

HAND OUTS WPCA August 6, 2020

Minutes – July 2, 2020

Aquarion Water Monthly Report (Sewer operations)

Torrington Water Company (Water operations)

NOTE: Any Correspondence to be discussed should be received 24 hours in advance of meeting in order to be available to the public as a hand out prior to discussion. In the event that correspondence has been received and members wish to discuss, yet it has not been made available as a hand out to the meeting, it must be read aloud, referenced in the minutes and then submitted to the Town Clerk with the submitted minutes for filing (but does not need to appear on the website with the minutes).

**New Hartford Water Pollution Control Authority
TOWN OF NEW HARTFORD, CONNECTICUT
REGULAR MEETING MINUTES
Thursday, July 2, 2020 at 7:00 PM
Held Remotely Via Zoom**

PRESENT: Chairman Denton Butler, David Douyard, Mary Beth Greenwood, Michael LeClaire, Wes Marsh, Joe Toro, and First Selectman Dan Jerram.

ABSENT: Polly Pobuda.

Mr. Butler called the meeting to order at 7:00PM.

1. APPROVE MINUTES:

A. June 6, 2020.

MOTION: Mr. LeClaire, Mr. Marsh second, to approve the June 6, 2020 Minutes; unanimously approved.

2. MONTHLY FINANCIAL REVIEW:

The Board reviewed financials as prepared by Administrative Office Assistant Jill Healey. Mr. Butler reported that a payment of \$9,008 had been made on June 27, 2020 and indicated that there are two debt service payments scheduled within the following two weeks. He indicated that there were adequate funds to cover those expenses but noted that there are still payments on the sewer plant that are in suspension.

3. BUDGET DISCUSSION/ADJUSTMENTS/ADOPTIONS:

Mr. Butler noted that the budget consisted of expenditures and revenues. Mr. Butler reported that he had provided guidance to Ms. Greenwood to include a 4% increase in line items unless known differently. With respect to the water routine operations contract and the sewer routine operations contract, Mr. Butler noted Aquarian Water Company was raised by 3% and Torrington Water Company was raised by 2%. Mr. Butler noted that the hourly rate, which had been at \$85 since 2014, was increased to \$90. He explained that includes all non-routine charges that involve a labor rate.

Mr. Butler noted that the revenue line of \$656,980 was carried forward to the next fiscal year. However, he reported that after working with Ms. Healey, the revenue for the previous year was actually \$609,621 for the past revenue year, a differential of \$47,360.

Ms. Greenwood reviewed her proposal to decrease the water and sewer rates to \$78.88 per 1000 gallons of water and \$20.38 per 1000 gallons of wastewater, explaining these were the rates prior to the last increase in FY2017. She made a motion in this regard, but it failed to garner a second.

Mr. Toro questioned why the rates should be reduced at this time and what the perception of that might be during a time when the town is considering a sale of its assets. He shared his opinion that the rates should be kept constant.

Ms. Greenwood explained that the WPCA is unable to break even each year and opined that the goal of setting rates in an effort to accomplish a break-even is impossible. She opined that this also puts a strain on the New Hartford economy.

Mr. Butler noted that in 2017 when the rates were changed, there were several initiatives underway including going after users who were receiving services but not paying for them, the implementation of a lien program and a payment program, and efforts made to reduce costs. He noted that the cost savings efforts did materialize in 2018. He noted that these efforts had a significant impact to stave off rates but the increase in costs have been great.

Mr. Douyard agreed that no decrease in rates should be considered while in negotiations to finalize the sale of the assets. He questioned how the shortfall would be covered. Mr. Marsh recalled raising the rates and the struggle the Board had in doing so. He concurred with Mr. LeClaire, Mr. Toro, and Mr. Douyard in not changing the rates at this point.

Mr. Butler noted that the struggle of the WPCA is one that has been there for fifty years, largely due to a lack of growth in its customer base.

MOTION: Mr. Toro, Mr. Douyard second, to adopt the budget with a 4% increase for FY2021, putting the expense projection at \$778,730.63; unanimously approved.

