

December 1, 2020

16 Seminary Road  
Simsbury, CT 06070

WPCA  
36 Drake Hill Road  
Simsbury, CT 06070

Ladies & Gentlemen:

On July 7, 2019, my home, located at 16 Seminary Road, Simsbury, sustained catastrophic damage due to a plumbing issue. I was forced to move out of my home and have been unable to live there for more than 15 months.

On June 30, 2020, I spoke with and emailed Anthony Piazza, superintendent WPCA, regarding this issue and my request to have the sewer bill waived as the house was uninhabitable. I was advised by Mr. Piazza to provide the documentation from the water company that all water had been shut off from the street. That documentation was provided. I heard nothing after that telephone conversation and subsequent email exchange, until I received a delinquency statement on October 25, 2020.

I continue to receive delinquent statements from the Simsbury Water Pollution Control, account #2020DQ0008605 as well as late fees and penalties.

I am once again asking the WPCA to waive the sewer use fee for 2019 as my home was uninhabitable and there was no water flowing to the house for more than a year. As a small business owner in Simsbury and longtime resident of this town, waiving this bill due to non-use seems reasonable.

As I am involved in pending litigation regarding the losses I incurred, any additional information you may require should be directed to my attorney, Adam Marks, at Updike, Kelly & Spellacy Law Firm, 100 Pearl Street, Hartford, CT 06103.

Thank you for your understanding and immediate attention to this situation.

Kindly,

Thomas Mach

Account Number: [REDACTED]

Total Charges: \$- 4.24  
 Statement Date: 12/18/19  
 Service For: 16 SEMINARY RD  
 SIMSBURY CT 06070

Contact Us: (800) 732-9678  
 Website: [www.aquarionwater.com](http://www.aquarionwater.com)

Meter #	Billing Period	Days	Meter Reading	Reading Type	Usage	Next Reading
[REDACTED] (5/8")	11/15/19 - 12/05/19	21	From / To 1022 / 1022	Estimated	0 hundred cubic feet (0 thou. g)	Approximately 12/17/19

**Account Detail**

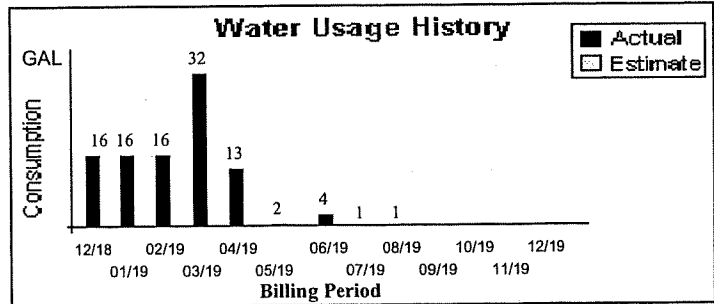
**Outstanding Balance** 31.62

Outstanding Balance Due Immediately 31.62

**Current Charges**

Basic Service	0.00
Usage Charge 0 thou. g @ \$3.2720	0.00
Usage Charge 10.00000- thou. g @ \$3.2720	- 32.72
** WICA **	- 2.29
Water Revenue Adjustment (WRA)	- 0.85
DPH Safe Drinking Water Fee	0.00
<b>Total Current Charges</b>	<b>- 35.86</b>

**Total Balance** \$- 4.24

**SPECIAL NOTES**

**ADJUSTED BILL:** This is an adjusted Bill

**DPH SAFE DRINKING WATER FEE:** This fee is an assessment rendered by the State of Connecticut Department of Public Health to support the department's ability to administer the Federal Safe Drinking Water Act. As of January 1st, 2020, the fee has been reduced to \$1.83 per year.

**FINAL BILL:** This is a final bill.

**WICA:** Effective April 1, 2020, bills will contain a 8.94% Water Infrastructure and Conservation Adjustment (WICA) charge.

**WRA:** Effective April 1, 2020, bills will contain a 3.37% Water Revenue Adjustment (WRA) charge.

**ESTIMATED BILL:** This is an estimated bill based on historical usage. Two or more consecutive estimates indicate that we are unable to

Please detach and return this stub with your check payable to Aquarion Water Company of CT. Do not send cash. Thank you!

