



Protecting the Environment

Sewer Ordinance

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GREATER NEW HAVEN Water Pollution Control Authority

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SEWER ORDINANCE

Section 1. Creation and Purpose

1.01 Pursuant to Connecticut General Statutes (CGS) Sections 22a-500 through 22a-519, as amended, there is a regional water pollution control authority created by concurrent ordinance to be designated and known as the Greater New Haven Water Pollution Control Authority, hereinafter referred to as the GNHWPCA. The purpose for which the GNHWPCA is so created is to plan, design, construct, manage, operate, and maintain the sanitary sewer system of the GNHWPCA, and perform any act pertinent to the collection, conveyance or transportation, storage, pumping, treatment and disposal of sanitary sewage and industrial wastewater.

1.02 This ordinance shall not repeal any applicable laws, standards and regulations set forth by the United States, the State of Connecticut or agencies thereof.

1.03 this ordinance shall apply to the Constituent Municipalities and to persons outside the Constituent Municipalities who are users of the GNHWPCA sanitary sewer system.

1.04 All ordinances or parts of ordinances in conflict herewith are hereby repealed.

1.05 By concurrent ordinances of their legislative bodies, the following existing ordinances of the Constituent Municipalities are repealed with respect to the wastewater treatment system activities in such Constituent Municipalities and in their place this ordinance is adopted following its passage, approval, recording and publication as provided by law:

(a) Town of East Haven, An Ordinance Regulating the Construction, Extension, Maintenance and Operation of the Sanitary Sewer System, approved by the Sewer Commission on June 20, 1978, and adopted by the Town Council on August 1, 1978, as amended;

(b) Town of Hamden 1984 Ordinance Regulating the Construction, Extension, Maintenance and Operation of the Sanitary Sewer System, approved by the Hamden WPCA on August 14, 1984, and adopted by the Hamden Legislative Council on September 4, 1984, as amended; and

(c) City of New Haven Code of Ordinances, Chapter 25 SEWERS, Regulating the Construction, Extension, Maintenance and Operation of the Sanitary Sewer System, adopted October 4, 1982, as amended, excluding the following sections or provisions that will remain in effect: Sec. 25-1 (b),

Definitions – *BOD (biochemical oxygen demand), Building drain, Building sewer or sewer connection, CCF, Chlorine demand, City, City engineer, COD (chemical oxygen demand), Combined sewers, Milligrams per liter (mg/l), Natural outlet, pH value, Sewage, Storm sewer, Total suspended solids (TSS), Waste water, Water course; Sec. 25-2; Sec. 25-3, with regard to storm sewer connection or drain; Sec. 25-5; Sec. 25-6 (a) & (b), with regard to storm sewer; Sec. 25-7, with regard to storm sewer; Sec. 25-8, with regard to storm sewer; Sec. 25-9, with regard to storm sewer; Sec. 25-9.1 (a) thru (e); Sec. 25-10, with regard to storm sewer and storm sewer system; Sec. 25-24 (a), with regard to these sections or provisions listed herein that will remain in effect; Sec. 25-43; and*

(d) Town of Woodbridge, An Ordinance Regulating the Use of Public and Private Sewers and Drains, Private Sewage Disposal, The Installation and Connection of Building Sewers, and the Discharge of Waters and Wastes Into the Public Sewer System(s): and Providing Penalties for Violations Thereof: in the Town of Woodbridge, County of New Haven, State of Connecticut, as approved by the Woodbridge Sewer Authority and the Board of Selectmen of the Town of Woodbridge.

1.06 The terms and provisions of this ordinance are for the purpose of limiting pollutant discharges, which may be detrimental to public health, cause damage to the Public Sewer or the water pollution control facilities, pollute the waters of the state, or otherwise create a public nuisance.

Section 2. Definitions

For the purpose of this ordinance, the following definitions are established:

2.01 *Act.* Connecticut General Statutes Sections 22a-500 to 22a-519, inclusive, as the same may be amended from time to time.

2.02 *Benefit Assessment.* An assessment levied based on an evaluation of the benefits to land, buildings and structures within the GNHWPCA service territory as result of the acquisition or construction of a sanitary sewer system or portion thereof.

2.03 *Benefit Charge.* An assessment of benefits to a building or structure that is constructed, improved, expanded or changed in classification, after the original cost of benefits has been levied.

2.04 *BOD (Biochemical Oxygen Demand).* The quantity of oxygen utilized in the biochemical oxidation of organic matter under standard laboratory conditions for five (5) days at a temperature of twenty (20) degrees centigrade, reported in milligrams-per-liter (mg/l), as described in the most current edition of "Standard Methods for the Examination of Water and Wastewater," published by the American Public Health Association, latest edition.

2.05 *Building Drain*. That part of the lowest horizontal piping of a drainage system which receives the discharge from soil, waste, and other drainage pipes inside the walls of the building and conveys it to the building sewer, beginning five (5) feet (1.5 meters) outside the inner face of the building wall.

2.06 *Building Sewer or Lateral Sewer Connection*. That part of the horizontal piping of a drainage system which extends from the end of the building drain to the public sewer, storm sewer or other place of disposal.

2.07 *CCF*. The volume of measure of one hundred (100) cubic feet (equal to 748 gallons).

2.08 *Chlorine Demand*. The amount of chlorine which must be added to water or wastewater to produce a residual chlorine content in such water or wastewater.