4. OPERATIONS REPORTS:

A. Aquarian Water Company.

The Board reviewed the operations report from Aquarian Water Company. Regarding the annual cleaning of the pumping stations at Prospect Street and at Route 219, Mr. Butler explained that American Rooter was being utilized this year because they are equipped to pressure stream the forced main from the top head at High Street back down to the well at Routes 219 and 44. He noted that pressure streaming this year is especially important due to the infiltration of sand and stones. Mr. Butler pointed out that the shift in companies was only due to the extra service deemed necessary this year.

Mr. LeClaire questioned whether there was a quote received from American Rooter. Mr. Butler confirmed, noting it to be \$1400 more but reiterated that there was more being done with this year's cleaning.

B. Torrington Water Company.

The Board reviewed the operations report from Torrington Water Company with no questions or discussion.

5. OTHER BUSINESS/CORRESPONDENCE TO COME BEFORE THE WPCA:

A. Asset Review Update.

Mr. Butler reported that the First Selectman's Administrative Assistant Christine Hayward would be reaching out to members of the Asset Evaluation Team within the next couple of days to discern their availability for a conference call.

B. Discussion – Regulations.

Mr. Butler reported an offer from Mike Crawford of Aquarian Water Company to assist the WPCA in pushing forward with a revision to this board's regulations. He noted that he had spoken with Mr. Marsh earlier this week regarding working with Mr. Crawford to put together a version for this Board to discuss.

Mr. Butler requested the Board to recall when they had approved a period of time for reduced rates for new sewer connections. He noted that he had received several inquiries in the last few weeks about new connections. Mr. Butler indicated that he and Mr. Marsh will discuss

extending the reduction phase for new connections and be prepared to make a suggestion for the August meeting.

Additionally, Mr. Butler noted that there are accounts that have carried consistently an outstanding balance for over 90 days. He noted that he plans to include a discussion item for August to address customer accounts that are due over 90 days either because the customer has died or because the account has been outstanding for many years.

MOTION: Mr. Douyard, Mr. Toro second, to adjourn at 7:32PM; unanimously approved.

**Respectfully submitted,
Pamela A. Colombie
Recording Clerk**



NEW HARTFORD WATER POLLUTION CONTROL AUTHORITY
Monthly Summary Detail
July 2020

- Daily and weekly effluent samples collected by Aquarion Water Company (AWC) were in compliance with the respective federal and state permit limits. AWC is awaiting the laboratory results for the July 29th sampling event.
- Annual sampling and testing of the waste activated sludge was completed during the period. The sludge quality is excellent and would meet the highest quality standards set by EPA.
- Sludge thickening operations were successful resulting in one truck hauling sludge off-site during the month.
- No collection system or WPCF call-outs after normal work hours occurred during the month.
- The UV disinfection operation was taken off-line and lamps were cleaned and the channel flushed and returned to service. The effluent flow monitoring and sampling structure was also pressure washed and cleaned to remove accumulated algae growth.
- SBR No. 2 was dragged to remove seasonal scum. The scum was dosed with hypochlorite prior to being discharged to the sludge decanting tanks in an effort to control the growth of filamentous bacteria.
- The diffusers in SBR 2 were backwashed and the aeration distribution was noted to improve across SBR 2.
- On July 30th American Router removed FOG from the Prospect Street and 219 pump stations and the WPCF influent channel, pressure washed the wet wells, and flushed and remove accumulated solids from the majority of the force main between the 219 pump station and the Jones Mountain interceptor. It is notable that a significant quantity of debris and gravel had accumulated in the 219 wet well.
- The contingency Pandemic Action Plan continues to be implemented by AWC.
- The average (total) flow from the WPCF during July was 0.040 million gallons per day (MGD) and the estimated (total) volume of wastewater treated was 1.246 MG.
- A total of 10 CBYD responses were completed during the month.



Torrington Water Company

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NEW HARTFORD WPCA

Monthly Report
July 2020

Total System Production

In July the Town's two wells produced a total of 2,879,347 gallons for an average of 92,882 gallons per day (gpd). The Diversion Permit limit is a maximum of 454,000 gpd. A total of 169 gallons of sodium hydroxide (caustic acid) was used and 28 gallons of hypochlorite was used.

