

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

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WE'RE ON THE WEB!

[WWW.ROAMINGWOOD.COM](http://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 580,000 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 200 hydrants in the water system.

The average wastewater collected is 810,000 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.

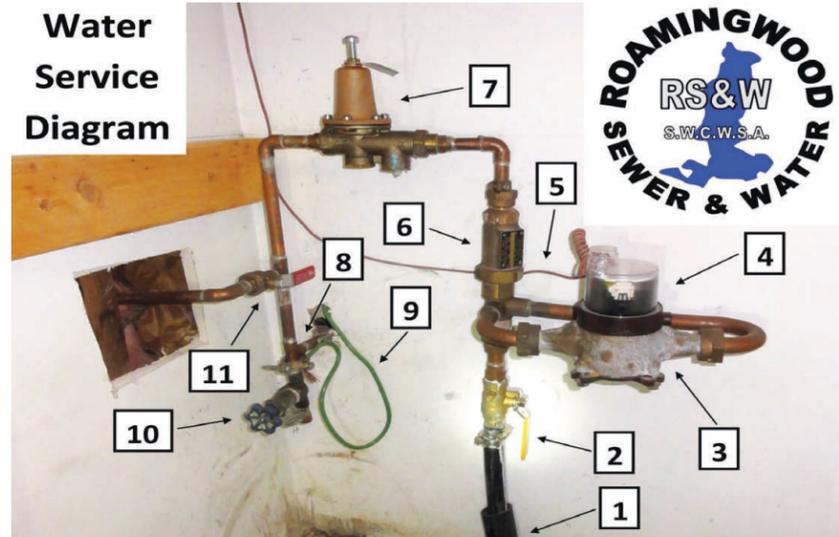
Saturday is by Appointment Only.

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

**Typical Water Service Diagram**

Below is a picture showing the components of a typical home water service connection. Your actual installation may be different, as some Hideout properties have the water meter located outside of the home in a "meter pit", and not all homes need a pressure regulator.

Homeowners, tenants, and guests should be aware of the location of the main water shut-off valve in case of emergency. Valves should be operated slowly and carefully, and a plumber should be contacted if you have any questions or concerns. To close a ball valve (typically with a straight handle as shown below), turn the handle slowly one-quarter turn clockwise so that the handle is at a right angle to the pipe. To close a gate valve (typically with a round handwheel), turn the handwheel clockwise slowly until it stops turning.



**Water Service Diagram Legend:**

1. Water Service Line
2. Main Water Shut-Off Valve (Open)
3. Water Meter Body
4. Water Meter Register
5. Remote Meter Reading Cable
6. Check Valve to Prevent Backflow (Hose Bib)
7. Pressure Regulator
8. Cold Water Supply to Home
9. Grounding Wire
10. Drain Valve
11. Shut-Off Valve (Open) for Outside Faucet



**RS&W News**

**2016, 1ST QUARTER  
PUBLISHED: APRIL 2016**

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

**RSWA Board of Directors Update: SWCWSA & RSWA Seek Funds for Final Stage**

Dear Hideout Members,

On behalf of the Roamingwood Board of Directors I am writing to you not only as the President but also as a past President and Board member of The Hideout Property Owners Association and a POA member for approximately 43 years. Combined with the four other members of the RS&W Board of Directors, we have well over 100 years of experience with The Hideout Community.

As a Community, we have all been affected by the implementation of the new sewer and water system over the last few years. At last, we are approaching the later stages of this endeavor and although we have experienced a few "bumps in the road" and some very important "lessons learned", the project is still ahead of schedule and under budget. As you read this letter, with the cooperation of the POA, the roadway restoration paving of the roads, should be well underway for Stage II & property restoration shortly thereafter. Fortunately, Northeast Pa. experienced a very mild winter that enabled work to proceed basically uninterrupted. As the unexpected progress of the project was welcome, the inability to get quality cold patch for temporary patching or the much needed "Hot Mix" was not. However, as road material is produced, this situation will be alleviated in time for everyone to enjoy the summer season. Your patience, though we know it was trying during these winter months, was much appreciated.



**March 21st Luncheon with Senator Casey—(L-R) Jack Lennox, Executive Director (RSWA), James Fleming, President (RSWA), Senator Bob Casey Jr., William Fentress, Director (RSWA)**

investigated the feasibility/merits of a privatization. It was determined it did not benefit the Community. Our research uncovered that the ultimate negative impact it would have on our customers, did not make this the right direction to pursue. We have provided a current example of a community, Coatesville, Pa, that recently privatized their system and witnessed the negative financial impact upon the community.

**Some examples of the negative impact are:**

- A 230% Rate increase from 2011 – 2016
- Quoted from Pa. American Water spokesman Terry Maenza: "The investment came with strings: We ask for a return on our investment because the capital we get to invest in those systems comes from shareholders"
- Pa American Water has no competition and facing the responsibility to make a profit, the residents have less of a voice to prevent the increases.

