

Customer and Community Resources

CUSTOMER PORTAL

SCAN ME:
Point your smart phone's camera at the code to see our online portal.



The portal allows customers access to view information such as balance & payment.

NOW OFFERING: PAPERLESS EBILLING

SIGN UP NOW



THE UPPER MONTGOMERY JOINT AUTHORITY IS NOW OFFERING PAPERLESS E-BILLING

EMAIL YOUR REQUEST TO: BILLING@UMJA.ORG
PLEASE INCLUDE PROPERTY OWNER'S NAME & ADDRESS

INTRODUCING: OUR NEW MASS NOTIFY SYTEM



We're advancing our technology use to ensure you stay informed on alerts, emergencies, and more.

LIKE US ON FACEBOOK!

Announcement, news, and more!

To better serve our customers, UMJA has implemented a new online bill pay portal.

For this transition, all customers will need to create an online profile to access the updated portal and new features.

Visit www.umja.org and click on "Customer Portal"

NEW FEATURES INCLUDE:

- Saving payment information for future use
- Setting up recurring payments
- Download, save, and/or print sewer bills

Sign up for email billing and avoid losing your sewer bill!

Paperless billing offers convenience and flexibility to our customers. Plus, then you don't have to worry about your sewer bill being lost or misplaced.

Email a request to Billing@umja.org and be sure to include your name, service address and account number.

UMJA is now using a notification system to better communicate with our customers.

Customers will now receive convenient alerts when sewer work is being done in the area. Additionally, the system alerts customers if an account is past due, prior to the property being posted for water termination.

Be sure to update your contact information so that you can receive alerts!

Visit www.umja.org and click "Update your Contact Information" at the top of the webpage.

Or, email billing@umja.org with your address, phone number and email address.

Stay in the loop about what we're up to.

Search Upper Montgomery Joint Authority - UMJA on Facebook, and don't forget to Like and Follow!



OCTOBER 2022

FALL NEWSLETTER

UPPER MONTGOMERY JOINT AUTHORITY



Recognition for Excellence in Communications



UMJA was proud to receive Honorable Mention for the Pennsylvania Municipal Authorities Association's Excellence in Communications Award.

The award was created to recognize authorities that have established distinguished communication strategies for their community and customers. Criteria included design, innovation, creativity, and effectiveness.

The award certificate was presented at PMAA's annual conference in September. Jennifer Leister, Executive Director, accepted the award on behalf of UMJA.

Welcoming the Wastewater Community



On Friday May 20th, UMJA was chosen to host the Eastern Pennsylvania Water Pollution Control Operators Association spring meeting at our plant location.

The open house was also an opportunity to showcase the recent upgrades at the treatment plant and in the collection system. Approximately 250 industry professionals were in attendance.



Director's Message

Smoke testing has been continued in all three boroughs.



WHY WE DO IT:

Smoke testing is a common method to identify sections of the sanitary sewer system that may have defects such as cracks or faulty connections which would allow rain water to enter the sewer system.



HOW IT WORKS:

UMJA staff fills the sewer lines with dense non-toxic smoke. The smoke escapes through openings such as defects in the system, broken or missing cleanout caps, and illegally connected roof leaders.



ADDRESSING CONCERNS:

Smoke escaping indicates a potential issue with the sewer system. After smoke testing has identified these areas, staff televises the area to further identify what may be going on.