ACCOUNT NUMBER	TOTAL	PAYMENT ENCLOSED
[REDACTED]	\$- 4.24	

Aquarion Water Company of CT  
 PO Box 702  
 BRIDGEPORT, CT 06601-2354

**Credit Balance Do Not Pay**

Please indicate your account number on your check to ensure prompt credit to your account

21002002912060000000004242

THOMAS S MACH  
 16 SEMINARY RD  
 SIMSBURY CT 06070

Aquarion Water Company of CT  
 PO Box 9265  
 CHELSEA MA 02150-9265

## Customer Rights Notice

Any customer who has a question or complaint or who disputes all or part of this bill should contact a customer service representative at our Customer Service Center. If the customer remains unsatisfied, he or she may ask to speak with the Supervisor of Customer Service or Aquarion's Customer Advocate. If the company has mailed a termination notice to a customer and the customer has made a complaint to the company prior to the issuance of a termination notice, the customer may within 7 days after receipt of such notice request that the complaint be referred to the Customer Advocate, Aquarion's formal Company Review Officer. The Customer Advocate will review the complaint and respond to the customer in writing within 10 business days. If the dispute remains unresolved after receipt of the written decision of the Customer Advocate, the customer may request a further investigation and hearing by the Connecticut Department of Public Utility Control.

## Los Derechos del cliente

Cualquier cliente que tenga una pregunta o queja o quisiera discutir todo o parte de esta factura debe avisar a un representante del servicio al cliente en nuestro Centro de Servicio al cliente. Si el cliente permanece insatisfecho, él o ella puede pedir hablar con el Supervisor del Centro de Servicio al Cliente. Si la compañía le ha enviado una nota de terminación de servicio, el cliente puede dentro de 7 días después del recibo de tal nota pedir que su queja sea referida a un Oficial de Revisión de la Compañía. El Oficial revisará la queja y responderá al cliente por escrito dentro de 10 días laborales. Si la disputa permanece sin resolverse después del recibo de la decisión del Oficial de la Compañía, el cliente puede solicitar una investigación y audiencia por el Departamento de Connecticut de Entidad de servicio público.

## Right to Residential Utility Service During Serious Illness

If you or anyone presently and normally living in your home is seriously ill, we will not shut off your water service during such illness. Please complete the Physician's Certification of Illness form from our website at [www.aquarion.com](http://www.aquarion.com) or contact us for a copy. You will be required to make an equitable arrangement to pay your past due bills and to pay on a current basis all future bills while the illness continues. The Company has the right to contest before the Connecticut Department of Public Utility Control the validity of any serious illness certificate it receives.

## Derecho al Suministro a Los Hogares Por Las Empresas de Servicio Público Durante Enfermedades Serias

Si Usted, o cualquier persona que ahora y normalmente reside en su casa esta seriamente enferma, nosotros no suspenderemos el servicio que le prestamos durante esta enfermedad. Por favor llenar formulario para certificacion medica de enfermedad en nuestra pagina web [www.aquarion.com](http://www.aquarion.com) o nos puede contractar para una copia. Usted necesitara hacer un arreglo justo con nosotros sobre la manera de pagar las facturas atradadas que nos debe, y tendra que pagar en forma regular todas las facturas mientras la enfermedad continu. La Compañía tiene el derecho de litigar la validez de cualquier certificado de enfermedad seria que reciba, ante la Autoridad de Control de los Servicios Público de Connecticut.

## Contact our Customer Service Center:

For billing questions, concerns, appointments, and general information, call us during business hours (8:00 a.m. to 5:30 p.m. Monday-Friday) Please call (203) 445-7310 (local Bridgeport calling area) or (800) 732-9678 (toll free outside local calling area)

Or write to us at:

Aquarion Water Company of Connecticut  
Customer Service Center  
P.O. BOX 702, Bridgeport, CT 06601-2354

## For After Hour Emergencies:

Please call (203) 445-7310 (local Bridgeport calling area) or (800) 732-9678 (toll free outside local calling area)

## Our Mission

To be the service provider, employer and investment of choice through a relentless commitment to excellence.

## \*WICA Charge Explanation:

Your current bill includes a Water Infrastructure and Conservation Adjustment (WICA) charge. This adjustment covers the cost of completed infrastructure improvements that have both enhanced the reliability of water service and its delivery to our customers. Further information may be obtained on our website [www.aquarion.com](http://www.aquarion.com) or by contacting our customer service center at the numbers listed on the front of this bill.

## Payment Information:

Please mail your payment to:  
Aquarion Water Company of Connecticut  
PO Box 10010  
Lewiston, ME 04243-9427  
or for local payment locations, please call our Customer Service Center or visit our website at [www.aquarionwater.com](http://www.aquarionwater.com) for a complete list of our payment options.