2.09 *COD (Chemical Oxygen Demand)*. The quantity of oxygen consumed from a chemical oxidation of inorganic and organic matter present in the water or wastewater, expressed in milligrams-per-liter (mg/l), as described in the most current edition of "Standard Methods for the Examination of Water and Wastewater", published by the American Public Health Association, latest edition.

2.10 *Collection System*. All sewers, including pumping stations and all appurtenances, owned and operated by the GNHWPCA to collect and convey sanitary sewage.

2.11 *Combined Sewer or Combined System*. A sewer, or system of sewers, in which one pipe, conduit or structure is designed to carry both sanitary sewage and storm sewer flow.

2.12 *Connection or Service Connection*. Each physical connection to the GNHWPCA sewerage system.

2.13 *Constituent Municipality*. One of two or more municipalities which have adopted the provisions of the Act, and which have created an authority by concurrent ordinances of their legislative bodies.

2.14 *Customers*. Any and all contributors of wastewater to the GNHWPCA sewerage system (i) located in the City of New Haven, the Town of East Haven, the Town of Hamden and the Town of Woodbridge; and (ii) including the Town of North Branford and the Town of North Haven.

2.15 *Domestic Wastewater*. Residential-type wastewater which requires no pretreatment under the provisions of this ordinance before discharging into the sanitary sewer system, excluding all manufacturing and industrial wastewater, and other wastewater exceeding any of the parameters specified in Section 29.

2.16 *Dry Industry.* An industry discharging only domestic wastewater into the sanitary sewer system and having no process or manufacturing operation that discharges liquid industrial wastewater of any characteristic into the sanitary sewer system.

2.17 *Establishment or Plant.* Any establishment or plant producing liquid waste, with or without bearing suspended solids, required to be discharged into the sanitary sewer system.

2.18 *Executive Director.* The chief executive officer of the GNHWPCA responsible for the management of all its administrative, operational and fiscal matters. The Executive Director, or that person's designee, may act, as authorized, on behalf of the GNHWPCA.

2.19 *Fats, Oils & Grease (FOG).* Volatile and non-volatile residual fats, oils, fatty acids, soaps, waxes, mineral oils and other material of similar composition, measured in milligrams-per-liter (mg/l).

2.20 *Garbage.* Animal, fruit or vegetable matter resulting from the domestic and commercial handling, preparation, use, cooking, serving or storing of foods.

2.21 *Gross Revenues.* All revenues derived from operations of the GNHRWPCA regardless of source, except for federal and state grants.

2.22 *GNHWPCA Service Territory.* The area comprised of the Constituent Municipalities of East Haven, Hamden, New Haven and Woodbridge.

2.23 *Ground Garbage.* Solid wastes from the domestic and commercial handling, preparation, use, cooking, serving or storing of foods that have been shredded or comminuted to such degree that all particles will be carried freely in suspension in public sewers, with no particle greater than three-sixteenths inch in any dimension.

2.24 *Holding Tank Waste.* Any waste from holding tanks such as vessels, chemical toilets, campers, trailers and septage hauling trucks.

2.25 *Industrial Wastewater.* Any liquid, free-flowing wastewater, including contaminated cooling water, resulting from any process of industry, manufacturing, business, trade or research, including the development, recovery, or processing of natural resources, with or without suspended solids, as distinct from domestic wastewater.

2.26 *Industrial Waste Producer.* Any institution, plant, establishment or industry, which discharges industrial wastewater, whether or not such wastewater is segregated from or combined with domestic wastewater from the originating entity.

2.27 *Infiltration.* Water entering a sewer system, including building and lateral sewers and connections, from the ground through such means as, but not limited to, defective pipes, pipe joints, or manhole walls. Infiltration does not include, and is distinguished from, inflow.

2.28 *Inflow.* Water discharged into a sewer system, including water discharged through building or lateral sewers and connections, from such sources as, but not limited to, roof leaders; basement, yard and area drains; foundation drains; cooling water discharges; drains from springs and swampy areas; manhole covers, crossover pipes from storm sewers and combined sewers; catch basins; storm waters; surface runoff; street wash waters; or drainage. Inflow does not include, and is distinguished from, infiltration.

2.29 *Milligrams-per-liter (mg/l).* The same as parts per million (ppm), and is a weight-to-volume ratio; when the milligrams-per-liter value is multiplied by the factor .748, an equivalent to units per hundred cubic feet (CCF) of water is obtained.

2.30 *Natural Outlet.* Any outlet into a watercourse, pond, ditch, lake or other body of surface water.

2.31 *Permittee or Permit Holder.* Any person, institution, firm, company, association, corporation, trust or other entity which owns, operates, possesses or controls any facility being operated under a valid industrial waste permit to discharge wastewater into the sanitary sewer system.

2.32 *Person.* One or more person, individual, firm, partnership, company, corporation, association, limited liability company, joint venture, government entity, or any agency or political subdivision thereof or any other entity.

2.33 *pH value.* The logarithm of the reciprocal of the hydrogen ion concentration in grams per liter of solution, i.e.:

$$\text{pH} = \frac{1}{\log(\text{H}^+)}$$

pH will be determined according to the most current edition of "Standard Methods for the Examination of Water and Wastewater," published by the American Public Health Association, latest edition.

2.34 *Pretreatment or Treatment.* The reduction or elimination of pollutant properties in wastewater or their alteration to a less harmful state prior to discharge to the sanitary sewer system. Treatment may be accomplished by physical, chemical or biological processes, process changes, material substitution, or by other means, except as prohibited by federal, state or local regulations.