Black Bridge Well Production and Operations

In July the Black Bridge Well was on-line for 5 days and produced a total of 660,547 gallons for an average of 132,109 gallons per day gpd.

Pine Meadow Well Production and Operations

In July the Pine Meadow Well was on-line for 31 days and produced a total of 2,218,800 gallons for an average of 71,574 gallons per day gpd.

Quality and Treatment

During the month all state and federal treatment standards were met. On August 4, 2020 the July Treatment Plant Effluent Monitoring and Reporting Forms for Black Bridge and Pine Meadow were electronically submitted to CT Department of Public Health (CTDPH). Client copies are submitted with this monthly report. The two Routine Monthly Bacteriological and Physical Parameter Samples were collected on July 9, 2020. A table containing a summary of these routine monthly monitoring results are available upon request.

Distribution System

Call Before You Digs – (5)

Installed a 3" test cock for Blackbridge production meter on 7/31/2020.

Chart recorder wasn't recording pH @ Blackbridge after new pH sensor was installed last month. Repaired 7/13/2020.

Work Order Report

See Attached

Meter Reading/Billing

Late Notices will be sent on 8/6/2020

Accounts Receivable

The month end account summary is as follows:

Current	\$ 88,162.80
31 to 60 days	\$ 20.00
61 to 90 days	\$ 6,719.29
91 days and over	\$ 24,232.41

- 2 accounts are on a payment plan.

**STATE OF CONNECTICUT
DEPARTMENT OF PUBLIC HEALTH
DRINKING WATER SECTION**

TREATMENT EFFLUENT MONITORING AND REPORTING FORM

1. Public Water System (PWS) Information:
PWS ID:
PWS Name:
City/Town:

2. Compliance Information:
Water System Facility ID:
Month: Year:
Certified Operator:

3. Analytical Results:

Day	Status ¹	Chlorine Residual (mg/L)	pH (pH units)	Phosphate (mg/L)	Fluoride (mg/L)	Day	Status ¹	Chlorine Residual (mg/L)	pH (pH units)	Phosphate (mg/L)	Fluoride (mg/L)
1	Online	0	7.29			17	Offline				
2	Offline					18	Offline				
3	Offline					19	Offline				
4	Offline					20	Offline				
5	Offline					21	Online	0.88	7.47		
6	Offline					22	Offline				
7	Offline					23	Offline				
8	Online	0	7.15			24	Offline				
9	Online	0.77	7.1			25	Offline				
10	Offline					26	Offline				
11	Offline					27	Offline				
12	Offline					28	Offline				
13	Offline					29	Online	0.84	7.18		
14	Offline					30	Offline				
15	Offline					31	Offline				
16	Offline										

4. Summary Information (Check all summary types that are applicable regardless of Status):

Summary Type	Treatment Summary Name	Monitoring Requirements			Highest Daily Reading	Monthly Average	Lowest Daily Reading	Level Compliance (Y/N) ¹
		Number of Days		Compliance (Y/N) ³				
		Required ²	Completed					
<input checked="" type="checkbox"/>	CHLR Monthly Chlorine Log	5	5	Y	0.88	0.50	0	
<input checked="" type="checkbox"/>	PHRD Monthly pH Log	5	5	Y	7.47	7.24	7.10	
<input type="checkbox"/>	PHOS Monthly Phosphate Log							
<input type="checkbox"/>	FLRD Monthly Fluoride Log							

¹ Status indicates a Water System Facility was offline on any particular day of the month. Fill with "offline" when applicable.
² The Number of Samples Required is contingent on the number of days the Water System Facility or treatment process was online. If the facility or treatment process was not online but monitoring is normally required Number of Days Required = "0" and the Summary Type must be checked.
³ The M&R (Monitoring & Reporting) Complied field is an indicator ensuring Number of Samples Taken ≥ Number of Samples Required.
⁴ The Level Complied field is an indicator ensuring that the Highest and Lowest Readings are within required ranges for treatment effluents. Operating Limits are provided in the current Schedule of Water Quality Monitoring Requirements.

