



**AGENDA
WATER POLLUTION CONTROL AUTHORITY
MEETING**

**Monday, March 17, 2014
Council Chambers
Immediately following the Town Council Regular Meeting**

- 1. ROLL CALL.**
 - 2. MINUTES OF PRECEDING MEETINGS.**
 - **Regular Meeting – March 3, 2013**
 - 3. Discussion/Resolution: Resolution Amending the Sewer Bill Adjustment Policy.**
 - 4. Adjournment**
-

ENFIELD TOWN COUNCIL
Acting in its capacity as
WATER POLLUTION CONTROL AUTHORITY
MARCH 3, 2014

A meeting of the Water Pollution Control Authority was called to order by Chairman Kaupin in the Council Chambers of the Enfield Town Hall, 820 Enfield Street, Enfield, Connecticut on Monday, March 3, 2014. The meeting was called to order at 8:46 p.m.

ROLL-CALL – Present were Commissioners Arnone, Bosco, Cekala, Deni, Edgar, Hall, Kaupin, Lee, Mangini, Stokes, and Szewczak. Also present were Town Manager, Matthew Coppler; Assistant Town Manager, Derrik Kennedy; Town Clerk, Suzanne Olechnicki; Town Attorney, Kevin Deneen

MINUTES OF PRECEDING MEETING

MOTION #6171 by Commissioner Mangini, seconded by Commissioner Deni to accept the minutes of the December 16, 2013 meeting.

Upon a **SHOW-OF-HANDS** vote being taken, the Chair declared **MOTION #6171** adopted 11-0-0.

DISCUSSION: SEWER CONNECTION FEE

Mr. Coppler stated the Council's packets contain a proposed change to the sewer connection fees under the fee schedule. He noted there will need to be a corresponding action necessary by Council to effectuate this.

He noted there was discussion within Development Services and General Government Committees of the Council. He stated the original language proposed by the consultant was to include the \$3,000 sewer connection fee per each separate, rentable or transferrable unit.

Commissioner Arnone stated these are standard rates for other municipalities in this area. He noted he will be supporting this.

Commissioner Bosco stated he does not have a problem with the amount of the fees, but he has a problem with anyone that was well-established in the process before January 1st. He feels anything well within the process of being done before January 1st should be at the old rate.

Commissioner Deni agreed with Commissioner Bosco in that developers should be grandfathered in if they were already in process before January 1st.

Commissioner Hall noted the subcommittee discussed this in detail. She feels grandfathering in developers will end up spreading that cost over the residents of the

Town. She noted developers have to take these things into consideration, and they'd have to pay these fees in any town that they develop in. She pointed out developers can make these fees back themselves through the unit rentals. She went on to note apartment complexes drain the Town's resources.

Chairman Kaupin questioned whether there are any open building permits for developments that Commissioner Bosco was referring to, and Mr. Coppler stated the land use piece is done, but he's unaware of any building permits being submitted. Chairman Kaupin stated his understanding there's a five-year time frame on building permits, and at any time during those five years they can pull a building permit.

Commissioner Arnone stated the Town has been planning to do this for a long time, and he feels there's a responsibility on the Town's part as well to be sure developers know about this issue.

Commissioner Bosco questioned the purpose of this fee. Mr. Coppler stated it's for the replacement of sewer capacity.

Commissioner Bosco questioned what percentage of capacity is the Town at right now, and Mr. Coppler responded 55%.

Commissioner Bosco stated his impression it will take a long time to reach capacity as the Town is taking money from developers who are coming into Enfield and investing in this community. He questioned whether it's even possible to reach capacity with the available land remaining in Enfield. Mr. Coppler stated one large sewer user could easily use up that capacity.

Commissioner Bosco stated his feeling it's not fair to say this is going to be spread out over the taxpayers when it's going into a pool for future expansion while they're currently at 55% capacity. He noted one or two developers spent the money in Planning and Zoning, on engineers, on the purchase of the land, and now they're going to be told they will have to pay a million dollars more.

Commissioner Arnone stated although the Town is at 55% capacity, they use their entire capacity. He acknowledged they may be able to take that much more water into the system, but all of the system is being used right now at that capacity. He stated when it rains, they're well over capacity.

Commissioner Arnone stated no matter what town a contractor builds in, he will face this same price. He noted Enfield is the only town that doesn't have these connection fees. He pointed out other towns have much higher fees.

Mr. Coppler stated at the next meeting there will be resolutions to schedule the public hearing as well as the ordinance that amends the ordinance. He noted after the Council acts on this and approves it, they will come back to the WPCA to amend the sewer fees.