2.35 *Private Sewer.* Any sewer or system of sewers, exclusive of building sewers, which is not owned, constructed, maintained or controlled by the GNHWPCA. Private sewers include, but are not limited to, building drains, building sewers, sewers, drains, catch basins and manholes located on private property and not located within an easement held by the GNHWPCA, and sewers and storm drains owned by municipalities and other public agencies. The connection from a private sewer to the public sewer system is also owned by the owner of the private sewer

2.36 *Producer.* Any person, which owns, operates, possesses or controls an establishment or plant, whether or not a permittee.

2.37 *Public Sewer.* Any sewer or system of sewers, exclusive of building sewers, owned, constructed, maintained or controlled by the GNHWPCA.

2.38 *Residential, Commercial Users.*

(a) Residential User:

- (i) Single-family residence. A residential establishment serving a single family or household. In those instances where there is no meter on the water supply to the principal household, separate living quarters will be considered as separate residence and a separate user charge will be applied.
- (ii) Duplex residence. A single building equipped for occupancy by two (2) families.
- (iii) Multiple dwelling units. One or more buildings each equipped for occupancy by three (3) or more families.

(b) Commercial User: Any business or establishment which does not meet the definition of industrial waste producer or the definition of residential user.

2.39 *Sanitary Sewer System.* All facilities of the GNHWPCA for collection, conveyance or transportation, storage, pumping, treatment and disposal of sanitary sewage and industrial wastewater. It does not include any watercourses or any storm sewers.

2.40 *Sanitary Sewage or Sewage.* A combination of the water-borne wastes from residences, businesses, institutions and industrial establishments. Any substance, liquid or solid, which may contaminate, pollute or affect the cleanliness or purity of any water.

2.41 *Sanitary Sewer.* Any pipe, conduit or other structure, outlet or drain designed to carry only sanitary sewage.

2.42 *Sanitary Sewer Extension.* The installation or construction of an addition or extension of the collection system to provide sanitary sewerage service to land previously unserved.

2.43 *Separate Sewer or Separate System.* A sewer or system of sewers in which there are two separate pipes, conduits or other structures, one of which is designed to carry only sanitary sewage and the other designed to carry storm sewer flow.

2.44 *Septage.* Liquids and solids which are removed from a tank used to treat domestic sewage.

2.45 *Slug.* Any discharge of water or wastewater which in concentration of any given constituent, or in quantity of flow, exceeds more than five (5) times the average twenty-four-hour concentration, or the flows during normal operation, for any period longer than fifteen (15) minutes, and adversely affects the collection system and/or performance of the wastewater treatment works.

2.46 *Standard Methods.* The most current edition of "Standard Methods for the Examination of Water and Wastewater," published by the American Public Health Association, latest edition.

2.47 *Storm Sewer.* Any pipe, conduit or other structure, outlet or drain, designed to carry storm and surface waters, drainage, groundwater or unpolluted water from any source, but excludes sewage and polluted industrial wastes.

2.48 *Total Suspended Solids (TSS).* Solids measured in milligrams-per-liter (mg/l) that either float on the surface or are in suspension in water, wastewater, or other liquids, and which are largely removable by a laboratory filtration device, as defined in the most current edition of "Standard Methods for the Examination of Water and Wastewater," as published by the American Public Health Association, and referred to as non-filterable residue.

2.49 *User Charge.* Charges established under this ordinance for the connection with and the use of the sanitary sewer system.

2.50 *Wastewater.* See "Sewage".

2.51 *Watercourse.* Any open channel, natural or artificial, in which a flow of water occurs either continuously or intermittently.

Section 3. Use of, and the Discharge of Substances Into, the Sanitary Sewer System

3.01 No person shall deposit or throw into or onto any sanitary sewer, sewer inlet, sewer outlet, sewer manhole, or any part of any watercourse, material of any kind whatsoever, except those materials for which those structures were intended.

3.02 No person shall interfere with the free flow of sewage in any sanitary sewer.

3.03 The accidental discharge of any prohibited liquid or solid material into any sewer, watercourse or natural outlet, or to any place from which such material may find its way into a sewer, watercourse or natural outlet, shall be reported to the GNHWPCA by the person responsible for the discharge, or by the owner or occupant of the premises where the discharge occurs, promptly upon obtaining knowledge of the fact of such discharge.

Section 4. Sanitary Sewer Extensions and Expansions

4.01 Approval Requirement.

In the case of any proposal to extend the GNHWPCA collection system or expand capacity of the GNHWPCA collection system (including, without limitation, by way of an increase in the size of a sewer pipe or appurtenance thereto), the GNHWPCA, prior to implementing any such extension or expansion, shall obtain the consent and required approval(s) of the governing body of the local Constituent Municipality in which such proposed sanitary sewer extension or expansion is located; provided, however, that with respect to the expansion of capacity only, expansions due to emergency situations or other exigent circumstances beyond the reasonable control of the GNHWPCA, and expansions related to normal maintenance and in accordance with prudent industry practices shall not require prior consent and approval of the governing body of the local Constituent Municipality. Except as otherwise set forth above, receipt of such consent and approval is a condition precedent to seeking approval under Section 5 of any proposed sanitary sewer extension or expansion.

