitate to call the business office.

Thanks to a \$4.7 million bond issue that was put together in 1996, the Authority has been operating an expanded treatment plant, adding to the previous one built in 1985 that was at its full operating capacity. To take advantage of lower interest rates, in June of 2004 the bond issue was refinanced with a \$3.5 million bank note. This bank note was refinanced in November 2010 with a \$5.5 million bank note for the DEP mandated upgrade for new Chesapeake Bay discharge limits.

In order that the interest and principal on this note can be paid, and the day-to-day operating expenses met, we must necessarily operate the Authority as the business it is. However we cannot lose sight of the fact that the bottom line of our business is; not profit, rather it is the protection of our drinking water, our streams, and our rivers.

Thank you for cooperating with us in this most essential of endeavors.

*Barry D. Miller
Chairman*

Call 811 Before You Dig

Handbook Date: July 2016

THE AUTHORITY—AN OVERVIEW

The Eastern York County Sewer Authority is a Pennsylvania Municipality Authority chartered under the Municipality Authorities Act of 1945 as amended. It was chartered on April 9, 1973 for a term of fifty years. In 1984 the charter was amended to extend the life of the Authority to year 2033.

The Authority is governed by a six-member board. Three members are appointed by Hellam Township and three members are appointed by Hallam Borough. Under township and borough ordinances, the board members receive a stipend of \$35.00 for each meeting they attend, but are not otherwise compensated for their service. All board members volunteer for their appointments. The current members are:

Barry D. Miller, Chairman
Glen W. Billet, Vice-Chairman
Charles H. Lauer, Jr., Treasurer
Dean D. Mackley, Asst. Treasurer
Carl G. Newcomer, Jr. Secretary
Robert L. Schlosser, Asst. Secretary

The Authority has no taxing power. Nor does the township or borough contribute to its operation. Its principal sources of income derive from fees and sewer rental charges. Its rental rates are separately established for each district by the board based on debt service and operating costs as estimated by the Authority's consulting engineer. Capital improvements are financed by borrowing or, more often, through the sale of municipal bonds.

The board meets monthly at 7:30 PM in the Hellam Township municipal building. Meetings are usually held on the fourth Monday of the month except where there is a holiday conflict. Meeting dates for the entire year are published in the local newspapers in January of each year. If you miss them there, the business office can provide the meeting dates. All meetings are open to the public and the board welcomes citizen comments.

The Authority maintains a business office in the Hellam Township Municipal Office Building. The building is located at 44 Walnut Springs Road, just across from the Ducktown Road intersection with the Lincoln Highway (SR 462).

Office hours are 9:00 AM to 12:00 noon, Monday through Friday, except holidays.

The office telephone number is
717 252-2797.

Facsimile messages may be sent to
717 252-1145.

Letters to the board will be delivered to the chairman or a specifically addressed member, unopened by the office staff if the envelope is marked "private" or "confidential".

Letters which are not so marked will be opened by the office staff and delivered to the chairman or appropriate member.

Letters should be addressed to:

Chairman/Member by Name
EYCSA
46 Walnut Springs Road
York, PA 17406-9000

The foregoing address is for correspondence only. Bill payments should be mailed to the address listed on page 2 of this handbook.

CUSTOMER RESPONSIBILITIES

The cooperation of the more than one-thousand customers served by the Authority is essential to its efficient operation. These are the areas in which your cooperation is most appreciated:

- **First and foremost:** Never introduce pesticides, herbicides, gasoline, toxins, paints, lubricating oil, grease, petroleum-based substances, or any non-household wastes into the sanitary sewer.
- **DO NOT FLUSH: BABY WIPES, WET WIPES, ADULT WIPES, SHOP WIPES, SWIFFER MOPS, and similar products.** Even though they are marketed as being flushable, they are not biodegradable and clog pumps and sewer lines—including your private lateral, causing significant expense. **Also do not flush rags, disposable toilet cleaning products, diapers, sanitary napkins, tampons, latex/vinyl or rubber products, plastic objects, glass, syringes, dental floss, sponges, cigarette butts, or disposable toothbrushes.**
- The sanitary sewer is a biological system designed to treat non-medical, biological waste. Use it only for that purpose. Cooking grease should also not be introduced into the system. Use no-phosphate laundry & dishwashing detergent.
- Second—and almost as important: Please pay your quarterly bill by the due date. EYCSA depends on on-time payments to generate the income needed to meet our expenses.
- Keep the office informed of your current mailing address. Remember, failure to

receive a bill is not grounds for non-payment or an extension of the due date.

- Notify the office of any change in the use of a property.
- Notify the office of the impending sale of a property.
- Maintain your building sewer. The building sewer is the sewer line inside the structure, together with the line that extends from the structure to the public sewer main. A frequent maintenance need is replacement of the cap on your sewer line clean-out fixture. These caps can be damaged by a misadjusted lawn mower, removed by vandals, or otherwise turn up missing. You can obtain replacement caps at hardware stores and plumbing supply houses. An open clean-out fixture allows rainwater to enter the sanitary sewer system. This adds to our operating expenses, but more importantly, it is an inviting opening for the introduction of a foreign object that can clog your building sewer and end up costing you much more than the price of the replacement cap!
- Other than the replacements of caps mentioned above, if any work is necessary on the sewer line on your property, it must be inspected by the sewer authority. Contact the business office to make arrangements
- Keep the sewer line right-of-way clear. If the public sewer line passes through your property, shrubs, fences, sheds, etc. that impede access to the line, may be removed at your expense without compensation. The right-of-way must be kept clear at all times for emergency access by the Authority if needed.
- Notify the business office immediately if your property sustains any damage that you believe to have been caused by a malfunction of the sanitary sewer system or by a contractor of the Authority. Failure to report alleged damages in a timely manner can jeopardize your claim for compensation.