## Customer Complaints:

(203) 445-7310 (local Bridgeport calling area) or  
(800) 732-9678 (toll free outside local calling area)

If you are dissatisfied with a response from our Customer Service Center Aquarion's Customer Advocate is available to take a fresh look at the problem. Please call our Customer Service Center at (203) 445-7310 (local Bridgeport calling area) or (800) 732-9678 (toll free outside local calling area) and ask for the Aquarion Customer Advocate.

Comments:

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Please indicate address or telephone number changes

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_

STATE: \_\_\_\_\_ ZIP \_\_\_\_\_

Town of Simsbury WPCA  
Application for Bond/Escrow Release  
Application Requirements

Application: \_\_\_\_\_  
Date: \_\_\_\_\_

Applications must be received at least two business days prior to the next regular meeting of the WPCA to be placed on the agenda. Applications must include all necessary supporting documents to process such application. Please provide 4 copies of all supporting documents for distribution

1. Applicant Name : Michael Mansour  
Mansour Prime Properties LLC

2. Mailing Address : 20 Hendricks Lane  
Simsbury CT 06070  
( City ) ( State ) ( Zip )

3. Property Address: Hendricks Lane  
Simsbury CT 06070  
( City ) ( State ) ( Zip )

4. Phone: 860-604-5852 \_\_\_\_\_  
(Daytime) (Evening) (Fax #) (Cell)

5. Nature of Request:

Start of Maintenance period \_\_\_\_\_

Reduction in Bond \_\_\_\_\_

Acceptance of Sewers ☒ \_\_\_\_\_

Release of Escrow ☒ \_\_\_\_\_

Release of Maintenance bond ☒ \_\_\_\_\_

Other \_\_\_\_\_

For Internal Use Only

A: Date Received by WPCF: 11-23-20

B: Date Received by WPCA: \_\_\_\_\_

C: Date Acted on by WPCA: \_\_\_\_\_

D: Date Application Closed: \_\_\_\_\_

Status: Approved ☐ Denied ☐ Approved with conditions ☐ Other (Explain) \_\_\_\_\_  
Final disposition paperwork to: \_\_\_\_\_  
Superintendent WPCF ☐ WPCA's Engineer ☐ Finance Officer ☐

DEVELOPER INSTALLED SEWER PROJECTS - PROGRESS

Development / Address	Capacity Review				Developer's Agreement		TR-16 DEEP Approval	Permitting/Inspections				WPCA Acceptance	Comments
	Application Sent	Application Rec'd	Results Mailed	FCC Calculation	Public	Private	Date Rec'd	Initial Permit	Video Review	Air Test	Manhole Inspection	Date Accepted	
Murphy's Turn				\$20,475	9/2/2015	-			8/11/2015	8/11/2015	8/17/2015		Final Inspections in Progress
Hendrix Cottages													
Climax Road		9/12/2016	9/19/2016		6/13/2019		5/11/2020		4/3/2020	12/18/2019	4/15/2020		
Cambridge Court													
Hoskins Road	9/30/2015	9/30/2016	9/30/2016		8/9/2017				10/14/2019	6/5/2019	Phase I 3/4/2020		Approved by Zoning
Highcroft Apts				\$410,489.00									
Powder Forest				(8 Apt. Bldgs /									
(Parcels 5 & 6)	4/10/2015			Clubhouse)	-	10/1/2015	10/5/2015	2/23/2016	2/17/2016	1/26/2016	2/19/2016		final pavement needs to be completed.
Highcroft Apts													
Powder Forest				\$196,560									
Town Homes	4/10/2015			(48 Townhomes)			10/5/2015		11/8/2019	6/4/2019			Next phase of Development
Meadowood													
Ridge at Talcott Mtn				\$1,429,810					Partially				
200 Hopmeadow St		5/26/2016	6/8/2016	(estimated)		12/6/2017			Complete	12/20/2019			final pavement needs to be completed.

