

Authority Times

News and Information for Customers
of the Borough of Conshohocken Authority



Volume XIII Issue 1
Summer 2026



Understanding Your Utility Services Ratepayer Frequently Asked Questions

The Borough of Conshohocken Authority (BCA) provides essential wastewater and stormwater services that protect public health, maintain infrastructure, and help preserve our community's environment. We understand that utility bills and infrastructure investments can raise questions, so we have compiled answers to some frequently asked questions from our customers.

Why does the Authority charge a sewer and stormwater fee?

The fees collected by the Authority support

the operation, maintenance, repair, and improvement of the systems that serve our community. These funds help pay for critical activities such as wastewater treatment, sewer collection system maintenance, stormwater management, equipment replacement, inspections, regulatory compliance, and emergency response.

Unlike general government services, utility systems are funded primarily by the customers who use and benefit from those services.

(Continued on Back Page)

Know the Number: Report Sewer and Stormwater Emergencies 24/7

The Borough of Conshohocken Authority is pleased to remind residents and businesses that a dedicated emergency telephone number is available for reporting sanitary sewer and stormwater emergencies:

Emergency Hotline: (610) 721-6668

This number is monitored continuously, 24 hours a day, 7 days a week, ensuring that emergency reports are received and addressed as quickly as possible, by an actual person.

Residents should use this number to report sewer-related emergencies such as sewer backups, overflows, blocked storm drains, flooding concerns, or other urgent issues involving the Authority's sanitary sewer and stormwater systems.

In addition, the emergency hotline can be used to report suspicious or illegal activity that may threaten our infrastructure or local waterways, including:

(Continued on Back Page)

BOARD MEMBERS

TINA SOKOLOWSKI
Chair

GEORGE BASS
Vice Chair

CHRISTINE BERTINO
Treasurer

JACK AMBLER
Secretary

APARNA CHHIBBER

MEETINGS

July 28

August 25

September 22

October 27

November 24

December 29

Meetings are held in
the Borough Hall:
400 Fayette Street
Conshohocken

Meeting time 6:30 pm

Ratepayer Frequently Asked Questions

(Continued From the Front Page)

Where does my sewer fee go?

Your sewer fee supports the entire wastewater process, including:

- Operating and maintaining the wastewater treatment facility
- Inspecting, cleaning, and repairing sewer mains
- Maintaining pumps, equipment, and control systems
- Laboratory testing and environmental monitoring
- Meeting Pennsylvania Department of Environmental Protection (PA DEP) requirements
- Planning and completing infrastructure upgrades

The wastewater system operates 24 hours a day, 365 days a year to protect public health and the environment.

Why are infrastructure improvements necessary?

Many sewer and stormwater systems were constructed decades ago and require ongoing maintenance and replacement. Proactive improvements help prevent failures, reduce emergency repairs, and extend the useful life of our infrastructure.

Investing today helps avoid larger and more expensive problems in the future.

What is included in my stormwater fee?

The stormwater program helps manage rainwater runoff throughout the community. Funds support:

- Storm drain and inlet maintenance
- Pipe repairs and replacements
- Flood prevention improvements
- Stream and water quality protection
- Stormwater regulatory requirements

As storms become more intense, proper stormwater management becomes increasingly important to protect homes, businesses, and public infrastructure.

Why can't the Authority delay repairs or improvements?

Infrastructure requires continuous care. Waiting until equipment fails or pipes collapse often results in higher costs, emergency conditions, and service disruptions. Planned maintenance allows the Authority to address problems before they become emergencies.

How does the Authority determine future needs?

The BCA evaluates system conditions through inspections, equipment monitoring, maintenance records, regulatory requirements, and engineering recommendations. These evaluations help establish

priorities and create responsible long-term improvement plans.

How can residents help protect the sewer system?

- Keeping grease, oils, and fats out of drains
 - Disposing of wipes, paper towels, and hygiene products properly
 - Keeping storm drains clear of leaves and debris
 - Reporting unusual sewer odors, backups, or stormwater issues
 - Avoiding illegal connections or dumping into storm systems
- Small actions by residents help prevent costly system problems.

Who should I contact if I have a sewer or stormwater concern?

The BCA team is available to assist residents with questions, concerns, or service issues. Reporting problems early helps the Authority respond quickly and protect the community.

General Sanitary and Stormwater questions can be directed to the Operations Manager: **(610) 828-0979 ext. 100**

For emergencies involving sanitary sewer or stormwater systems, please contact the Authority's emergency response line: **(610) 721-6668**.

Report Emergencies 24/7

(Continued from the Front Page)

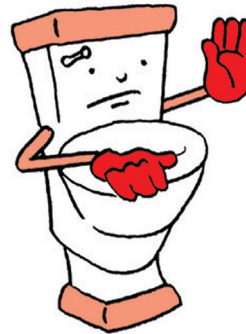
- Dumping debris, trash, or other materials into storm drains or streams
- Discharging harmful substances into the sanitary sewer system
- Unauthorized tampering with Authority facilities or equipment
- Any activity that could negatively impact public health, the environment, or the operation of our sewer and stormwater systems

Previously, residents seeking to report a sewer emergency were required to call the Authority's main telephone number, listen through multiple menu prompts, and select an emergency option that ultimately routed the call to a cellular phone carried by the Operations Manager.

The new emergency hotline streamlines that process by connecting callers directly to a dedicated cellular phone that is monitored around the clock. This direct connection helps reduce response times and ensures that emergency information reaches Authority personnel as quickly as possible.

We encourage all residents and business owners to save **(610) 721-6668** in their phone contacts so it is readily available should an emergency arise.

Working together, we can help protect Conshohocken's sanitary sewer and stormwater systems and maintain the health and safety of our community.



To Flush Or Not To Flush

These items should NOT be flushed down the toilet

- Baby wipes
- Cat litter
- Diapers
- Disposable wipes
- Fat, grease, oil
- Feminine products
- Paint
- Paper towels
- Pesticides
- Pharmaceuticals