BILLS AND THEIR PAYMENT.

- Sewer rents are billed retroactively for each calendar quarter. Bills are normally mailed about forty-five days after the quarter ends, and at least thirty days before the payment is due.
- There are three separate service areas within the geographic area served by the

Authority. Each service area has a different quarterly base rental rate; however, these other criteria apply to all districts:

- The quarterly bill is based on water consumption. The base rate applies for the first 21,000 gallons of water consumed. Water consumption is reported to the Authority by the York Water Company. Those customers who are not served by the York Water Company must have water meters that are installed and read according to Authority Resolution. (A "Resolution" is to the Authority as an "Ordinance" is to the township or the borough.)
- A surcharge is imposed if more than 21,000 gallons of water are used in any single quarter. The surcharge which varies among the three service areas is applied to each 1,000 gallons (or fraction thereof) above 21,000 gallons.
- Bills are due on the date printed on the bill--there is no grace period!
- A charge of 10% of the current rental charge is added to any bill which is not paid on or before the due date.
- Bills may be paid by mail. Checks should be made payable to EYCSA. Please return the right hand portion of the billing card with your payment. The mailing address for bill payments is:
EYCSA
46 Walnut Springs Rd
Hellam, PA 17406-9000
- Bills may be paid at the Authority business office in the Hellam Township Municipal Office Building. Please use the entrance on the south side of the building, facing the Lincoln Highway. The Authority office is open from 9 a.m. to 12:00 noon. The township building is open from 8:00 AM to 4:30 PM. When the Authority office is closed, you can leave the payment in EYCSA's lock box, mounted on the wall in the Hellam Township lobby but a receipt will not be provided. Please leave the right hand portion of your billing card with your check.
- CAUTION: Leave cash at your own risk. The Authority will not be responsible for cash left at the Hellam Township office.
- ***Do not drop off sewer payments at the Hallam Borough Office.***
- Owners of property that has been unoccupied for the full three months of a

billing quarter, and for which no water usage is reported during that same period, are entitled to a \$20.00 reduction of their bill for that quarter. To receive this deduction, the Authority must be notified in writing of the dates during which the property was unoccupied, and York Water Company records (or the private source meter where applicable) must show zero water consumption during the quarter.

RESOLVING BILLING DISPUTES

If you receive a bill which you believe to be incorrect, please call the business office at once. If the matter is not resolved to your satisfaction, document the problem in a letter to the business office. A phone call by itself will not protect your interests.

Do not ignore a bill or make only a partial payment without documenting your reasons in a letter. If you make no payment or less than the full payment the 10% late payment penalty will be assessed against the remaining unpaid balance.

A billing dispute which cannot be satisfactorily resolved with the office staff may be brought to the board for adjudication at a regular monthly meeting. If you wish to appear before the board for this or any other reason, please let the office staff know so that time may be scheduled on the agenda.

DELINQUENT ACCOUNTS

The great majority of customers pay their bill on time. However in those cases where customers do not, the Authority takes aggressive actions to collect delinquent accounts. Those actions include filing liens against the property and terminating water service, and, as a last result, instituting a criminal proceeding with the district justice. The cost of these collection procedures include document preparation, attorney fees, visits to the property to post notices, postage and certification fees, and court costs among others. Under the Pennsylvania law which governs debt collection by municipality

authorities, the Authority charges all of these costs to the debtor. Such costs can quickly grow to exceed the amount of the delinquent sewer rent. Therefore, it is always advisable to settle accounts before collection is initiated.

IF YOU CANNOT PAY YOUR BILL

The Authority does not forgive debt, but it does recognize that unanticipated financial hardships can occur, and it makes every effort to work with customers who encounter such difficulties without resorting to expensive collection action. If a customer finds himself or herself in such a situation, he or she should immediately contact the business office to discuss alternatives. It is the customer's responsibility to initiate such action before collection is initiated and the customer must honor whatever agreement may be reached in order for the agreement to remain in force.

SWIMMING POOLS

Unfortunately, customers who have swimming pools often pay a surcharge on their sewer bill for excess water consumed when they fill their pools--even though that water does not enter the sanitary sewer. There is no cost-free alternative to this. However, the customer can, at his or her own expense, and with prior approval of the authority, install a "deduct" water meter in accordance with Authority specifications. The deduct meter measures the water that is diverted to the swimming pool and when the sewer bill is prepared, that amount of water is deducted from the total water consumed. The cost of the deduct water meter and its installation can be between \$200 to \$300 (or higher depending on the complexity of the installation), however that cost may be recovered over the course of several seasons through avoidance of the excess water consumption surcharge. Customers who are interested in this option should contact the business office.