DISCUSSION RE: SEWER ADJUSTMENT POLICY FOR IRRIGATION/SPRINKLERS

Mr. Coppler stated the Council has the current sewer bill adjustment policy. He noted after a number of discussions within the committees, it was recommended they make an amendment. He noted where it speaks about a sewer adjustment for swimming pools, they added sprinklers. He stated they struck out the current language and added a section that's very reflective of Glastonbury. He noted they're trying to address those situations where a person doesn't have a secondary or deduct meter on their system, but they can demonstrate that there's a time when it's related to an irrigation system they have in place.

Mr. Coppler stated they do have the allowance for a resident to add a deduct meter to their irrigation system. He noted most irrigation systems have just one pipe for irrigation, therefore, a deduct meter would make sense. He explained that would be handled by setting up a website where residents could enter deduct meter information so the billing company could include that in the bill.

He stated any meter put onto a water system needs to go through the standard policies, whether the water company is doing this or a licensed plumber is doing the work. He noted there are certain standards that have to be met. He stated the Town will inspect the meter to be sure it's functioning and calibrated properly.

Commissioner Lee stated his understanding there will be a definitive guide as to what is and is not allowed.

Commissioner Arnone stated he supports an appeals process. He stated his belief the Town has to police meters.

Commissioner Deni stated they would have eliminated all of these problems if they initially used the winter average. He noted people would then not be complaining about watering their lawns or filling their pools. He went on to note he's still waiting for a contract from the company doing the billing. He questioned whether the Town considered hiring a couple Town employees to do the billing, as opposed to hiring a company.

Mr. Coppler stated his belief the Council now has the contract in hand. He stated they did look at keeping the billing in-house, but it was more costly. He noted perhaps this is something they can consider in the future.

Councilman Hall referred to Page 2 of the contract and noted it talks about postage and a lock box fee. She noted it states the lock box fee falls to the Town, however, within the bid document it states Computel will provide full lock box service for receiving and posting payments. She questioned why the Town is paying for this now. Mr. Coppler stated it's free for the Town to do the lockbox.

Commissioner Hall questioned whether Computel can attend the next meeting, and Mr. Coppler responded yes.

Commissioner Deni questioned whether the Town can provide a service whereby people can talk about their bill. Mr. Coppler stated as always his office is available to act as an intermediary. He explained the rationale for first going to the billing company is that they will immediately have all the information as to what's in a particular bill.

Commissioner Edgar questioned what will be the fee for Hazardville and Connecticut Water to provide figures. Mr. Coppler indicated he would get that information.

Chairman Kaupin questioned whether someone could meter their well to know what their actual usage is, and Mr. Coppler responded yes, that could be done.

Chairman Kaupin stated his impression that the Council is trying to bend over backwards for people who water their lawns or fill their pools. He noted when this charge was put in, they tried to put in the fairest charge based on usage. He stated its incumbent on people to put in a meter if they want to prove they don't discharge water into the sewer system. He suggested they tweak what is already a good system.

Mr. Coppler stated there will be a resolution to amend the policy at the next meeting.

Commissioner Lee questioned whether the Council could have some data on a quarterly basis. He noted this could be an update on the collection rate and volume collected. Mr. Coppler stated they will be collecting the metrics on a monthly basis, and that information can be provided to Town Council.

Commissioner Arnone stated the Council should also get a report from the Superintendent as to what's going on at the Water Pollution Control Plant.

ADJOURNMENT

MOTION #6172 by Commissioner Lee, seconded by Commissioner Mangini to adjourn.

Upon a SHOW-OF-HANDS vote being taken, the Chair declared MOTION #6172 adopted 11-0-0, and the meeting stood adjourned at 9:38 p.m.

Respectfully submitted,

Suzanne F. Olechnicki
Town Clerk
Clerk of the Council

Jeannette Lamontagne
Secretary to the Council

**ENFIELD WATER POLLUTION CONTROL AUTHORITY
RESOLUTION NO.**

RESOLUTION AMENDING THE SEWER BILL ADJUSTMENT POLICY

WHEREAS, the Enfield Water Pollution Control Authority adopted the Sewer Bill Adjustment Policy on January 6, 2014; and

WHEREAS, the Enfield Water Pollution Control Authority wishes to amend the Sewer Bill Adjustment Policy to include adjustments for use of water by irrigation systems that do not go into the sewer system.

