

Dear Valued Customer,

Due to ongoing compliance issues at the Tivoli Wastewater Treatment Facility, the Department of Environmental Conservation (DEC) has advised DCWWA to conduct a survey of the community to identify sump pump locations, with the goal of reducing flow from sump pumps into the Tivoli sewer collection system.

Please follow the link or QR code to complete and submit the questionnaire:

<https://forms.gle/nA65cJikwTfnMVR77>



What is a sump pump?

A sump pump is a device that moves water from a basement pit or foundation drain to the outside of the home.

Why should I be concerned?

- Each customer of the Tivoli Sewer System helps pay for the cost of treating water that is passed through the sewer collection system to the treatment plant. Since clearwater does not need to be treated, the sewer system customers end up paying for treatment that is unnecessary.
- The Tivoli Sewer System is experiencing difficulties meeting regulatory compliance due to excessive flow to the sewer plant particularly during rain events. A recent engineering study has indicated that community use of Sump Pumps is likely the major contributing factor.
- The first step to reduce the problem is to make certain that all downspouts and sump pumps are disconnected from the sanitary sewer system. Downspouts and sump pumps should not be connected to the sewer system.

Customers can contact the Dutchess County Water and Wastewater Authority at 845-486-3601 with any questions or concerns regarding this.

Sign up for email notifications at www.dcwwa.org on the System Alerts and Advisories page.

If you would like to be notified of Alerts and Advisories via our Phone Call Emergency Notification System, send your name, phone number, look-up number from your bill, and the name of your water system to: DCWWA@dutchessny.gov