Overview of the Water and Sewer Systems

The Water and Sewer Systems are owned by CWCOA. The Water/Sewer Committee coordinates activities associated with the maintenance of these systems for the benefit of all Cove owners.

The water system description

Water is obtained from 5-7 wells on the property. It is treated with chlorine and Claritas and pumped into our 20,000 gal storage tank, then transferred into our 6,000 gal pressure tank and distributed to each home owner and condo owner. Water problems should be immediately reported to the Chair of the Water/Sewer Committee (see website) or the Association Manager. The website has information describing a water emergency and emergency contacts plus other facts about our water system including an annual "Water Quality Report", our current water rate structure, water conservation tips and the W/S committee members.

Sydnor Hydro is the third-party system manager of the water system. Representatives from Sydnor read the homeowners' meters and bills the homeowners quarterly. Water bills for the Villas and Mariners Point are paid with their dues through each respective property managers. In the event of a power outage, water availability will not be maintained.
Save money and lower your water bill by conserving this valuable resource.

The sewer system description

Wind River Environmental is the third-party manager of the sewer system. A common sewer system is provided for each property. Each homeowner has 2 septic tanks for which they are responsible and those tanks must be pumped every five (5) years. For condominium owners, there is one septic tank per building. Their Associations are responsible for the maintenance of these tanks. Effluents from the solids tank drain into the liquids tank which are then pumped up to the drain fields. Homeowner liquids go directly to the drain fields, condo units are processed through an aeration system (nitrate reduction station called the sand bed) before going into there drain fields.

You can do your part to maintain our sewer system by not pouring grease, fats, household chemicals or cooking oils down the drains.

Problems with the sewer system should be reported immediately to the Chairperson of the Water/Sewer Committee (refer to the website) or your Association Manager.

Water Rates (updated as of October 2024)

Each homeowner with a water connection will be billed quarterly as follows:

Base Rate: $114 per quarter for up to 12,000 (rate for 2024)
Base Rate: $120 per quarter for up to 12,000 (rate for 2025)

Conservation Surcharge:

- For water usage above 12,000 gallons:
    - The cost is $12.50/1,000 gallons for 12,001-15,000 gallons (3,000)
    - The cost is $14.50/1,000 gallons above 15,001 gallons

2024/ kb

How to know if your single-family home has a water leak, before you get the water bill

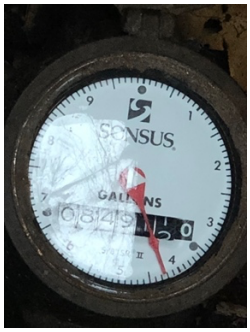
Your water is billed by the quarter (every 3 months). If you have an undetected leak for 3 months, your bill may be bigger than expected. This is how you can tell.

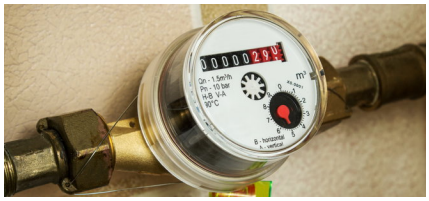
Open your water meter box

Find your water meter box in the front yard near the ditch line of the road. Bring a big screwdriver or a small pry bar, a flashlight, and a paper towel. Remove the box lid with the screwdriver or pry bar. Do it carefully, as there may be an unexpected guest in there. If the water meter box is full of water, notify a member of the Water & Sewer Committee. Clean off the meter dial glass cover to be able to read it clearly.

Typical water meters

Your water meter should look like one of the images below:





Ensure that none of the taps in your house are on and that any appliances that use water (e.g. dishwashers, washing machines) are off.

Reading the Meter – No Leak

Look for a small star-like dial on the face of the meter. Your meter may have a larger dial with an arrow shaped arm that will spin and the small star dial is just below the center of the larger dial. That star will tell you if there is even a drop of water flowing through the meter. It should be perfectly still. If you have someone in the house, ask them to turn on a sink faucet for a second and watch it spin. Once the water is off again it should stop completely, perfectly still again.