TOWN SEWER EXTENSION - PROGRESS

Request and Project Review										Design				Construction								
Initial Request		Included Addresses		Interest Card Sent		Preliminary Design/ Cost estimate	Public Hearing Date	Approved/ Denied	Project Manager	Comments	Survey	Design	ROW	Bid	Award	Begin	End	Total Cost	Comments	Bid Value	Linear FT Installed	Cost Per Linear FT
Address	Date			Date	Y	N																
Woodland Street Area		22-85 Woodland Street	552-																			
	8/22/2019	643 Hopmeadow Street		12/19/2019	X		Design in Progress	3/12/2020	Approved		6/1/2020											

Comments:

1. Project has been delayed until additional easements have been executed.

2. Project is complete.

s: WPCA / Sewer Extension Spreadsheet

# Town of Simsbury

## Water Pollution Control

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### Memorandum

**To:** Water Pollution Control Authority  
**From:** Tony Piazza  
**Date:** December 10, 2020  
**Re:** November 2020 Summary Report

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**Permit Compliance:** All permit requirements were met for the months of November.

#### **Plant Operations:**

Staff continues with the replacement of Programmable Logic Controllers (PLC). Staff is coordinating with the computer integrator from Tighe & Bond for installation. At this time Building 6 PLC still needs to be upgraded, we are currently waiting on the delivery of a specialty cable to finish the installation.

Staff has is continuing work with AECOM for the update of the Water Pollution Control Plan, the Water Pollution Control Facilities Plan, Analysis of the protective berm with the updated flood plain mapping, and an update on the phosphorous removal plan. AECOM engineers visited the site to perform an overall assessment for potential system upgrades.

Staff worked with DPC Engineering and completed the BRIC Grant application for the modifications to the protective berm surrounding the plant.

#### **Secondary Clarifier Launder Covers:**

Staff is conducted a walk through with Tighe and Bond to assist in the creation a bid document for the covers. It is expected to have the covers installed in the summer of 2021

#### **Primary Clarifiers:**

James Silva of [Silva Engineering, LLC](#) performed a structural analysis of the primary clarifiers prior commencing the upgrade of the mechanical systems. We received the final report of the inspection. Several structural issues were found is on the east tank, a section of the exterior wall is leaning in. This issue was also found during the plant upgrade in 2006 and a repair was made at that time. We are looking at multiple options for the potential repair or the possibility of decommissioning the tanks. A capital project for a more in-depth study and recommendations will be needed in future years.

#### **Miscellaneous Industrial Users Permit:**

Staff is compiling a list of all industrial users in the Town as well as Avon and Granby. We will be prioritizing the notifications to these businesses to allow for a smooth rollout of the program.

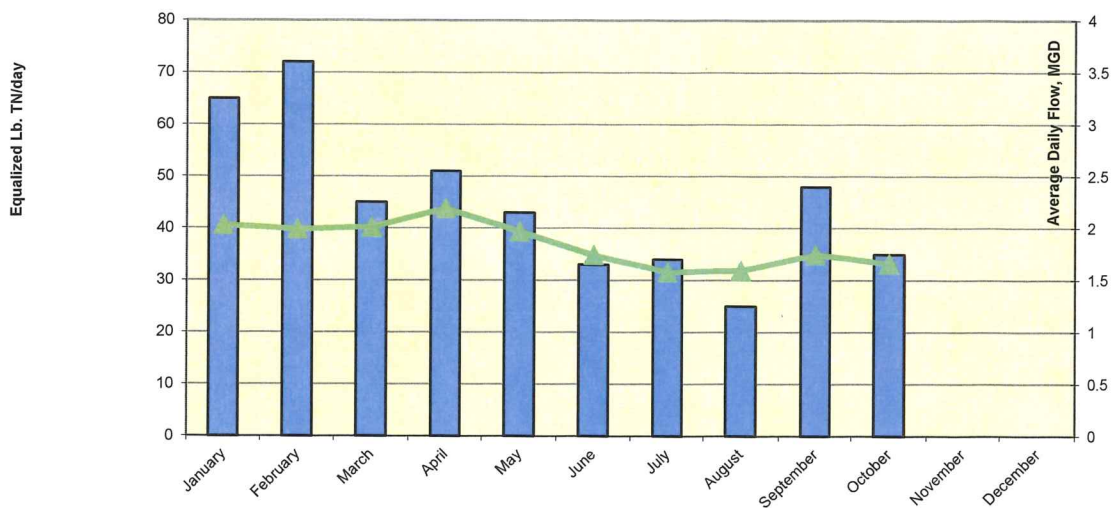
Month	Average Pounds TN/day	Excess Pounds TN/day	TN TMDL	Average Pounds Phos/day	TP TMDL	Monthly Avg Flow
January	65	-42	107	8	46.95	2.03
February	72	-35	107	27	46.95	1.99
March	45	-62	107	16	46.95	2.01
April	51	-56	107	28	46.95	2.19
May	43	-64	107	29	46.95	1.97
June	33	-74	107	33	46.95	1.74
July	34	-73	107	23	46.95	1.58
August	25	-82	107	22	46.95	1.59
September	48	-59	107	16	46.95	1.75
October	35	-72	107	11	46.95	1.66
November		-107	107		46.95	
December		-107	107		46.95	
Annual Average to date	45	-62		21		