The cooperative relationship that currently exists between RS&W and the POA that share services, assist each other in emergencies, amenities, cooperative restoration efforts, etc. would most likely be eliminated with an outside company.

**Listed below are some expected Loss of Services with Private Ownership:**

- Complete loss of power or authority, by the community, to manage and control future operations and rate increases.
- Onsite service staff capable of responding to service calls and emergencies immediately would be lost.

**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:**

- Chairman**  
John J. Schesny  
**President**  
James Fleming  
**Treasurer**  
John Eagan  
**Secretary**  
Betty Sullivan  
**Director**  
William C. Fentress

**Inside this issue:**

<b>Board President Message, New Quarterly Billing Options</b>	1-2
<b>Construction Areas and Work Scheduling</b>	3
<b>Annual Water Quality Report</b>	3

In light of the financial stress the increased rates have brought about, we have been made aware that, some Hideout Members have been discussing and investigating selling ownership of RS&W to a private "for profit" company. Based on our research into the privatization of surrounding communities and the subsequent increase in cost to homeowners along with the loss of control and services, The RS&W Board of Directors and the South Wayne Board of Directors as well as the Property Owners Association and Board of Directors are unanimously against this approach and believe Roamingwood Sewer & Water Assoc., a Nonprofit Corporation, along with the oversight of the South Wayne Board, should retain ownership and control of this asset to protect the interest of The Hideout homeowners who have elected them.

We were approached by Aqua America prior to the RS&W Infrastructure Replacement Project and

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- As a nonprofit corporation "RS&W" there are no shareholders expecting profitable returns on their investment as would be with a "for profit" entity.
- Lower interest Loan and Grant Finance options are more available to tax-free entities. The same is not possible with "for profit" entities.
- Checks and balances are not regulated thus losing transparency and accountability.
- Personal, professional customer service that has become synonymous with RS&W would be lost.

These are just a few examples. Please visit our web-site at [Roamingwood.com](http://Roamingwood.com) to see more articles and information regarding the same as it relates to privatization.

<http://crossroads.newsworks.org/index.php/keystone-crossroads/item/87370-what-your-city-can-learn-from-the-cost-of-water-in-coatesville-pa>

We collectively as a board, and members of this community truly believe this overall completed project will provide The Hideout and its members with a state of the art sewer and water system well into the future. Having learned the ultimate lesson of the importance of forethought, we have made the necessary arrangements for future maintenance of this new system to be properly planned for and funded.

For those of you who have joined our Community recently, we will recount a brief history of this entity.

When the Hideout was originally constructed by Boise Cascade Corporation in the late 1960's the Sewer and Water Company was owned by a private entity. Over the years as the system aged and the Community grew, problems with the sewer and water system increased dramatically.

The maintenance and repair of the system was slipshod at best and the external owners of the utility were completely unresponsive to our needs. To deal with this situation, The Hideout Board of Directors at that time proposed the purchase of the system to the property owners. After much deliberation and discussion within the Community, this proposal was adopted and the Independent South Wayne County Water and Sewer Authority was formed along with Roamingwood Sewer and Water Association. Over the years, despite the community's best efforts, lack of funding and planning caused the system to continue to deteriorate and eventually required mandatory replacement which has brought us to our current situation. Previous Boards have been approached with the same notion of selling to a private company and have always denied the privatization for the reasons mentioned.

This massive project is well on its way to completion. Many of you might not be aware that this is the largest project of its kind currently in the United States and was recently awarded 2015 Project of the Year by Water and Wastewater Digest, a national publication. Previous and current members of this Board of Directors have worked diligently with State and Federal Agencies to obtain loans and grants to fund this project. To date, we have financed construction with a \$25 million bond issuance, \$32.8 million in low interest long term financing and \$8.1 million in federal **grants**.

In cooperation with South Wayne County Water & Sewer Authority, the RS&W Board is pursuing additional funding to complete Stage III of the project. At this point, we have reason to believe that we will be able to successfully accomplish this financing, with hopes of some

additional grants awarded to us. We would like to especially thank all the Hideout Members who participated in the membership petition campaign in 2015, to support RS&W and our efforts to address the need for grant money. A total of 44 pages containing approximately 620 signatures have been submitted to the State and Federal agencies with our applications.

We understand and appreciate many of you are upset with the increase in rates. While progress has a price, be assured we are doing everything we can to minimize the impact while we are in a Voluntary Corrective Action Plan with Department of Environmental Protection.