**STATE OF CONNECTICUT
DEPARTMENT OF PUBLIC HEALTH
DRINKING WATER SECTION**

TREATMENT EFFLUENT MONITORING AND REPORTING FORM

1. Public Water System (PWS) Information:

PWS ID:
PWS Name:
City/Town:

2. Compliance Information:

Water System Facility ID:
Month: Year:
Certified Operator:

3. Analytical Results:

Day	Status ¹	Chlorine Residual (mg/L)	pH (pH units)	Phosphate (mg/L)	Fluoride (mg/L)	Day	Status ¹	Chlorine Residual (mg/L)	pH (pH units)	Phosphate (mg/L)	Fluoride (mg/L)
1	Online		7.32			17	Online		7.34		
2	Online		7.2			18	Online		7.84		
3	Online		7.22			19	Online		7.78		
4	Online		7.1			20	Online		7.27		
5	Online		7.27			21	Online		7.35		
6	Online		7.28			22	Online		7.43		
7	Online		7.21			23	Online		7.41		
8	Online		7.19			24	Online		7.07		
9	Online		7.1			25	Online		7.42		
10	Online		7.28			26	Online		7.43		
11	Online		7.15			27	Online		7.36		
12	Online		7.28			28	Online		7.13		
13	Online		7.34			29	Online		7.13		
14	Online		7.24			30	Online		7.21		
15	Online		7.24			31	Online		7.15		
16	Online		7.3								

4. Summary Information (Check all summary types that are applicable regardless of Status):

Summary Type	Treatment Summary Name	Monitoring Requirements			Highest Daily Reading	Monthly Average	Lowest Daily Reading	Level Compliance (Y/N) ⁴
		Number of Days		Compliance (Y/N) ³				
		Required ²	Completed					
<input type="checkbox"/> CHUR	Monthly Chlorine Log							
<input checked="" type="checkbox"/> PHRD	Monthly pH Log	31	31	Y	7.84	7.29	7.07	
<input type="checkbox"/> RHOS	Monthly Phosphate Log							
<input type="checkbox"/> FLRD	Monthly Fluoride Log							

- 1 Status indicates a Water System Facility was offline on any particular day of the month. Fill with "offline" when applicable.
2 The Number of Samples Required is contingent on the number of days the Water System Facility or treatment process was online. If the facility or treatment process was not online but monitoring is normally required Number of Days Required = "0" and the Summary Type must be checked.
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WORK ORDER STATUS REPORT

