



# RS&W News

2ND QUARTER OF 2013

RS&W NEWSLETTER

PUBLISHED: JULY 2013

## Currently making appointments for retrofit of sewage pump systems

**If you have recently received a call from our Project Manager at (570) 517-1253, please call back as soon as possible!**

**RS&W Office Phone:**  
570-698-6162

**Office Hours:**  
8:30 AM to 4:30 PM  
Monday – Friday

We are currently scheduling appointments for retrofits in addition to inspections of existing sewage pump systems, and we are contacting those homes that we believe to have sewage pumps first, but we are now also calling to enter all homes in the “Stage 1” area to inspect the electrical system in order to connect power to the new pump whether it is a replacement for an existing pump or a new outdoor grinder basin system.

If the lot number of your home falls within one of the lot number ranges listed on the back of this newsletter, and you have a sewage pump, please call (570) 517-1253 as soon as possible to schedule an appointment for inspection of your pump system.

If your home is within the Stage 1 area but you do not have an existing sewage pump, call (570) 517-1253 if you are not expecting to be in the Hideout full-time so that we can schedule appointments at your convenience.

Homeowners outside of the Stage 1 area have a few years before we will need to inspect their systems, and appointments are not needed for owners of undeveloped lots.

## A voluntary non-essential water use restriction is now in effect

The water infrastructure serving the Hideout Community is currently in a state of disrepair. Although this is being addressed, system and well pumps are running continuously in a struggle to maintain reservoir levels, producing millions of gallons of water that are lost each month through evasive system leaks which are costing crews countless hours to locate and repair.

As a result, we are asking all Hideout residents to please restrict non-essential water use as the seasonal peak demand for water approaches. If you see water running, pooling, or forming puddles in locations which are typically dry, please report it to the RS&W office at (570) 698-6162.

Thank you for your patience and cooperation.

## Caution! Please slow down in work zones!

With the major construction involved in our upcoming project, there will be work going on in several areas of the Hideout simultaneously in addition to the normal maintenance and emergency repair work performed by RS&W personnel.



Warn children not to play in or around construction areas and equipment, and please be alert while driving in the Hideout and slow down as soon as you see any signs or signals indicating that construction work is in progress ahead. Please obey the instructions of traffic directors and please follow any detours as posted.

We understand that any work of this nature is disruptive, but by being careful and patient, we can all look forward to improved infrastructure that will last for decades to come, protect the environment, and prevent the costly waste of millions of gallons of drinking water every month.

**General Manager**  
Jack Lennox

### Board of Directors:

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## Detecting and Correcting Water Leaks

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If you see water running, pooling, or forming puddles in locations which are typically dry, please report it to the RS&W office at (570) 698-6162.

Sometimes, the cause of high water usage is obvious. Seasonal watering of lawns and gardens, additional residents and guests, or pipes burst from freezing can all significantly increase your quarterly water consumption.

There are currently no additional charges for water usage of up to 25,000 gallons per quarter, so a moderate increase in water consumption may not result in a higher bill.

Unless there is significant additional water usage (such as lawn watering), that 25,000 gallons per quarter should be more than a typical family or 4 to 5 full-time residents would use.

Average water usage would amount to 5,000-6,000 gallons per person per quarter, so if your quarterly bill shows an unexplained usage of significantly more than that, or it has recently increased for no apparent reason, that may indicate a water leak.

When a water leak is suspected, there are some simple things you can do to check it out, but if you are not comfortable doing this you may want to have a plumber investigate it for you.

If your water meter is located inside your home, find a time when no water is being used and look at the “register” of the water meter. Some meters have a black triangle that will spin to indicate that water is flowing, while others will have a red dial with a marker that rotates with water use.

Even a small amount of water use should cause noticeable motion, which you can test by leaving a faucet running briefly while observing the meter.

If the water meter register is moving even though no water is being used, a leaking toilet is often the cause. You can turn off the valve at each toilet (which is usually on the left side underneath the tank) and check to see if the meter register stops moving. Be aware that some valves may be difficult to operate or may even fail when operated, so please use caution.

RS&W can provide dye tablets at no charge which you drop into the tank of your toilet, or you can just use a few drops of food coloring dye. If you see that the water in the bowl shows the colored dye within a few minutes, you will know that toilet is wasting water.



## Water Meter Pits

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While most Hideout homes have the water meter located in or under the home, often in a basement or crawlspace, there are hundreds of Hideout homes that have their water meter located in a “meter pit” outdoors, often near the road. There will be a round plastic cover to the pit, and there will typically be a short wooden post nearby with a beige plastic box mounted on it.

While high water usage seen by a water meter inside the home indicates that the water is definitely being used within the home (including outdoor faucets and hose bibs), high water usage shown by a meter located in a meter pit can also indicate a water leak outside the home.