In conclusion, on behalf of the Roamingwood Sewer and Water Association Board of Directors, we greatly appreciate the efforts of Executive Director, Jack Lennox, the management team, and employees, many of whom live in The Hideout. It is with their efforts as well as the cooperation of POA Board President Mr. Arnie Milidantri, our Hideout Board of Directors, and our Community Manager Joe Acla, that we are nearing the last stage of a project that will provide The Hideout members with a sophisticated state-of-the-art sewer and water system for many years to come.

**Thank You,**

**James Fleming and the RS&W Board of Directors**

## **NEW QUARTERLY BILLING OPTIONS**

In a continued effort to serve the community in a reliable & efficient manner, we have been working on many updates to our billing software. For the 1<sup>st</sup> Quarter 2016 we have implemented the **CONSOLIDATED BILL** feature. Customers with more than one property will see a much different, but more efficient Quarterly Invoice. If you have ANY questions regarding the new format, please do not hesitate to call Customer Service (570) 698-6162 Option# 3.

**GO PAPERLESS!!** You can now sign up for **EMAIL BILLING!!!!** It is as simple as calling our Main Office at (570) 698-6162 Option# 3 or emailing us at [rswa@roamingwood.com](mailto:rswa@roamingwood.com) and giving us your email address.

### **Future Options to be Implemented by July 2016:**

- Account Link. Direct access to your account through our [www.roamingwood.com](http://www.roamingwood.com) website.
  - View your balances & account information
  - Pay your Bill via Credit Card/ Debit card \*
  - Pay by check using Routing & Checking Account # \*
- AR Box for customers who use automatic Bill Pay through their bank. Payments will be received now within 48 – 72 hours electronically\*\*

\*Fees applied. Contact Customer Service for details

\*\*No Fees applied to this transaction

## **Construction Areas and Work Scheduling**

### **NOTICE: Construction Between Boulder Rd, Northgate Rd, and Lakeview Dr.**

Our primary contractors will be working (weather permitting) Monday through Friday, between the hours of 7am and 5pm. **During spring/summer season, weather permitting, various clean-up and other preparation activities will occur in all previous construction areas.** The construction work is in progress in multiple areas simultaneously, so please use caution in all construction areas and on the roads in and around the Hideout. Please be patient.

The contractor will continue to have flaggers to direct traffic as construction continues on Northgate Road through Lakeview Drive. Please be patient and allow ample time to make your appointments. If possible, utilize the Stock Farm gate as an alternative route around the construction. (Gate Badge Required).

**Bus Stops:** Please be patient in construction zones on Northgate Road and the workers will let you through as soon as possible. Thank you.

### **Current and upcoming work areas include:**

**Stage 2 South:** Northgate Rd (South), Lakeview Drive & Highpoint Drive/Court, and Windemere Lane

Main lines are finishing on High Point Dr and moving to Windemere (Part B).

### **Stage 2 North:**

Boulder Road (expect delays), Chestnut Hill Drive, Cliffwood Road, Farwood Court, Hidden Lake Drive, Northgate Road (expect delays), Northwood Terrace, Pebble Court, Rockway Court, Rockway Road, Stony Court

The basin crews will be working on Rockway, then Boulder Rd

- Cross Trench paving has started in the North section and will continue to move throughout the

## **Annual Water Quality Report**

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, 2015. The purpose of this report is to advance consumers' understanding of drinking water and heighten awareness of the need to protect precious water resources. You will receive a copy of the report in your mail this month of April. Additional copies of the report are available at the RS&W Office. The report can also be viewed online at: [www.roamingwood.com/about/water-quality-report](http://www.roamingwood.com/about/water-quality-report). Drinking water, know what's in it for you!

community.

- Main line trench paving is scheduled for this week, weather permitting, starting on Lakeview / North Gate South to North Gate North, Hidden Lake, Cliffwood, Chestnut, Northgate loop and Northwood Terrace.

Basin installation will continue down Northgate Rd (Stage 2 North—Part A) followed by Lakeview Dr. / Highpoint Dr. (Part C) and Windemere Ln. (Part B) areas.

Laterals will begin in Part B this week and will be completed in April.

## **Quality Assurance and Complaint Resolution**

**To register a complaint or concern with your property related to the sewer & water upgrade project, please call (570) 698-6162, OPTION #2 and provide the following information:**

- Name (Homeowner)
- Address (Lot # & Street)
- Primary Phone #
- Description and Nature of Concern

Items that are considered part of "basic" project restoration will not be considered a complaint until such time as weather/temperature allows for project restoration and the contractor has progressed past that property's location in its restoration.

Standards for restoration within the easement areas will be determined to be basic landscape restoration (i.e. grass, stone) but are not to include replacement of shrubs, trees, or plants that had to be removed or were damaged due to project work.

Go to [www.roamingwood.com](http://www.roamingwood.com) and navigate to the top menu button "News > Project Info..." and you will see the form in the menu to download.