4.02 Notice Requirement.

Excluding expansions undertaken due to emergency situations or other exigent circumstances as set forth in Section 4.01, in all other instances of an extension or expansion of the GNHWPCA collection system which has satisfied the approval requirements of Section 4.01, written notice of the commencement of such extension or expansion shall be delivered by the GNHWPCA to each Constituent Municipality in which such extension or expansion shall occur, and the GNHWPCA shall use its commercially reasonable efforts to cause such notice to be delivered no less than fifteen (15) business days prior to the commencement of construction. Promptly following delivery of such notice and

to the extent not already addressed as part of the approval received pursuant to Section 4.01, the GNHWPCA and the affected Constituent Municipalities shall commence a dialogue to begin preparations for the construction and attempt to reasonably accommodate such construction while minimizing disruptions to the Constituent Municipality. With respect to expansions undertaken due to emergency situations or other exigent circumstances, written notice of such expansion shall be delivered by the GNHWPCA to the effected Constituent Municipalities promptly following the commencement of such emergency construction, provided the GNHWPCA shall use its commercially reasonable efforts to cause such notice to be delivered within ten (10) business days following commencement, and the effected Constituent Municipalities shall use commercially reasonable efforts to accommodate such emergency construction.

Section 5. Sanitary Sewer System Construction Plans

5.01 Approval Requirement.

No person shall contract for or commence construction of any sanitary sewer, sewage lift station, or ancillary facility within the GNHWPCA service area without prior written approval by the GNHWPCA and receipt of any applicable consents and approvals, if any, required by Section 4 hereof.

5.02 GNHWPCA Approval is Required for:

- (a) Sanitary sewer extension to serve land not served by sanitary sewers;
- (b) Sewage lift stations and force main sewers, including the modification of any component that increases conveyance capacity; and
- (c) Expansion of sanitary sewer capacity by an increase in the size of a sewer pipe and appurtenances thereto, or any other activity that has a potential to increase the quantity of wastewater received by the GNHWPCA.

5.03 Submission of Plans and Maps.

(a) To obtain approval required by Sec. 5.01, a person shall submit to the GNHWPCA the necessary design data including wastewater flows, construction plans and specifications for the work, and profile showing grades of the street or ground and sanitary sewer, the depth of such sanitary sewer below the surface of the street or ground, and the height above mean sea level, as established by the United States Coast and Geodetic Survey and used as the local datum. And when such sanitary sewer, sewage lift station, or ancillary facility is completed, the person shall submit to the GNHWPCA the necessary record drawings and maps of such constructed sanitary sewer, sewage lift station, or ancillary facility and showing the location and size of the sanitary sewer and the location of the manholes, basins, culverts, branches for house connections, and other appurtenances. The person shall also submit to the

GNHWPCA the necessary maps showing the situation, dimensions, and ownership of all lands adjoining the property or street in which said sanitary sewer, sewage lift station, or ancillary facility is constructed, as provided in the portion of this ordinance dealing with assessments.

(b) All plans, maps, specifications and other data submitted to the GNHWPCA for approval shall be signed and sealed by a Professional Engineer registered in the State of Connecticut.

(c) Whenever this ordinance requires the submission of plans, drawings, reports or other information, the GNHWPCA may require or accept this data in electronic format if:

- (i) The submission is in a format compatible with GNHWPCA hardware and software,
- (ii) The electronic format does not reduce the usefulness or accessibility of the information, and
- (iii) The person submitting the information has requested and received approval for the electronic submission.

Section 6. Assessment of Benefits; Benefit Charge

6.01 Pursuant to provisions contained in the act and Chapter 103 of the Connecticut General Statutes, as amended from time to time, the GNHWPCA may levy and collect benefit assessments upon the lands and buildings within its jurisdiction, which, in its judgment, are especially benefited by a sanitary sewer.

6.02 Subject to the provisions of Chapter 103 of the Connecticut General Statutes, as amended from time to time, benefit assessments to be levied shall result in the recovery by the GNHWPCA of all fees, costs and expenses incurred by the GNHWPCA, net of federal and state grants-in-aid thereof, for the acquisition and construction of the sewerage system providing benefits upon the lands and buildings in the GNHWPCA.

6.03 Assessments, including any installment thereof, shall be due and payable at such time as it is fixed by the GNHWPCA, provided no assessment shall become due until the work, or particular portion thereof for which such assessment was levied, has been completed.

6.04 Any assessment of benefits, including any installment thereof, that is not paid within thirty days after the due date shall be delinquent, shall be subject to interest and shall constitute a lien upon the property assessed and a charge upon the owner thereof.

6.05 Pursuant to provisions contained in the act, the GNHWPCA may determine benefits to buildings or structures within its jurisdiction constructed or

expanded after the initial assessment has been levied, and a benefit charge may be assessed as if the new or expanded structure or building had existed at the time of the initial assessment, according to such rule as the GNHWPCA adopts, subject to the right of appeal, as provided therein.

Section 7. Sewer Connections. Connection Charges.

7.01 Permit Required.

(a) No unauthorized person(s) shall uncover, make any connections with or opening into, use, alter, repair, or disturb any sanitary sewer or appurtenance thereof which is part of the sanitary sewer system of the GNHWPCA without obtaining a written permit from the GNHWPCA.

(b) The application for connection of a building sewer or lateral sewer connection to any sanitary sewer or appurtenance thereof which is part of the sanitary sewer system of the GNHWPCA shall be accompanied by a plan or map in general accordance with Section 5, paragraph 5.03(a) and showing the proposed installation in sufficient detail to enable the GNHWPCA to determine that the proposed installation meets the requirements of this ordinance and other applicable specifications, codes and laws. The application shall be signed by the owner of the premises to be served or his or her authorized agent and by the qualified contractor (see paragraph 7.03(a)) who will perform the work of installing and connecting the building sewer to the public sewer.