Reading the Meter – Leak

If the star was moving when you first looked at it, check the house again to confirm if anything is using water. If the star on the meter is even slightly turning, you have a leak somewhere with the house. This was the easy part. Finding the leak may be harder.

Some Tips on Finding the Leak:

Check the plumbing in the basement or crawl space for a drip someplace. Check every line connection to an appliance, dishwasher, icemaker, toilet, hot water heater, washing machine, outside hose connection, everything! Call a friend if you need help.

Toilets may be leaking, even if you don't hear it running. Put a few drops of dark food coloring in the tank of the toilet. Come back a few hours later to see if the water in the bowl has any discoloration like the food coloring. Sometimes there can be a small particle, a grain of sand, that keeps the flapper from sealing.

Recording Your Water Usage

You can log the digital meter usage number and the date and calculate the usage again using another meter reading in a week. The first 4-5 numbers in the meter are the ones you will read. If that number is 849, as in the first meter photo, that represents 849,000 gallons. When you take your next reading, you will see a higher number and subtract the first number to know how much you have used.

We hope this helped.

WATER EMERGENCY CONTACTS

Water & Sewer Committee

Committee Chair:

Katy Breuer 703-608-7594 (cell)

Committee Members:

Bryan Finkel	804-815-1922 (cell)	
Jim Knupp	804-832-1861 (cell)	
John Galloway	703-727-8483 (cell)	
Jeff Loustaunau	207-469-8454 (cell)	
Gil Paradies	804-776-1018 (home)	804-725-8121 (cell)
Tammy Hamilton	804-516-9786 (cell)	

Septic System Health

All homes and condos are connected to the Coves at Wilton Creek water and septic systems that are maintained under the watchful eye of our Water and Sewer Committee.

Please consider the following EPA recommendations to keep our septic system running well now and into the future. We appreciate your help with this.

Properly Dispose of Waste: Whether you flush it down the toilet, grind it in the garbage disposal, or pour it down the sink, shower, or bath, everything that goes down your drain ends up in your septic system. What goes down the drain affects how well your septic system works.

Toilets aren't trash cans! Your septic system is not a trash can. An easy rule of thumb is not to flush anything besides human waste and toilet paper. Never flush:

- Cooking grease or oil
- Non-flushable wipes, such as baby wipes or other wet wipes
- Photographic solutions
- Feminine hygiene products
- Condoms
- Dental floss
- Diapers
- Cigarette butts
- Coffee grounds
- Cat litter
- Paper towels
- Pharmaceuticals
- Household chemicals like gasoline, oil, pesticides, antifreeze, and paint or paint thinners

Think at the sink! Your septic system contains a collection of living organisms that digest and treat household waste. Pouring toxins down your drain can kill these organisms and harm your septic system. Whether you are at the kitchen sink, bathtub, or utility sink:

- Avoid chemical drain openers for a clogged drain. Instead, use boiling water or a drain snake.
- Never pour cooking oil, fat or grease down the drain.
- Never pour oil-based paints, solvents, or large volumes of toxic cleaners down the drain. Even latex paint waste should be minimized.
- Eliminate or limit the use of a garbage disposal. This will significantly reduce the amount of fats, grease, and solids that enter your septic tank and could clog the drainfield.

Some additional recommendations:

Install a filter on your washing machine to remove the fine solids from discharge. Solids from washing machines, such as lint, also do not have the mass to settle in the holding tank. They will also plug the pores of the soil bed in the drain field and decrease the life span of the field.

Do not drain water from your pool or hot tub into the septic system. Large volumes can "drown" the septic field and chlorine can destroy important bacteria needed for septic tank function.

Do not use septic tank additives. These products can be harmful by adding extra solids that clog the drain field. The chemicals can also pollute ground and surface water.