



Focus on Customers

MTMSA is focused on our customers. Throughout the course of 2017 we have implemented significant modifications to the Authority to better assist our customers and we have spent time creating customer-driven strategic plans for the future. The Authority has made these improvements while maintaining the same sewer rates for the 7th consecutive year.

During the summer of 2017, we rolled out our new website. The new site offers considerable improvements for our customers over the former site. On the new site, you will find answers to many of the questions we receive from customers such as:

I'm moving, how do I handle changing my service to the new owner?

What is the sewer fee schedule and how often am I billed?

Can I pay my bill online?

What do I do if I have an irrigation meter?

If you haven't had a chance to check it out, come visit us at www.mtmsa.org.

To make paying your sewer bill as convenient as possible, we offer multiple payment methods which include:

- Pay check or cash at the Sewer Authority office located at 1001 Stump Road in the Montgomery Township Municipal Building between the hours of 8 a.m. and 4 p.m. Monday through Friday.
- Mail your payments to our lockbox at PO Box 618 Souderton, PA 18964
- Pay online with a credit card or direct debit to your checking account through our website at www.mtmsa.org or through the 3rd party vendor www.xpressbillpay.com.

We ask that you take some time to visit our new site and call or email us with any questions you may have.



Green Solutions

A clean environment is always on the forefront of our minds at MTMSA. We are constantly researching ways to improve wastewater treatment to reduce our environmental impact. The environmental approach is all-encompassing including consideration of water, light and odor pollution. Beginning in 2017, MTMSA began testing various disinfection methods in an effort to minimize impacts within the Neshaminy Creek Watershed. The Authority utilizes several methods to reduce odor pollution including multiple levels of aeration and chemical filtration at the Authority's wastewater treatment plant. Lastly, the Authority rotates the emergency lighting testing schedule in an effort to reduce light pollution in the area.

Focus on Community



As part of our Focus on Customers, MTMSA is committed to being an engaged part of our community here in Montgomery Township. We do this in several ways: the Authority assists with snow plowing your roads during periods of

heavy snowfall. This reduces the need for outside contractors thereby reducing the overall cost to residents. The Authority participates in the Autumn Festival each year and engages with the public to educate them about wastewater treatment. The Authority personnel visit homeowners where there is work being done to the public system and



they review any sewer concerns the homeowners have at that time.

Focus on Infrastructure

UNDERGROUND PIPING

55%

Of the underground piping in the Township is clay or iron pipe which is now aged more than 3 decades. This type of piping allows for root intrusion, cracks and infiltration - all of which affect the integrity of the public sewer system.

A major initiative of MTMSA is to identify these areas and rehabilitate or replace this pipe to ensure a closed sewer system.



FAST FACTS

55%

Of all Township wastewater is treated at the Hatfield Township Municipal Authority plant of which MTMSA is a one-third owner. Most of the remaining 45% of Township wastewater is treated at the Eureka plant managed by MTMSA. A small portion is treated at neighboring municipal authorities.

A major initiative of MTMSA continues to be upgrades to the Eureka plant to ensure the most efficient treatment possible.

98%

Of all Township parcels are connected to the public sewer system and managed by MTMSA, making the focus on a strong infrastructure to support the whole community a key priority.

FOR MORE INFORMATION

Contact MTMSA at

www.mtmsa.org

215-393-6930

OR VISIT US AT 1001 STUMP ROAD

DID YOU KNOW ?

How water is used in your home?

On average:

- ≈ 17% goes to showering
- ≈ 27% is used by the toilet
- ≈ 15% by your faucet
- ≈ 22% by washing your clothes
- ≈ 5% miscellaneous needs
- ≈ 14% to leaks! Check your connections and save your \$\$\$!