(c) A connection to the public sewer will be made only after the plumbing system for the building or premises has been approved by the building official of the local municipality in order to insure that minimum standards are met for the installation. No trench containing a building sewer or lateral sewer connection to the public sewer shall be backfilled until the GNHWPCA has completed an inspection of and approved the work.

7.02 Precautions Required in Making Excavations for Sewer Connections.

No person shall open any street or other public way for the purpose of laying a sanitary sewer connection or drain, without first removing with the least possible injury and loss all materials for paving or hardening the roadway and placing the same, together with the excavating materials from the trenches, where they will cause the least possible inconvenience to the public. Whenever the sides of the trenches do not stand perpendicular or when conditions require, sheeting and braces shall be constructed by the person making the excavation to prevent any unnecessary caving.

7.03 Connections to be Made by Licensed Person, Conform to Requirements of the GNHWPCA.

(a) It shall be the duty of the owner or owners of the premises to which any drain connected with any sanitary sewer shall be attached, to employ a person duly licensed by the State of Connecticut and the local municipality in making and laying such connection with such sanitary sewer and to conform to the requirements of the GNHWPCA in regard to the manner in which such connection shall be made, and said drain made and laid.

(b) All costs and expenses incidental to the installation and connection of the building sewer or lateral sewer connection to the public sewer shall be borne by the owner or owners of the premises to which such building sewer or lateral sewer connection is attached.

(c) That portion of the building sewer or lateral sewer connection from a point two (2) lineal feet behind the apparent edge of road or street to the end of the building drain five (5) feet outside the inner face of the building wall shall be owned by, and be the property of, the owner or owners of the premises to which such building sewer or lateral sewer connection is attached, and it shall be the duty of the owner or owners of such premises to keep said portion of such building sewer or lateral sewer connection at all times in good repair.

(d) That portion of the building sewer or lateral sewer connection from a point two (2) lineal feet behind the apparent edge of road or street to its point of connection to the public sewer shall be a component of the collection system and owned and operated the GNHWPCA.

(e) The Executive Director shall have power, and it shall be his or her duty, to discontinue, stop up and prevent discharging into any sanitary sewer aforesaid which is not laid or kept in repair in accordance with the requirements of the GNHWPCA.

7.04 Grade, Line of Connection; Trap Ventilation Required.

No person shall construct or lay any private sewer, except as approved by the Executive Director. A suitable trap shall be located in every private sewer or drain which connects with the public sewer at some convenient point between the public sewer and the house or building, and that portion of the private sewer or drain thus connected shall be properly ventilated. In all cases, the work shall be in accordance with the requirements of the GNHWPCA.

7.05 Multiple Connections Through One Drain.

No person shall connect more than one house or building, or single house in a block, with the public sewer through any one building sewer or lateral sewer connection, except by a special permit from the Executive Director. Whenever such permission is granted, the work shall be done in accordance with the requirements of the GNHWPCA.

7.06 Use of Existing Building Sewers or Lateral Sewer Connections.

Existing building sewers or lateral sewer connections may be used for new buildings only when they are found, on examination and testing, satisfactory to the GNHWPCA to meet all requirements of this ordinance. The GNHWPCA may require the uncovering of the old building sewers or lateral sewer connections for examination at no cost to the GNHWPCA.

7.07 Abandonment of Building Sewers or Lateral Sewer Connections.

Building sewers or lateral sewer connections to be abandoned shall be sealed, plugged or removed in accordance with the requirements of, and subject to inspection by, the GNHWPCA.

7.08 Responsibility for Routine Maintenance and Repair Work.

Users shall be responsible for the routine maintenance of building sewers or lateral sewer connections, including, without limitation, the unblocking of sewer blockages in the building sewers or lateral sewer connections from tree roots, oil or grease, or other items.

Users shall be responsible for repair work to those sections of building sewers or lateral sewer connections that extend from the building drain to the apparent edge of the road. The GNHWPCA shall be responsible for repair work to those sections of building sewers or lateral sewer connections that extend from the apparent edge of the road to the public sewer. Repair work is such work that requires ground excavation.

7.09 Connection Charges.

Fees shall be established and revised from time to time by the GNHWPCA in accordance with Chapter 103 of the Connecticut General Statutes as amended from time to time and the act, including without limitation Section 22a-506(a), for:

- (a) Connection or Service Connection;
- (b) disconnection to the GNHWPCA sewerage system;
- (c) permitting and inspection; and

(d) such other charges as allowed pursuant the Connecticut General Statutes, as amended from time to time.

Section 8. Damage to or Interference With the Sanitary Sewer System

No person shall maliciously or willfully break, damage, destroy, uncover, deface or tamper with any structure, appurtenance or equipment which is part of the sanitary sewer system of the GNHWPCA.

Section 9. Rates Established

9.01 Charges for sanitary sewer services furnished by the GNHWPCA for residential, commercial, industrial and institutional users shall be as established and revised from time to time by the GNHWPCA.

9.02 Such charges shall reflect a proportional distribution of costs among all users in accordance with Chapter 103 of the Connecticut General Statutes as amended from time to time, and the act.

Section 10. Rates for Property Located Outside the GNHWPCA Service Territory

The charges to be made by the GNHWPCA for sewer service to property outside the limits of the GNHWPCA service territory shall be established on the basis of a formal contract with the GNHWPCA, the charges established in said contract to be not more than the actual costs to the GNHWPCA to provide said sewer service, and said contract to be approved by the GNHWPCA.