U04030 CR
07-31-2020 15:28:23

ORDER TYPE	BOOK	ACCOUNT CUSTOMER	SERVICE	SEQ	OPER SRV BY	ISSUE-DATE COMPL-DATE	APPT-DATE COMPL-TIME	APPT-TIME SERVICE ADDRESS	PHONE 1 CREATED-DATE	PHONE 2 CREATED-TIME	TECHNICIAN
5632 GENERAL	83	783047000 PICCOLI*JAMIE	WATER ELIZAETH	1	JH 56	07-02-2020 07-02-2020		4 RIDGE VIEW TERR*15	860-819-1642	07-02-2020 11:37:41	
COMPLETED NOT REVIEWED COMMENTS: CUSTOMER WILL BE RENTING PROPERTY OUT IN AUGUST, SHE REQUESTED WE CHANGE MAILING ADDRESS TO 55 KENT RD, NEW BRITAIN, CT 06052 JOB DESCRIPTION 99 MISCELLANEOUS COMPLAINTS RESOLUTION COMMENTS: DONE											
5664 GENERAL	83	783003400 CANTERBURY VILLAGE LLC*	WATER	1	JH 56	07-09-2020 07-09-2020		RESERVOIR RD BLDG 5 UN 2*130	860-585-9285	07-09-2020 14:17:57	
COMPLETED NOT REVIEWED COMMENTS: CHNAGE FROM FREDERICK MERTZ BACK TO CANTERBURY VILLAGE. I WROTE UP FINAL FOR WRONG BLDG - FREDERICK LIVES IN BLDG 4 UNIT 2, CREATED NEW FINAL TO READ TMRW, HS WILL SPLIT BILL JOB DESCRIPTION 99 MISCELLANEOUS COMPLAINTS RESOLUTION COMMENTS: DONE											
5682 GENERAL	83	783238000 CARLIN*CHARLES	WATER	1	KD 67	07-14-2020 07-21-2020	07-21-2020	2:00AM 3:00AM RESERVOIR RD*61	860-214-3347	07-14-2020 11:47:38	
COMPLETED NOT REVIEWED COMMENTS: PLEASE REMOVE METER FOR CUSTOMER. WATER IS ALREADY SHUT JOB DESCRIPTION 31 REMOVE METER RESOLUTION COMMENTS: R-0557760 REMOVED METER ADJ DONE-TURN OFF FEE-MANUAL BILL DONE-HS											
5692 GENERAL	83	783075000 GANO*JENNIFER	WATER	1	JH 56	07-15-2020 07-15-2020		RIDGE VIEW TERR*18 B	860-485-4746	07-15-2020 08:47:09	
COMPLETED NOT REVIEWED COMMENTS: NOTE ON PAYMENT SLIP TO REMOVE ERIC TUBMAN FROM ACCOUNT, THEY ARE DIVORCED. JOB DESCRIPTION 99 MISCELLANEOUS COMPLAINTS RESOLUTION COMMENTS: VERIFIED ON ASSESSORS PAGE AND REMOVED											
5693 GENERAL	83	783052000 GANO*JENNIFER	WATER	1	JH 56	07-15-2020 07-15-2020		RIDGE VIEW TERR*18	860-485-4746	07-15-2020 08:49:49	
COMPLETED NOT REVIEWED COMMENTS: NOTE W/ PAYMENT TO REMOVE EX-HUSBAND, ERIC TUBMAN FROM ACCT JOB DESCRIPTION 99 MISCELLANEOUS COMPLAINTS RESOLUTION COMMENTS: VERIFIED ON ASSESSORS AND REMOVED											
5794 GENERAL	83	783163000 KLINE*IRA	WATER	1	HS 49	07-29-2020 07-12-2020		STEELE RD*58	860-379-9782	07-29-2020 13:36:57	
COMPLETED NOT REVIEWED COMMENTS: CUSTOMER CALLED ANSWERING SERVICE WITH NO WATER											

RDER YPE	BOOK CUSTOMER	ACCOUNT	SERVICE	SEQ	OPER SRV BY	ISSUE-DATE COMPL-DATE	APPT-DATE COMPL-TIME	APPT-TIME SERVICE ADDRESS	PHONE 1	PHONE 2	TECHNICIAN
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JOB DESCRIPTION

7 NO WATER

RESOLUTION COMMENTS: SERVICE CALLED ABOUT 5:00PM, I CALLED CUSTOMER AND HE SAID HE HAD NO WATER PRESSURE. I CALLED JM AND HE SAID TO MAKE SURE HE AGREED TO AFTER HOURS CHARGE BEFORE I WENT. I CALLED CUSTOMER BACK AND HE STATED HOUSE NEXT DOOR HAD WATER AND THE HE CHECKED HIS VALVES AS I HAD ASKED AND HE WANTED ME TO COME. WHEN I GOT THERE AND LOOKED AT THE METER IT WAS SPINNING SO I LOOKED AROUND AND HE HAD LEFT HIS HOSE RUNNING AND SHUT IF OFF AND EVERYTHING WENT BACK TO NORMAL.

ORK ORDER COUNT TOTALS:

ISSUED:	0
COMPLETED:	6
CANCELLED:	0
GENERAL:	6
MOVE IN:	0
MOVE OUT:	0
NEW SERVICE:	0
SHUT-OFF:	0
RECONNECT:	0
CHANGEOUT:	0
RE-READ:	0
MISCELLANEOUS:	0
REVIEWED:	0
NOT REVIEWED:	6

OB CODE COUNT TOTALS:

ODE	DESCRIPTION	COUNT
7	NO WATER	1
31	REMOVE METER	1
99	MISCELLANEOUS COMPLAINTS	4