



SewerWorks

V O L U M E 1 - S P R I N G 2 0 0 7

The Greater New Haven Water Pollution Control Authority (GNHWPCA) was created in 2005 to operate as a regional authority to further the environmental protection laws of the State of Connecticut and to gain efficiencies and economies of scale with respect to the planning, design, construction, management, operation and maintenance of the Regional Wastewater System. The Authority's service area embraces 83 square miles and provides cost effective and environmentally efficient wastewater collection and treatment services for approximately 200,000 customers in the cities of East Haven, Hamden, and New Haven, and the town of Woodbridge.

The Authority is governed by a nine member Board of Directors: four from New Haven, two each from Hamden and East Haven, and one from Woodbridge. The Board meets monthly to review

operations and policy matters, and establishes the annual budget prior to December 31 of each year.

The GNHWPCA is headed by Executive Director Dominick Di Gangi, who is responsible for all technical and administrative operations of the Authority and the implementation of programs, policies, and procedures at the direction of the Board. Mr. Di Gangi has more than 35 years of experience in engineering, construction management, and wastewater collection systems. He most recently served as the Chief Operating Officer for the Metropolitan District Commission in Hartford. Mr. Di Gangi is joined by Gabriel Varca, Treasurer/Finance and Administration Director and 30 employees responsible for the long-term operations of the program.

The GNHWPCA is committed to ensuring the best possible wastewater collection system for its customers. A five year capital improvement program is currently underway, focusing on improvements to the East Shore Wastewater Treatment Plant in New Haven. This upgrade will improve the quality of the plant as well as enhance operating efficiency and meet future regulatory requirements regarding limiting nitrogen discharges to the Long Island Sound. In addition, improvements will be made to collections systems throughout the region, in an effort to upgrade pump stations and repair sewers in the participating municipalities.

It is both the short and long term goal of the GNHWPCA to provide continuous quality service and communication to the municipalities it serves. A regional approach to protecting and preserving the water quality in Greater New Haven benefits consumers and the environment alike. The Board, staff, and member municipalities of the GNHWPCA are working diligently together to ensure that wastewater collection systems will continue to meet stringent environmental standards cost effectively now and in the future.



Welcome to the first issue of "Sewer Works". We will provide you with the latest information about the Greater New Haven Water Pollution Control Authority (GNHWPCA) as well as updates about water quality, sewer upgrades and improvements throughout the region, and information about rates and programs. Interviews with our Board of Directors will give you further insight into the GNHWPCA's short-and long-term goals. You will learn about our long range control plan, and the positive impact it will have on our environment in the next 20 years.

This is a work in progress. We want to hear what is important to you, and how we can make Sewer Works even better in the future. Feel free to contact me or our Executive Director, Dominick Di Gangi at 466-5280, or visit our website at www.gnhwpca.com.

By working together, we can achieve our collective goals of providing cost effective service while protecting and preserving our regional water system.

*Arthur DeSorbo
Editor and Board Chair*



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The GNHWPCA provides these answers to Frequently Asked Questions

You see it in your mailbox throughout the year - your sewer use bill. You get out your checkbook, fill in the amount, and return it in the enclosed envelope, or perhaps simply pay the bill online. But what does it actually represent? And when is your billing cycle? Here are some answers to those questions and more.

- The bill from the GNHWPCA is based on water consumption as measured by the Regional Water Authority (RWA). A CCF or one hundred cubic feet is equal to 748 gallons of water.

- If you live in New Haven you will receive a bill in January, April, July, and October. Hamden and Woodbridge residents receive their bills in February, May, August, and November. Finally, East Haven residents are billed in March, June, September and December.

Quarterly Billing Method #1:

Customers who use 75 CCF or less during the winter quarter will be billed a "flat rate" based on winter water consumption for the following fiscal year. The account will be billed in advance, and sewer use charge will remain the same each quarter.

Quarterly Billing Method # 2:

Customers who exceed 75 CCF during the winter quarter will be billed solely based on Regional Water Authority quarterly meter readings. The account will be billed in arrears and the sewer use charges will change each quarter to reflect the actual water consumption.

Well Water Users:

The account is based on a flat rate of 24 CCF per quarter for single family dwellings, 48 CCF for duplexes. The account is billed in advance and sewer use charges remain the same each quarter.

Monthly Billing:

The account will be billed solely based on Regional Water Authority monthly meter readings. The account is billed in arrears and sewer use charges will change each month to reflect actual water consumption. The billing cycle is determined by RWA and usually includes large commercial or industrial users or multiple metered accounts.

Sewer Use Rates,

effective 7/01/06, are as follows:

Quarterly Billing:

15 CCF or less of water usage: \$45.10 minimum, which includes a \$13.00 administrative fee. For all water usage over 15 CCF, \$2.14 CCF.

Well Water Users:

24 CCF for single-family homes: \$64.36, 48 CCF for duplexes: \$115.72 which includes a \$13.00 administrative fee.

Monthly Billing:

5 CCF or less of water usage: \$23.70 minimum, which includes a \$13.00 administrative fee. For all water usage over 5 CCF, \$2.14 per CCF.

Elderly Credit:

\$4.00 per quarter credit for those customers who qualify for tax relief under the 'Elderly Homeowner Tax Relief Act.'

New Haven Users:

Rate subsidy of \$.42 per CCF.

The interest rate for all bills is 1.5% monthly (18% per year) on any unpaid principal. There is a \$14.00 per lien fee, and a returned check fee of \$25.00 for each check returned by the bank for any reason.

Greater New Haven
Water Pollution Control Authority
P.O. Box 150486, Hartford, CT 06115

INVOICE Amount Due
\$45.10

Bill Date 02/16/2007

Due and payable upon receipt

Please write your account number on check and make payable to: GNHWPCA

Account Number 9999-9999-9901
Service Address 100 ANY STREET, New Haven, CT.

Please check here and use reverse side for mailing address or name changes.

INVOICE for Sewer Use/Wastewater Treatment Services

| Account Information | Service Address | Account Number | Meter Number | Customer Class | Bill Type | Account Status |
|---------------------|--------------------------------|----------------|--------------|----------------|-----------|----------------|
| | 100 ANY STREET, New Haven, CT. | 9999-9999-9901 | 12345678 | Residential | RD | Active |

| Current Charges | Amount | Bill Date | Current Billing Period | Wastewater Treated |
|--------------------------|--------|------------|-------------------------|--------------------|
| Prior Balance | 45.10 | 02/16/2007 | 01/01/2007 - 03/31/2007 | 15 CCF |
| Administrative Charge | 13.00 | | | |
| Sewer Use Charges | 32.10 | | | |
| Other Charges or Credits | | | | |
| 11/02/2006 Payment | 45.10 | | | |

Please pay this amount 45.10

Pay before 03/18/2007 to avoid interest payable at 1.5% per month (See "Late Payment of Bills", over).

For Customer Service, Call (203) 776-3570 or (203) 776-3713

Message: Please note new GNHWPCA remittance address. Payments should be mailed to P O Box 150486, Hartford, Ct 06115. To ensure timely posting of your payment, please update your records. If you have a sewer emergency or odor complaint, please call the GNHWPCA Emergency Number 466-5260.

Page 12345 Please See Important Information on Reverse Side

We hope this helps you understand our billing process more thoroughly. Should you have any additional questions about your billing cycle or the bills you have received, please contact our customer service line at 203-776-3570 or 203-776-3713.