



## **IMPORTANT INFORMATION**

### **Rate Increase Notification:**

Water meter fee will be \$15.00 per unit & \$9.00 per 1000 gallons. Sewer Rates will increase by \$4.50 per unit.

Sandy Run residents monthly fee will be \$45.00. Fire Protection/ Hydrant 4" \$46.25, 6" \$87.50, 8" \$375.00 per unit.

In addition to the rising costs of materials, utilities, fuel, chemicals and DEP mandated testing and fees we find it necessary to implement this rate increase to stay fiscally responsible. You will see the increase on your February 2023 bill.

Water is not manufactured, yet from the moment raw water at its source(wells) enters the treatment process until it is later consumed, the water authority has the same types of operating cost, quality, reliability, production, and delivery issues to consider as does any manufacturing operation.

Inevitably, municipalities that wait for crisis to strike will pay significantly more for inaction than forward-thinking municipalities will pay for addressing their degraded infrastructure before a crisis forces a costly emergency repair or replacement.

Therefore, the fiscally responsible thing to do is to implement a rate structure that will allow the authority to operate, maintain, and supply its customers with water that meets all federal, state, and local regulations. That is why rate increases are needed.

### **When paying your bill:**

Please include the top portion of your bill with your check or money order. For tenants if you don't have your bill, please put the account number on the check or money order. This is to ensure that your account is properly credited.

You can still pay your bill at 711 Birkbeck Street by placing it through the mail slot in the door. You can also mail it to Freeland Municipal Authority, P.O. Box C, Freeland, PA 18224. If you would like to use our on-line payment option, go to our website [www.fmaws.org](http://www.fmaws.org) and pay your bill using a credit or debit card. The bank does charge a small convenience fee.

Bills go out on the 1<sup>st</sup> of every month and are due back on the 20<sup>th</sup> of every month. If you don't receive your bill in the mail, you are still responsible for paying it on time. Call the office, we will be glad to tell you your balance.

Paying your bill after the due date adds penalties and you may not see your payment on the following month's bill.

**Please, only pay your FMA water/sewer bills at the Authority, we do not accept any other bills on our website or at our office.**



### **Water Meter Touchpad:**

Please keep a clear path to the touchpad, free of snow, ice & trash, so our Meter Reader has easy access. If you are siding your house or remodeling your porch, please call us so we can relocate the touchpad for you. If you have a dog and a fenced in yard, please contact us so we can move the touchpad outside of the fenced area, for our meter reader's safety.

### **HERE IS SOMETHING TO THINK ABOUT**

A "running" toilet can waste 2 gallons of water a minute (that's 96,000 gallons a month). A "silent leak" in a toilet can waste up to 7000 gallons of water per month.

**How to check yours?** The best way to test for a silent leak is using the dye test. Start with a clean water tank and toilet bowl. The water in both should be completely clear. Add food dye, or drink mix to the water tank on the back of the toilet, seeing a change in the bowl water will let you know if it's the flapper. Also, if the dye is not in the tank but is gone, it would be your overflow.

### **What is Inflow & Infiltration in the Sewer System?**

Inflow and infiltration are defined as groundwater and stormwater that enter a sewer system. Collection systems can be damaged when they are forced to transport more flow than they are designed to handle. Increased effluent also raises costs for wastewater treatment facilities because harmless stormwater and groundwater mix with sewage. In many cases, inflow and infiltration accounts for up to 45% of the annual flow to treatment plants.

### **What you need know:**

We have started to inspect homes for illegal connections such as: rain leaders, basement sump pumps & floor drains that go into our system. If you have any of these, they must be removed from the sewer system. The floor drain needs to be capped. Please call if you have any questions.

### **Do we have your current phone#?**

Please call, or send a note with your Phone Number, so we can update our Swift Reach Robo call system.

If you have tenants, have them call us, we will add them to the call out system.

Swift Reach calls come from phone number 844-888-1867 or 570-526-0070 and text messages are from 99538, if you use a spam blocker on your phones, you will need to add these numbers to your contacts.

### **We want to hear from you.**

If you have any questions, comments, or concerns, please call us at 570-636-1733. We are here Mon – Fri. 8:00 am to 4:30 pm.

Our email address is: [fmaws@fmaws.org](mailto:fmaws@fmaws.org) and our website is [www.fmaws.org](http://www.fmaws.org) . If you experience any problems with your water, let us know at the time it happens. We cannot fix it if we are not aware of it.

**We are not on Social Media, so please do not turn to Facebook for answers. If you want to get the correct answer, please talk to us directly. (570)636-1733.**

**NOTE from Freeland Borough on Stormwater:** Watch the Freeland Borough Blog for notifications on the MS4 (DEP Public Education Stormwater Requirements).

If you would like to receive email updates from the Borough, please join our Google Group

<https://groups.google.com/g/freeland-borough-council-official-communications>