DALLAS AREA MUNICIPAL AUTHORITY

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Dear Customer,

I am writing to ask for your assistance in tackling a significant challenge we are confronting that, if unmet, will impact our ability to ensure the long-term health of Toby's Creek and to maintain fair and reasonable rates for our approximately 8,600 customers. In short, too much water is entering into our system and much of this excess is coming from residential sump pumps that have been connected to our sewer lines. If we are not able to address this problem, the Authority will be compelled to add or replace current lines or increase storage capacity. These changes will require a significant investment which, ultimately, will result in rate increases for all customers.

The simplest way to address this issue is for all customers who have connected a sump pump to a lateral line to voluntarily remove that connection as soon as possible. It is important to understand that under state law, connecting sump pumps to a sanitary sewer system is illegal. This law is a necessary safeguard for several reasons. Sump pumps are designed to pump groundwater and rain water. Sanitary sewer pipes are designed to carry sewage – not massive volumes of ground water and rain water.

One pump operating half the time in a day would push the same amount of wastewater into a sewer line that 180 homes would in the same period. If two or three neighbors illegally connect their sump pumps to their lateral pipes, the pipes will back up, spilling sewage into basements, washing machines and toilets.

Left unaddressed, we will have no choice but to invest several million dollars to add lines, replace lines or add water storage capacity. Again, I urge any customer who has connected a sump pump to our system to voluntarily remove the pump as quickly as possible.

Please feel free to contact our offices should you have any questions regarding your sump pump. Our goal is to provide as much information as possible to our customers regarding the impact these illegal connections are having on our system.

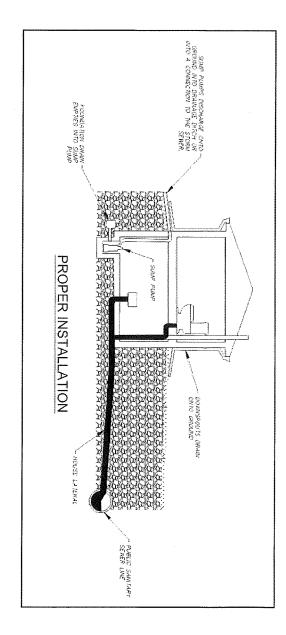
Thomas G. Keiper Executive Director

Sump Pumps into the Sanitary Sewer Cause Big Problems!

In addition to the fact that connecting sump pumps to the sanitary sewer is illegal, it causes big problems! Sump pumps are designed to pump groundwater and rainwater. Sanitary sewer pipes are designed to carry sewage, not groundwater and rain water.

Usually, the sanitary sewer pipe in the street is only 8 inches in diameter, and often the pipe slope is not very steep. Many 8 inch sewer pipes are installed with a slope of 0.4%. This means that for every 100 feet of pipe, the pipe goes downhill less than 5 inches. This low slope condition is very common in Pennsylvania's sewer collection systems. As you can imagine, there is only so much sewage that can flow through this pipe

For this size of sewer pipe, about 300 gallons of water can flow through it in a minute. If more sewage than this tries to get through the pipe in the street, the sewage will surcharge and start filling up the sewer lateral pipes that run to the sewer main from houses. When this added sewage or extra water is sent to the sewer pipe, it will surcharge even



more, eventually pushing back into someone's basement. The sewage might come out of a neighbor's basement toilet or washing machine drain for example. The result is a disgusting mess!

If hooked up to a house's sewer lateral, a half-horsepower sump pump will pump about 60 gallons to the sewer each minute. That means that if 5 pumps are connected to the sewer, it will be full. Normal sewage often flows in the sewer main more than

half-way already. So if two or three neighbors in a block illegally connect their sump pumps to their sewer lateral, the flow that is trying to get through the sewer main may be more than its capacity of 300 gallons per minute. The sewage in the pipe will start backing up!

It is critical that sump pumps discharge to the yard or storm sewer, not to the sanitary sewer. It is illegal to connect your sump pump into your sanitary lateral, and it can cause serious problems!