Estimated Annual Cost @	\$ 4.60	per equivalent lb TN/day
Amount due Simsbury	\$18,707	

TMDL	
Year	TN lb/d
2020	107

Equivalent pounds = excess x 0.18

Simsbury Effluent Total Nitrogen





Summary Data from the Monthly Operating Report

			Sep-20	Oct-20	Past 6 Months
PARAMETER		UNITS			
Average Daily Flow		mgd	1.75	1.66	1.78
Peak Daily flow		mgd	5.30	4.40	5.04
Total Septage Received		gallons	533,300	590,500	569,500
Population Equivalent		@0.17 lbBOD/capita/d	22,751	20,604	21,489

BOD	Influent	mg/L	265	253	248
	Final Effluent	mg/L	5	3	4
	Percent Removal	%	98	99	98.55

TSS	Influent	mg/L	364	280	298
	Final Effluent	mg/L	4	3	4
	Percent Removal	%	99	99	98.78

TN	Influent	mg/L	38.0	44.0	38.1
	Final Effluent	mg/L	3.3	2.5	2.5
	Percent Removal	%	91	94	93.19

P	Influent, Ortho P	mg/L	3.31	3.03	2.95
	Effluent, Ortho P	mg/L	1.01	0.72	1.34
	Influent, Total P	mg/L	6.28	6.50	5.45
	Effluent, Total P	mg/L	1.09	0.75	1.52
	Effluent, Total P	lb (46.65 lb/d TMDL)	15.86	10.42	22.73
	Percent Removal	%	83	88	70.33

Aeration					
	MLSS	mg/L	4150	4520	4074
	SVI	ml/g	162	190	144
	DO, Avg. High	mg/L	0.3	0.2	0.3
	DO, Avg. Low	mg/L	0.2	0.2	0.2
	F/M ratio		0.13	0.11	0.14
	Organic loading	lb BOD/700 ft3	35	31	33
	Solids production	lb sldg/lb BOD rem	0.91	1.02	1.05

Total Sludge Trucked		dry ton	52	55	58
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**WATER POLLUTION CONTROL AUTHORITY  
REGULAR MEETING  
NOVEMBER 12, 2020  
“Subject to Vote of Approval”**

**1. CALL TO ORDER**

Paul Gilmore called the regular meeting of the Water Pollution Control Authority to order at 7:03 p.m. via a virtual Zoom meeting. The following members were present: Tom Hickey, Jay Sheehan, Michael Park, Jacques Brignac, Ed Kelly and Lucian Dragulski. Also present were Tony Piazza, Superintendent, Thomas Roy, Director of Public Works, and Alison Sturgeon, Clerk.

**2. SAFETY BRIEF** – Mr. Gilmore stated that Connecticut already had their first snowfall in October. He gave a safety brief asking everyone to exercise caution when using snow blowers.

**3. DISCUSSION: GENERAL PERMIT FOR DISCHARGES FROM MISCELLANEOUS INDUSTRIAL USERS (MIU GP)**

Mr. Piazza stated that the State of Connecticut used to take care of the industrial permits program. All industrial users had to file with the State; they were supposed to file with the treatment plants at the same time, although this did not always happen. He stated that the State did not maintain a good database for these industrial users and has now put the onus on each treatment plant to ensure all industrial users are registered with the Town. All industrial users will need to register with their corresponding Town by 1/28/2021.

Mr. Piazza stated that each Town is responsible for any discharge notifications from these users; enforcement if an industrial user is in violation of the permit; as well as determining who is required to register. In terms of Simsbury's best approach for this task, he has reached out to other municipalities to see how they are handling this. The WPC inspector will also require additional training.

Regarding fees, Mr. Piazza stated that they will need to determine and set a registration fee as well as to set a fee structure for possible additional fees (i.e. violations).

Mr. Roy stated that the challenge will be getting all industrial users to register with Simsbury WPC, including those users that have flow coming from Avon and Granby. He stated that the inter-municipal agreements may need to be modified.

Mr. Sheehan stated that the reason for this program is to prevent bad discharges from the plant going into the Farmington River.