SMOKE TESTING 2022

EAST GREENVILLE BOROUGH:

Hickory Alley - 3,341 feet
Washington Street - 4,437 feet

PENNSBURG BOROUGH:

Penn Street - 952 feet
Ott Road - 1,415 feet

RED HILL BOROUGH:

Washington Street, Cindy Lane, E. Second Street - 4,067 feet
Jefferson Street - 1,275 feet
Meadowland Easement - 2,613 feet

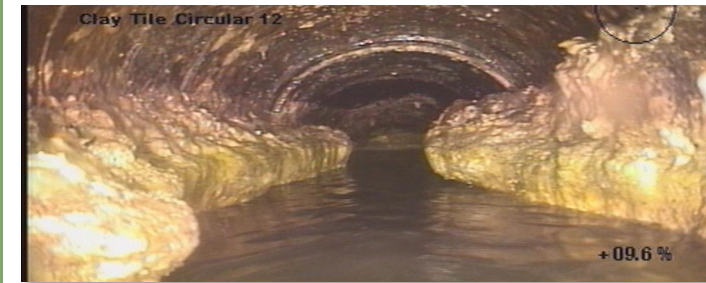
SYSTEM REPAIRS

Collection Systems repairs completed from April - August 2022.

Launch Main & Lateral - 18,478 feet
Installation of VAT (EA) - 55
TV & Clean Laterals (EA) - 84
Installation of T-Lines (EA) - 307
Additional Footage - 824.84 feet
Home Inspections - 17
Main CIPP - 1,392 feet
MH Rehab VF - 1,723.57
Raise to Grade (EA) - 18

If you have any questions or concerns, please call the UMJA office at 215-679-5133

Operator's Corner



CONTAIN DON'T DRAIN

Keeping fats, oil, and grease out of the public wastewater collection system benefits everyone.

UMJA has developed a fats, oil, and grease (FOG) program. This program will require all food service facilities to properly maintain their grease traps and interceptors.

WHAT IS FOG?

Fats, oils and grease (FOG) are by-products of cooking foods such as vegetable oils, meats, and dairy products.

THE ISSUE WITH FOG:

FOG is one of the leading causes of sewer line blockages because it congeals on the inner walls of the collection systems which leads to reduced capacity and flow.

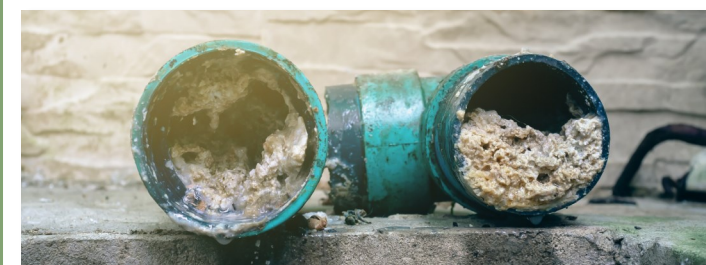
Additionally, the bacteria the feed on FOG produce corrosive acids and gas that will damage pipes and manholes within the collection system.

WHAT YOU CAN DO:

Many people do not realize that after FOG get rinsed down the drain, it cools and adheres to sewer lines. There are several things you can do to prevent FOG from damaging your sewer lines.

FOG can be cooled and contained for trash disposal in a sealed container. Small amounts of cooking oil (less than one quart) can be absorbed or frozen for trash disposal.

Wipe cookware with a paper towel to remove grease instead of rinsing down the drain.

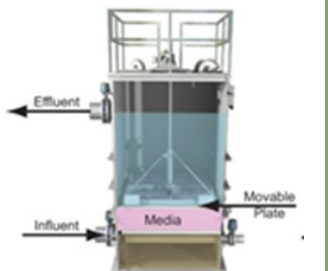


NEW FUZZY FILTER

The UMJA treatment plant recently added the Schreiber's Fuzzy Filter. This unique filter system not only has a much higher water capacity than a traditional filter, but it also has the lowest total ownership costs as compared to other similar filters.

HOW IT WORKS:

This filtration system works by compressing media by using thousands of one-inch diameter synthetic orbs to capture solids. This media is compressed between two steel plates, allowing water to vertically flow through the media creating a filter.



This filter allows UMJA to meet permit requirements for total suspended solids and phosphorus during high flows, such as large rain events or tropical storms. It has been effective and reliable with little maintenance.

EMPLOYEE ANNIVERSARIES



Thank you for all that you do!

JULIAN:
5 years

JENNIFER:
10 years