Section 11. No Reduced Rates or Free Service Permitted.

All persons owning, renting, leasing or having management or control of property or premises that produce waste that is discharged into the sanitary sewer system of the GNHWPCA, including domestic waste, and subject to the provisions of this ordinance, shall be charged the rates established by the GNHWPCA, and no reduced rates or free sanitary sewer services shall be furnished to any such person, property or premises. In all cases, the owner of property shall have final responsibility for the payment of sewer charges.

Section 12. Determination of Charges; Generally

In those instances where water meters are provided on the sources of water providing water to the facilities discharging into the sanitary sewer system of the GNHWPCA, potable water usage as determined from the water meter readings shall provide the basis for determining the sewer service charge, except as may be modified or amended by the GNHWPCA from time to time. As to such water sources that are not metered, estimates of water usage will be made.

Section 13. Allowance for Metered Water Not Discharged Into the Sanitary Sewer System

13.01 Any person owning or having control of property discharging wastewater into the sanitary sewer system and on whose property there is located one or more facilities requiring water from the source of supply that also furnishes water to the sanitary sewer system, where any portion of the water from such is not discharged into the sanitary sewer system, may at his or her expense install a water meter of a type and design, and at a location, approved by the Executive Director, and the GNHWPCA will accept readings from such meter taken and provided to the GNHWPCA by such person or his or her duly authorized agent, such readings to be furnished on forms provided by the GNHWPCA and sworn to as correct by the person taking the reading. Meters installed for this purpose shall be sealed by the GNHWPCA, and the owners shall ensure that said seal is not broken.

13.02 The amount of water measured by the reading of such meter will be used to adjust the water usage upon which the user charge established by this ordinance will be computed. In the event such property is not served by the local public water supply, such meter reading will be deducted from the total water usage furnished to the property as estimated by the GNHWPCA as provided for in this ordinance.

13.03 No facility for which a meter is installed under the provisions of this section shall be connected to the sanitary sewer system without the owner thereof having first notified in writing the Executive Director of such proposed connection.

13.04 The GNHWPCA shall have the right, at any time during regular business hours, to check the meter reading on such meter installed to measure the amount of water provided to the facility not discharging waste into the sanitary sewer system, and to remove and test such meter at any time.

13.05 Any person making a false affidavit as to the amount of water usage registered by a meter installed under the provisions of this section, or any person representing to the GNHWPCA that the facility for which a meter is installed under the provisions hereof does not discharge waste into the sanitary sewer when, in fact, it does, or any person having facilities for which such a meter is installed who subsequently connects such facility to the sanitary sewer system without notifying the Executive Director shall be guilty of an offense. Each and every day that such violation continues shall constitute a separate offense punishable as in accordance with Section 38.

Section 14. Engineering Study to Determine Charge for Industrial, Commercial and Institutional Users Where Portion of Water Not Discharged Into Sewer

14.01 The provisions of this section shall apply only to those industrial, commercial and institutional water users who have facilities connected to the sanitary sewer system, and on whose property there is located one or more facilities requiring water from the source of supply that also furnishes water to the sanitary sewer system, and all or part of such water provided to any such facility is not discharged into the sanitary sewer system, and who make application to the Executive Director under the provisions hereof.

14.02 Any industrial, institutional and commercial water user owning or having control of property discharging waste into the sanitary sewer system, and on whose property there is located one or more facilities requiring water, from the source of supply that also furnishes water to the sanitary sewer system, and all or part of such water provided to any such facility is not discharged into the sanitary sewer system, may make application to the Executive Director and submit an engineering study and report of the applicant's property and facilities made for the hereinafter stated purpose.

(a) The applicant shall conduct the necessary engineering study and tests of the applicant's property and facilities to determine:

- (i) The practicality or feasibility of the applicant to install one or more meters to measure the amount of water passing through the water meter serving such property and not being discharged into the sanitary sewer system, or
- (ii) In those instances where, in the opinion of the Executive Director based on the engineering study, it is impractical or infeasible for the applicant to install such meter or meters, the percentage of the amount of water passing through the water meter serving such property and not being discharged into the sanitary sewer system.
- (iii) A report of such determination, showing the basis thereof, shall be certified to by the Executive Director, and one copy filed with the GNHWPCA. Such report when so filed shall constitute the basis upon which the sewer service charge established by this ordinance shall be computed.

(b) The Executive Director is authorized, at his or her discretion or on written request from an applicant, to require such additional engineering

studies from time to time of any such property and facilities to check the current accuracy of the filed report on any such property and facilities, and if it is determined that the annual estimated sewage volume is now estimated to differ from the existing filed report's annual estimated sewage volume by more than five (5) per cent, a new report based upon the latest studies shall be filed with the GNHWPCA to replace the prior one. Requests by an applicant to conduct a restudy under the provisions hereof will not be accepted or acted on more than once in every twelve-month period (annually) subsequent to the filing of the first report on the applicant's property and facilities, except when a substantial or material change in a condition or operation of the applicant's property or facilities renders the then-current filed report and the charges based thereon no longer applicable to the applicant's property and facilities.

Section 15. Billing Where Individual Water Meters Are Not Provided for Multiple Unit Premises

For multiple unit premises where individual water meters are not provided for each multiple unit connection, the owner of the premises will be billed directly for the sewer service charge.

Section 16. Billing

16.01 Billing for sewer service charges shall be made to the sewer customers of the GNHWPCA monthly or quarterly. Those persons without water meters or with a source of water supply other than the local public water supplier will be billed periodically but not less than annually.