NOW THEREFORE BE IT RESOLVED, that the Enfield Water Pollution Control Authority does hereby amend the Sewer Bill Adjustment Policy by the following:

B. SEWER ADJUSTMENT ON SWIMMING POOL FILL AND SPRINKLERS

~~Private swimming pools meeting the requirement of at least 24 inches deep, a surface area of at least 100 square feet, and a permanently equipped re-circulating system shall be eligible for a manual sewer adjustment. One adjustment for one bill per calendar year will be allowed (January 1—December 31st). The sewer usage will be adjusted to the beginning and ending meter readings associated with filling the swimming pool.~~

Account holders may apply for a sewer usage adjustment by fully completing a “Town of Enfield Sewer Adjustment Form” and submitting it to the Town’s Director of Finance. The Director will review the adjustment form, the account history and the documentation provided by the account holder. Additional criteria to be considered may include, but is not necessarily limited to, the average bill for the subject property, whether the account’s water use for the period subject to the requested adjustment is double the account’s water use for the winter quarter, and/or whether the requested adjustment is attributable to a documented non-sewer use, for example, a sprinkler system with its own water flow meter. Requests for adjustments must be submitted within the then-current billing year. In order to be eligible for review, the minimum amount of the requested adjustment must be \$10.00.

Deletions

Additions

Prepared By: Town Manager’s Office

Date Prepared : March 14, 2014

**TOWN OF ENFIELD
WATER POLLUTION CONTROL AUTHORITY
SEWER SERVICE FEE SCHEDULE**

Pursuant to §86-203(2)
FOR FISCAL YEAR 2013-2014

WATER USAGE BASED SEWER RATES

- Billed water consumption $\leq 20,000$ \$3.39 per 1,000 gallons
- Billed water consumption $> 20,000$ \$5.08 per 1,000 gallons

A seasonal adjustment is made by reducing the daily consumption of potable water for the months of June, July, and August by 7.5%.

Minimum bill of \$13.00 will be assessed for all accounts using less than 3,835 gallons quarterly.

**SEWER USAGE BASED RATES
(FOR SEWER USERS WITH SEWER METERS)**

- Significant users with sewer meters: charges will be computed by multiplying the quarterly volume of sewerage by \$5.08 per 1,000 and billed quarterly.

PRIVATE WELL BASED RATES

- Well Users will be charged quarterly based on the average consumption by user classification:
 - Residential and small non-residential 16,000 gallons per quarter for FY13/14
 - Commercial and industrial 45,000 gallons per quarter for FY13/14

Interest will be charged on delinquent accounts at the rate of 1-1/2% per month, with a minimum charge of \$2.00, as provided by statute. Appeals for such charges must be filed within 30 days after the mailing of the bills. NOTE: Sewer Fees are the responsibility of the property owner.

SEWER CONNECTION FEES

Sewer Connection Fee for residential, commercial, industrial or public unit and is applicable to new construction and renovation work on a unit basis (with the exception of hotels, inns and motels):

\$3,000 per each separately saleable, rentable and/or transferable unit

Sewer Connection Fee for Hotels, Motels, and Inns:

\$2,000 per individual unit

*Houses and commercial/Industrial buildings that built were built prior to January 1, 2014 and that were not connected to the Town of Enfield Sanitary Sewer System as of January 1, 2014 will be assessed pursuant to Section 86-182(b).

OTHER FEES

Inspection Fee:	\$100 per occurrence for any new construction, replacement, renovation or repair work during published business hours (\$300 per occurrence for nights, holidays, and weekends)
Meter Reading Charge:	\$50 per reading (quarterly) of non-Water Company meters
Septage Disposal Permit:	\$100 per year for each registered septage hauler
Septage Disposal Fees:	\$60 per 1,000 gallons based on full truck capacity of residential septage \$80 per 1,000 gallons based on full truck capacity of industrial/commercial septage \$10 per discharge for sewage from recreational vehicles (campers)
FOG Inspection Fee:	\$50 per inspection visit (no more than monthly)
Industrial Groundwater Remediation Discharge:	\$250 per quarter

1 **TOWN OF ENFIELD**

2 **SEWER USAGE ADJUSTMENT POLICY**

3 The purpose of this policy is to provide a basis for the Town of Enfield to adjust high bills caused by
4 unexpected leaks, leaking equipment, vandalism, malicious acts or extraordinary conditions on the
5 users' property under normal due diligence. The reason for providing a policy for reducing these bills is
6 to relieve possible financial hardship on residents and businesses. The intent is to provide some relief for
7 catastrophic losses of water but not high uses caused by lack of maintenance or a change in activity at
8 the home or business. Adjustments or modifications to account balances shall be determined based
9 upon the facts and circumstances provided and will be at the discretion of Town of Enfield management.
10 The Town will not authorize account adjustments for excessive water usage unless otherwise called for
11 within the controlling ordinance.

12 The customer is responsible from the discharge side of the house including plumbing inside of the
13 house.

14 **A. LEAK ADJUSTMENTS FOR LOSS TO SEWER BILLS**

15 **Threshold Considerations**

16 Leak adjustments for sewer bills will be considered when all of the following threshold conditions have
17 been met:

18 ✓An excessive use of water has been detected due to a possible leak at a Resident's property (greater
19 than 20% of the proceeding quarter's bill).

