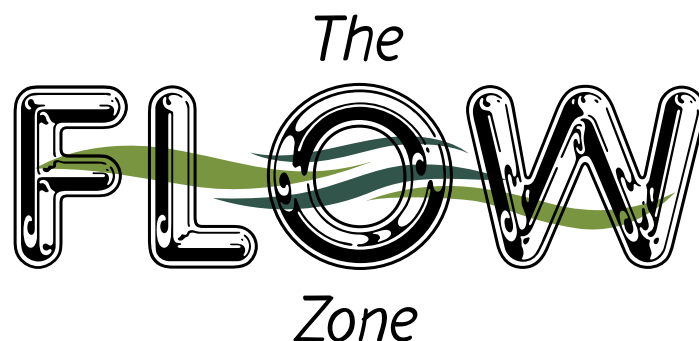




An Award-Winning Authority

We are thrilled to announce that CTA has received the 2026 Municipal Authority Community Engagement Award from the Pennsylvania Municipal Authorities Association (PMAA). This statewide recognition celebrates outstanding efforts to keep customers informed, engaged, and connected through effective public outreach and communication.

The award was presented in recognition of CTA's newsletter (the one you happen to be reading at this very moment) and website (ctapa.org), which serve as key resources for sharing information about Authority projects, wastewater treatment operations, infrastructure investments, environmental stewardship, and customer service. Through clear, consistent communication, we hustle to keep information flowing and ensure our customers stay connected to the work happening behind the scenes each day.

Receiving this honor reflects our commitment to transparency and community engagement. Whether we're providing project updates, sharing conservation tips, or highlighting improvements to our wastewater system, our goal is to make important information accessible and easy to understand. We're proud that our efforts have risen to the top and grateful that PMAA recognizes the value of keeping customers in the loop.

As a wastewater utility, we know good communication is just as important as well-maintained infrastructure. While much of our work stays below ground, we believe the information surrounding it should never be buried.



Your Authority Board

Rich Redding, Chairman

Jim Williams, Vice-Chair

Steve Niebler, Treasurer

Steve Toddes

Andrew Wampler

We remain committed to delivering reliable service... keeping the lines of communication unclogged, and ensuring a steady stream of information reaches our community. (And pummeling you with sewer puns!)

We are honored to receive this recognition and extend our sincere thanks to our customers, Board members, and staff for their continued support. Community-building is the name of the game.

Stay tuned, we've got even more in the pipeline for you!



Keep Things FLOW-ing

Visualization time! Think about your sewer system. What do you see? That's right, pipes! (Other stuff too, but we will get to that in future editions...) Those underground pipes are carrying wastewater away from homes and businesses, sometimes through pumping stations, to our treatment plants. What many customers don't realize is that a portion of the sewer system is actually their responsibility.

The sewer pipe that runs from your home to the Authority's sewer main is called a sewer lateral. In most cases, the property owner is responsible for maintaining the sewer lateral, while the Authority is responsible for the sewer main and related public infrastructure. A simple way to think about it is, if the pipe serves only your property, it is generally your responsibility. Once wastewater reaches the public sewer main, the Authority takes over.

But why do I need to know this?

Understanding sewer lateral ownership can help you avoid surprises if a problem occurs. Like any underground utility, sewer laterals can develop issues over time, including:

- Tree root intrusion
- Pipe deterioration due to age
- Cracks or breaks in the pipe
- Blockages caused by grease, wipes, or other improper materials

If a blockage or break occurs in a private lateral, repairs are the responsibility of the property owner.

How do I know if I have a problem?

Warning signs include:

- Multiple drains in the home draining slowly
- Gurgling sounds coming from drains or toilets
- Sewage backing up into fixtures
- Wet or unusually green areas in the yard
- Persistent sewer odors around the property

If you experience any of these symptoms, time to call a plumber!

How do I protect my sewer infrastructure?

While no pipe lasts forever, you can protect your property by:

- Avoiding the flushing of wipes, paper towels, and hygiene products
- Keeping fats, oils, and grease out of sinks and drains
- Being mindful of planting trees near sewer lines
- Addressing plumbing issues promptly before they worsen

So, what's the takeaway? Our sewer system is a team effort. The Authority takes care of the public mains and treatment facilities, but the pipe serving your home has an important job too. Knowing where your responsibility begins can help keep everything flowing safely and smoothly for everyone.

Capital Improvements Corner

Diffuser Replacement: Grant funding has been applied for.

Biosolids Sludge Press: Final design and permitting stage. Awaiting grant funding decisions.

Herr's Ridge/Biglerville Road Extension: we are looking for ways to expand our service to more residents. If you reside in this area and would like to hook up to public sewer, or know a neighbor who might, send them our way.

Did you know? We keep our Projects Page updated with pictures so you can know more about your wastewater treatment plants than you could have dreamed... Visit ctapa.org > Current Projects.

Did You Know?

CTA has successfully moved to a new payment processing system. This change lowers processing costs for customers, enhances security, and supports our effort to keep sewer rates as affordable as possible.