16.02 All sewer user charges shall be due and payable in full upon receipt of the bill. Any sewer use charge not paid in full within thirty (30) calendar days of the date of the bill shall be delinquent and shall bear interest, from the date of the bill, at the rate and in the manner provided by the General Statutes of the State of Connecticut for delinquent property taxes. The GNHWPCA may adopt such collection policies from time to time in accordance with and in furtherance of the billing and collection procedures set forth in this sewer ordinance.

Section 17. Collection Procedures.

17.01 In addition to other collection procedures provided herein, the Executive Director may retain independent legal counsel, and/or an independent collecting agent, as selected by the GNHWPCA, for the collection by lawful means of any delinquent unpaid sewer use charges as defined and revised from time to time by the GNHWPCA. A list of said unpaid accounts turned over for collection shall be provided at least semi-annually to the Chairman of the GNHWPCA.

17.02 Any unpaid sewer use charges shall constitute a lien upon the real estate against which such charge was levied from the date it became delinquent. Each such lien may be continued, recorded and released in the manner provided

by the General Statutes of the State of Connecticut for continuing, recording and releasing property tax liens and encumbrances except taxes, and may be foreclosed in the same manner as a lien for property taxes. The GNHWPCA shall designate a person as the collector of the sewer use charges, and such collector may collect such charges in accordance with the provisions of the General Statutes, aforesaid, for the collection of property taxes. The Executive Director will prepare a list of accounts deemed uncollectible in whole or in part, with recommendations, to the extent allowed by law, as:

- (a) Write-off as uncollectible;
- (b) Compromise amount of payment.

Said list shall be submitted to the GNHWPCA for review and approval.

17.03 Delinquent unpaid sewer user charges collected by independent counsel and/or collecting agency shall be increased to include all fees and charges of the collection agent applicable to the unpaid sewer use charges.

Section 18. Adjustment of Bill

18.01 In the event any adjustment, to the extent allowed by law, in a water bill affects the basis on which the sewer charge is levied for the same period, an appropriate adjustment in the sewer use charge shall be made by a credit or additional charge on the next bill. In all cases, the Executive Director shall certify to the GNHWPCA the validity of each adjustment.

18.02 To the extent allowed by law, the Executive Director may permit adjustments to a user's sewer bill for various reasons under provisions of rules, regulations and guidelines that may be adopted from time to time by the GNHWPCA.

Section 19. Discontinuance of Service for Failure to Pay

To the extent allowed by law, the GNHWPCA shall have the right to discontinue sanitary sewer service to any person discharging into the sanitary sewer system who fails or refuses to make timely payment of the sewer use charges for which he or she is billed; provided, however, in the event of a dispute as to the amount of charges made, service shall not be terminated if the person charged deposits with the GNHWPCA the full amount of such charges on the condition that, upon request by the customer, a review of the dispute is conducted and a decision rendered by the GNHWPCA, all in accordance with the GNHWPCA Customer Bill of Rights policy, as may be amended from time to time, which decision shall be final, any amount the GNHWPCA so determines the customer is entitled to have refunded to such person, and the balance thereof shall be applied to satisfy the disputed charges.

Section 20. Continued Use of Sewer After Refusal to Pay

Any person failing or refusing to pay the charges provided for in this ordinance, or to deposit the proper sum in the event of a dispute as to the amount of such charges in the time and manner provided, and who continues to discharge wastewater from such person's property into the sanitary sewer system, shall be guilty of an offense and shall be punished in the manner provided for in Section 38. Each and every day that such violation continues shall constitute separate offense and shall be punishable as such. The conviction of a person for such an offense shall not be a bar to the institution by the GNHWPCA of a suit for the collection of the delinquent charges and for an injunction to enjoin such person from discharging wastewater into the sanitary sewer system without complying with the provisions of this article and paying the charges established hereby.

Section 21. Violations; Furnishing GNHWPCA False Information; Severability

21.01 Any person violating any of the provisions of this ordinance or knowingly furnishing the GNHWPCA with false or fraudulent information, or failing to comply with the provisions hereof, shall be guilty of an offense and shall be fined as provided in Section 38. Each and every day that such violation continues shall constitute a separate offense and be punishable as such. This penalty shall be in addition to any other remedy, penalty or sanction provided for herein or by applicable law.

21.02 If any provision, section, subsection, sentence, clause or phrase of this ordinance, or the application of same to any person or set of circumstances is for any reason held to be unconstitutional, void or invalid (or for any reason unenforceable), the validity of the remaining portions of this ordinance or their application to other persons or sets of circumstances shall not be affected thereby, it being the intention of the Board of Directors of the GNHWPCA in adopting and approving this ordinance that no portion hereof or provisions or regulation contained herein shall become inoperative or fail by reason of any unconstitutionality or invalidity of any other portion, provision or regulation, and to this end all provisions of this ordinance are declared to be severable.

Section 22. Discharge Permits

22.01 Prior to the initiation of a discharge of any of the following wastewater to a public sewer, all permits and approvals as required by applicable law, including without limitation Section 22a-430 of the CGS, shall be obtained and in place:

- (a) Industrial wastewater of any quantity;
- (b) Domestic sewage in excess of 5,000 gallons per day through any individual building sewer or lateral sewer connection to a public sewer.