20 ✓Water use volume is over the previous 12 month average or the previous full billing period if no
21 history exists.

22

23 The Town of Enfield requires the following application process in the event excessive usages have been
24 identified:

25 **Application Process**

26 Account holders may apply for a sewer usage adjustment by fully completing a "Town of Enfield" Sewer
27 Consumer Adjustment Form" and return to the Director of Finance. The Director of Finance will review
28 the sewer usage form, account, history, and provided documentation. Approvals/Disapprovals will be
29 determined within 30 days of receipt of completed form and documentation.

30 A copy of the approval/denial by the Director of Finance will be mailed to the Account Holder. All
31 adjustments must be approved by the Director of Finance or his/her designee. The Customer is
32 responsible for payment until adjustment is processed. Late fees and penalties will be applicable until
33 balance is paid and will not be credited back when/if approved. The following items listed on the "Town

34 of Enfield Sewer Consumer Adjustment Form” must be completed in their entirety or the Account
35 Holder request will be denied:

36 1. Name of customer (and property owner if different)

37 2. Phone number of customer (and property owner if different)

38 3. Address of property where adjustment is requested

39 4. If property is owner occupied or rental

40 5. Date customer became aware of overbilling

41 6. Explanation of why adjustment is being requested. If it is because of a water leak associated with the
42 property, explanation should include: copies of repair invoices or receipts; letter of explanation of how
43 the leak occurred; sketch of the exact location of the leak; photographs of the leaking pipe (if available).

44 In order to avoid a late penalty while the water and sewer bill review is pending, the account holder
45 must pay the bill by the due date unless otherwise directed by the Director of Finance. If the Town
46 deems a sewer adjustment is appropriate, the Finance Director may instruct the Billing Company make
47 the adjustment during the next billing cycle. The account holder must not be delinquent (only the
48 current month usage is owed). An approved payment plan agreed upon by account holder and the Town
49 of Enfield does not constitute delinquency.

50 High water use resulting from any other incident is not eligible for any sewer adjustment. Examples of
51 water usage not eligible for a sewer adjustment due to the Town of Enfield still treating all water usage
52 at the wastewater treatment plant are as follows:

53 • Leaking toilets and faucets

54 • Leaking water softener

55 • Leaking hot water heater

56 • Faulty humidifier on furnace

57 • Accidental water use

58 • Any other plumbing inside or outside the house

59 The Town of Enfield will not consider lack of proper maintenance or negligence by Account Holder (or
60 third party such as renter, contractor, utility company, etc) which culminates in an increased sewer bill
61 as being appropriate for approving a sewer adjustment in the bill.

62 **Sewer Charges Adjustment Policy**

63 If the leak is shown to not have entered the sewer system, the Account Holder has the following option
64 for sewer adjustments:

65 The excessive sewer usage above the average will be adjusted off after all threshold considerations have
66 been met and approved by the Finance Director or his/her designee. As a result, the account holder will
67 be billed for the entire usage amount and is responsible for payment until the requested adjustment has
68 been approved and/or denied by the Town. One adjustment is allowed per year. However, under
69 extraordinary conditions, at the discretion of the Director of Finance and/or his/her designee, one or
70 more additional adjustments may be made. The application process must be followed each time an
71 adjustment is requested.

72 **B. SEWER ADJUSTMENT ON SWIMMING POOL FILL/SPRINKLERS**

73 ~~Private swimming pools meeting the requirement of at least 24 inches deep, a surface area of at least~~
74 ~~100 square feet, and a permanently equipped re-circulating system shall be eligible for a manual sewer~~
75 ~~adjustment. One adjustment for one bill per calendar year will be allowed (January 1 – December 31st).~~
76 ~~The sewer usage will be adjusted to the beginning and ending meter readings associated with filling the~~
77 ~~swimming pool.~~

78 Pool fill, Sprinklers (non-sewer use)- Normally adjustments are made based on documentation provided
79 by the customer and reviewed by the Director of Finance. Methods used to adjust the bill, if justified
80 include, use average bill, double winter quarters of water use, or adjust for the specific amount of
81 documented non sewer use. Adjustments shall be made for the actual billing year and up to one
82 additional year only, in either calendar direction. Minimum adjustment for consideration is \$10.00.

83 **C. UTILITY ACCOUNT CREDIT POLICY**

84 The Town of Enfield may be required to adjust customer accounts based on unintended inaccuracies or
85 errors incurred during normal business operations. The Director of Finance shall have the discretion to
86 credit customer accounts if an inaccuracy has been determined. At the end of each month, the Utility
87 Department Supervisor shall generate a computerized listing of all credits to customer accounts for
88 review and approval by the Director of Finance or his/her designee.