We are asking our AutoPay customers to log into your account and confirm your payment information is active and accurate in the new system. Our portal can be accessed at cta.authoritypay.com, or by visiting ctapa.org > Pay Your Bill.

While you're here, have you considered eBilling? The benefits include:

- Faster and more reliable delivery than traditional mail
- Convenient access to billing information anytime
- Reduced paper, printing, and postage costs
- Fewer administrative expenses for the Authority

Using AutoPay and eBilling allows us to shift more resources toward maintaining and improving your sewer infrastructure.

To enroll in eBilling, update AutoPay, or manage your account, visit cta.authoritypay.com. First-time users will need their account number and CID number from their bill, and yes – – – please include the dash in your account number. If you need assistance logging into our payment portal, please email billing@ctapa.org.

Still sending checks via your bank bill payer? Please confirm our address is correct. Our mail forwarding service has expired and we don't want your check going on an adventure.

Thank you for helping us keep costs down while providing reliable wastewater service to our community.

What is That?



This is an empty SBR basin. Raw sewage is pumped in and treated via aeration, settling, and decanting. This tank is currently undergoing upgrades so it can handle even more "poop stew!"

★ Customer Service Corner ★

Bills Out

October 1, 2026
January 4, 2027
April 1, 2027

Payment Due

November 1, 2026
February 4, 2027
May 1, 2027

Visit our customer portal at cta.authoritypay.com to sign up for autopay, e-billing, and to use a credit card. PAY-BY-PHONE! 717-340-9288

Bank Bill Pay Customers – Please update our address with your bank so your checks are not returned to the bank.

Our payment drop box is located in front of our office suite at 1270 Fairfield Road, Suite 9.

Who Are They?

Gettysburg Nature Alliance

Over the past several editions of The Flow Zone, we've highlighted a boatload of organizations working to protect and improve the watersheds, streams, and natural resources that sustain our communities. These illustrious organizations include the Watershed Alliance of Adams County, Lower Susquehanna Riverkeeper Association, Pennsylvania Organization for Watersheds and Rivers (POWR), and the Susquehanna River Basin Commission. This quarter, we are happy to spotlight another local organization dedicated to environmental stewardship: the Gettysburg Nature Alliance.

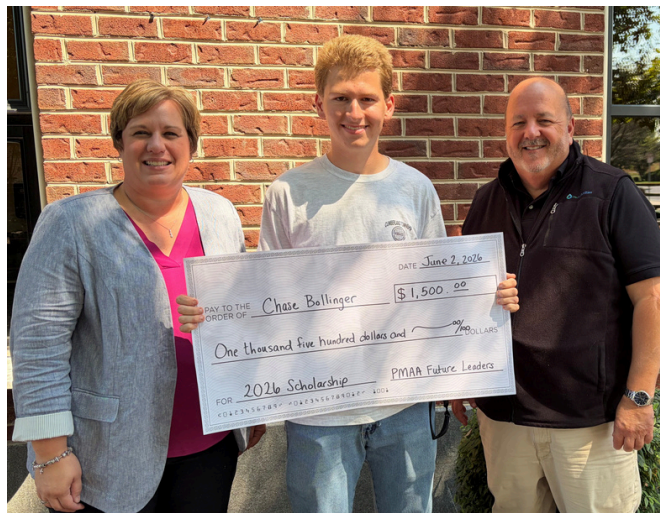
Founded in 2019, the Gettysburg Nature Alliance is committed to preserving, educating, and rehabilitating Gettysburg's habitat and heritage. The organization recognizes that the area's famous history and its natural environment are inseparable. From forests and wetlands to streams and wildlife habitat, the landscapes that define Gettysburg today are an important part of the region's story and deserve protection for future generations.

Through environmental education programs, habitat restoration efforts, and community partnerships, the Alliance works to connect people with the natural resources that make Adams County unique. Their work helps foster an appreciation for clean water, healthy ecosystems, and responsible stewardship, values that align closely with the mission of wastewater authorities and watershed organizations throughout our region.

The Gettysburg Nature Alliance serves as a reminder that protecting our environment is a shared responsibility. Whether through safeguarding local waterways, restoring habitat, or educating future generations, every effort contributes to the long-term health and resilience of our community.

To learn more about the Gettysburg Nature Alliance and its programs, visit www.gettysburgnature.org.

What's Going on Here?



This is our very own, Chase Bollinger, accepting his scholarship check from PMAA toward his operator's certification. Chase has been a dedicated worker on our team, with a singular focus of skyrocketing his career through professional licensure. And the icing on this cake? As we suspected, he excelled in his studies, passed all his required exams, and is on track to complete his program once he completes the on-the-job time requirement! Go Chase! We are lucky to have you!

Community Corner



Join the Gettysburg Nature Alliance for a Picnic with a Purpose! Find out more about this special fundraising event taking place on Saturday, October 24 by visiting gettysburgmuseumstore.com.



A Gettysburg Christmas Festival returns to celebrate America's 250th. Visit agettysburgchristmasfestival.com for all the details!