If the main water shut off valve in the home is off but the water meter in the pit still registers water usage, then water is leaking from the service line between the meter pit and the home. Repair of the water service line is the responsibility of the homeowner.

A major service line leak may cause water to gush from the ground, but it is typically not that obvious, especially in the case of a slower leak. There may be a puddle or damp area present, but there may not be any visible sign at all.

**“If you have an existing pump, you can start calling now at  
(570) 517-1253 to schedule an appointment at your earliest convenience.”**

## Construction Areas and Work Scheduling

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During construction from mid June through Labor Day, our primary contractors will be working (weather permitting) Monday through Thursday, between the hours of 7am and 5pm. This scheduling has been arranged out of appreciation for the popularity of three-day weekends in our vacation-oriented community. There will be no construction on July 4th or Labor Day, September 2nd.

Test holes have already been dug in some areas, and the installation of new piping is planned to begin in June.

The main construction work is slated to begin in several areas simultaneously, beginning in the areas designated as “Priority 1” and continuing into the “Priority 2” areas.

In order to keep the use of Hideout roads by construction vehicles to a minimum, will be using some of the fire / emergency access entrances. These entrances will not be usable by the general public. With the cooperation and assistance of the POA’s Public Safety department, these entrances will be monitored to prevent unauthorized access to the community.

### Priority 1 Construction Areas:

- South Fairway Drive from Rockway Road to Par Drive, Eagle Court, and Slate Court
- Applegate Road and Millwood Terrace
- Meadowview Drive, Tanglewood Lane, and Crestview Road from the boat launch back to the Fire Gate
- Pinecrest Court, Willow Court, Deerfield Road from Deerfield Court to the end west of Deerfield Lake, and Forest Lane from Deerfield Road most of the way to Maplewood Court
- Highpoint Drive from the cul-de-sac up to the turn at the top of the hill

### Priority 2 Construction Areas:

- Cherokee Court, Chip Court, Huron Court, Par Drive, Trap Court, Chestnut Hill Drive from North Fairway Drive to Navaho Lane, Navaho Lane from Chestnut Hill Drive to North Fairway Drive, North Fairway Drive from the Chestnut Hill Drive end to Wedge Drive, and South Fairway Drive from North Fairway Drive to Par Drive
- Burnwood Point, Dogwood Place, Dunhill Court, and the loop of Chestnut Hill Drive below Cliffwood Road
- Millwood Place, Split Rail Lane, Thornwood Terrace from the end to the crest of the hill before Hidden Lake Drive, and Hidden Lake Drive from the end back to the crest of the hill before Hemlock Court
- Crestview Road from the boat launch to Brookfield Road, and the Crestview Road end of Brookfield Road up to the crest of the hill
- The lower two sides of Oak Circle
- Ridgewood Circle and Ridgewood Court

## RS&W’s Annual Water Quality Report for 2011-2012 Now Available

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What’s in your tap water besides water? The annual water quality report from RS&W will tell you where your water comes from, what’s in it, and what the acceptable levels are. Look for the report in your mail this month, and read it.

Because when it comes to understanding your drinking water, the most important ingredient is you. Stop in at our office or visit our website at [www.rswanepa.com/waterreport](http://www.rswanepa.com/waterreport).



**Roamingwood Sewer & Water Association; agent of  
South Wayne County Water & Sewer Authority**

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**WE'RE ON THE WEB!**

**[WWW.RSWANEPA.COM](http://WWW.RSWANEPA.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 total of over 125 years of work experience at RS&W.

Our average potable water production is 465,000 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 100 hydrants in the water system.

The average wastewater collected is 700,000 gallons per day, and we operate and maintain a 1.755 million gallon per day advanced, staged, activated sludge wastewater treatment facility. The wastewater collection system contains over 1,000 manholes, and also 29 lift stations that pump the wastewater between the collection zones to our treatment plant.

**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.

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

Saturday is by Appointment Only.

**Is my property in the Stage 1  
Construction area?  
Revised: April 2013**

Below is the list of lot number ranges which comprise "Stage 1" of our sewer and water piping replacement program.

21-36, 54-125, 134-154, 173, 175-297, 316-325, 363-405, 457-461, 611-619.3, 670-683, 753-819, 846-1026, 1071-1074, 1108-1119, 1232-1297, 1342-1480, 1485-1515, 1572-1591, 1620-1643, 1655-1713, 1746-1769, 1775-1805, 1858-1884, 1891-1902, 2207-2233, 2278-2593, 2871-2881, 2888-2937, 2959-2999, 3470-3630, 3641, 3643-4324, 4335-4381



**RS&W has released a more comprehensive, user-friendly web portal for our customers as we head into the Stage 1 Construction Project.**

**[www.rswanepa.com](http://www.rswanepa.com)**