The Authority members had a short discussion regarding permit/registration fees. Mr. Gilmore stated that the fee structure needs to be equitable, transparent as well as defensible. He would like to implement a fee structure in advance of when they will be incurring these costs.

**4. DISCUSSION: FY 21-22 CAPITAL PROJECTS**

Mr. Piazza discussed the six year capital plan, which included the remaining sewer lining as well as the Tunxis pump station force main lining, at a cost of approximately \$700,000; the replacement of the HVAC unit; as well as approximately \$100,000 for roof safety railings. He stated that the grit system upgrade continues to be pushed to the next year since the State has not yet mandated this. The protective berm around the plant will also need to be budgeted for. David Pricket Consulting continues to work on the grant application. The State would pay for 75% of the berm if the Town is awarded the grant. He stated that \$600,000 has been earmarked for this work.

**5. STATUS REPORT ON SEWER EXTENSION PROJECTS, ETC.**

Mr. Piazza stated that there is a proposed development off the end of West Mountain Road and Bushy Hill Lane. It is a 5 acre parcel. This development will be similar to the Climax Road extension. He stated that they will be meeting with DPC regarding the Woodland Street project design hopefully within the next month.

## 6. TREATMENT FACILITY REPORT

Mr. Piazza stated that all permit requirements were met for the month of October. He stated that staff has shut down the UV disinfection system for the season. Staff has also completed and passed the annual Discharge Monitoring Report Quality Analysis (DMRQA).

Mr. Piazza stated that staff continues with the replacement of Programmable Logic Controllers (PLC). They are coordinating with the computer integrator from Tighe & Bond for installation. At this time Building 6 PLC still needs to be upgraded and will be completed during November. Staff is continuing work with AECOM for the update of the Water Pollution Control Plan, the Water Pollution Control Facilities Plan, Analysis of the protective berm with the updated flood plain mapping, and an update on the phosphorous removal plan. AECOM engineers visited the site to perform an overall assessment for potential system upgrades.

Regarding the secondary clarifier launder covers, Mr. Piazza stated that staff is working with Tighe & Bond to create a bid document for the covers. It is expected to have the covers installed in the spring of 2021.

James Silva of [Silva Engineering, LLC](#) performed a structural analysis of the primary clarifiers prior to commencing the upgrade of the mechanical systems. We are still waiting for the final report of the inspection. The main issue found is on the east tank, a section of the exterior wall is leaning in. This issue was also found during the plant upgrade in 2006 and a repair was made at that time. We will be investigating the repair that was made to see if the condition has gotten worse since then. We are looking at multiple options for the potential repair including the possibility of decommissioning the tanks since they have not been used since 2012.

## 7. CORRESPONDENCE

The WPCA members reviewed a letter from Mr. Piazza to Michael Glidden, Director of Planning, regarding the plan review for 9-15 Albany Turnpike. An inter-municipal agreement will be needed with the Town of Canton to provide for future flows from the building.

## 8. OCTOBER MEETING MINUTES – POSSIBLE APPROVAL

Mr. Gilmore made one edit to the October 8, 2020 minutes.

*Mr. Sheehan made a motion to approve the October 8, 2020 minutes as amended. Dr. Park seconded the motion, which was unanimously approved.*

## 9. ADJOURN

*Mr. Sheehan made a motion to adjourn the meeting at 7:50 p.m. Dr. Park seconded the motion, which was unanimously approved.*

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Paul Gilmore, Chairman

# Proposed WPCA 2021 Meeting Schedule

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January 14, 2021	7:00 p.m.	Water Pollution Control Facility Conference Room
February 11, 2021	7:00 p.m.	Water Pollution Control Facility Conference Room
March 11, 2021	7:00 p.m.	Water Pollution Control Facility Conference Room
April 8, 2021	7:00 p.m.	Water Pollution Control Facility Conference Room
May 13, 2021	7:00 p.m.	Water Pollution Control Facility Conference Room
June 10, 2021	7:00 p.m.	Water Pollution Control Facility Conference Room
September 9, 2021	7:00 p.m.	Water Pollution Control Facility Conference Room
October 14, 2021	7:00 p.m.	Water Pollution Control Facility Conference Room
November 11, 2021	7:00 p.m.	Water Pollution Control Facility Conference Room
December 9, 2021	7:00 p.m.	Water Pollution Control Facility Conference Room
January 13, 2022	7:00 p.m.	Water Pollution Control Facility Conference Room