22.02 All industrial waste producers connected to and discharging wastewater of any quantity, strength or quality to the sanitary sewer system, and all industrial waste producers who hereafter desire to connect and discharge to the sanitary sewer system, shall make application to the Executive Director on forms supplied by the GNHWPCA for a permit authorizing such connection.

(a) Upon the receipt of an application for a permit for discharge of industrial wastewater into the sanitary sewer system, the Executive Director shall issue or deny such industrial wastewater discharge permit. If such permit is denied, the Executive Director shall within forty-five (45) days of the receipt of the application notify the applicant of such denial and state the reasons for such denial in writing by certified mail. Upon receipt of such notification of denial, the applicant shall immediately revise such application to comply with the reasons for denial stated in such notice, if the applicant desires to proceed under the provisions hereof.

(b) The Executive Director shall require each producer of industrial wastewater to secure the permits required for discharge into the sanitary sewer system as required by this ordinance. A copy of each permit so issued shall be forwarded to the applicant. The Executive Director, upon being made aware in any manner that any producer is discharging industrial wastewater into the sanitary sewer system without having secured a permit, or is discharging industrial wastewater into the sanitary sewer system in excess of the limits prescribed in a permit issued by the GNHWPCA, or is discharging a prohibited industrial waste into such system, shall exercise any or all of the remedies provided herein to secure compliance with the provisions of this ordinance. Any representative of the GNHWPCA is hereby authorized to observe for the quantity and/or quality of waste, as appropriate, being discharged into the sanitary sewer system.

22.03 Any industrial waste producer discharging or proposing to discharge industrial wastewater into the sanitary sewer system in any quantity must comply with the following, if required by the Executive Director:

(a) File a discharge report, which must include, but not be limited to, nature of process, volume, rates of flow, production quantities or any other information that is deemed relevant by the Executive Director to the generation of waste, including substances and concentrations in the wastewater discharge;

(b) Submit a plan showing location and size of on-site sewers, sampling point, pretreatment facilities, public sewers and any other information required by the Executive Director;

(c) Describe activities, facilities and plant processes on the premises discharging or proposing to discharge industrial wastewater including all materials, processes and types of materials which are or proposed to be

discharged; it being understood that the Executive Director will not disclose this information to others until prior notification is provided to the producer;

(d) Each product produced by type, amount and rate of production;

(e) The chemical components and quantity of liquid or gaseous material bulk stored on-site, even though they may not normally be discharged into the sanitary sewer system.

22.04 The permit provisions do not apply to restaurants, automobile dealers and/or gasoline service stations without automotive repair shop or car wash facilities, and food dispensing services, or building drains of industrial waste producers where the discharge is solely domestic or sanitary wastewater; provided, however, that these exempted operations may be required to install a sampling well as required in Section 31 of this ordinance and, further, that any producer exceeding the limits established in Section 28 or two hundred and fifty (250) mg/l of TSS or BOD, or one hundred (100) mg/l of total FOG, will not be excluded from meeting all of the requirements of this ordinance.

Section 23. Discharge Permit Issuance and Renewal

23.01 Applicant shall pay fees as established and revised from time to time by the GNHWPCA for the issuance of an initial three-year permit and renewal fee thereafter.

23.02 An annual report shall be submitted by each permittee certifying that there have been no changes in operational procedures, or if there have been such changes, furnishing information thereon in such detail as may be required by the GNHWPCA. Failure to submit such report shall constitute cause for the suspension or revocation of the industrial waste discharge permit. In the event a permit is cancelled for any cause under the provisions hereof, a fee shall be charged for a subsequent initial permit issued to such applicant on completion by the applicant on forms provided by the GNHWPCA, and approval of such application by the Executive Director. All fees to be established and revised by the GNHWPCA.

Section 24. Discharge Permit Conditions

24.01 Industrial wastewater discharge permits shall be expressly subject to all provisions of this ordinance, all other applicable ordinances or regulations and applicable law. Permits may include, but are not limited to, the following:

(a) Unit charge or schedule of user charges and fees for the wastewater to be discharged to the sanitary sewer system;

(b) Allowable average and maximum strengths, characteristics or constituents of the user's wastewater discharge;

(c) Limits on rate and time of discharge or requirements for flow regulation and equalization;

(d) Regulations for installation of inspection and sampling facilities, which include requirements for the GNHWPCA's access to such facilities;

(e) Pretreatment requirements;

(f) Regulations for monitoring programs, which may include sampling locations, frequency and method of sampling, number, types and standards of tests, and reporting schedules;

(g) Requirements for the submission of technical reports or discharge reports;

(h) Requirements for the maintenance of plant records relating to wastewater discharge and affording GNHWPCA access thereto;

(i) Other conditions as deemed appropriate by the Executive Director to ensure compliance with this ordinance.

24.02 Any significant change in wastewater strength or volume discharged shall be reported to the Executive Director for determination of need to change the permit conditions no later than thirty (30) days prior to effecting such significant change.

Section 25. Discharge Permit Suspension or Revocation

25.01 The Executive Director is authorized to suspend or revoke any permit issued and to terminate service at any time that the permittee violates any of the provisions of this ordinance, fails or refuses to pay, when due, fines or charges made by the GNHWPCA for such sewer services, or discharges wastewater in a quantity or quality violating the provisions of the permit, applicable law, or otherwise prohibited by this ordinance.

25.02 If a permittee violates any condition of its permit, the permittee shall notify the GNHWPCA by telephone immediately and submit written notice to the Executive Director within three (3) calendar days of such violation outlining the steps which will be taken to effectuate correction of such violation. The violation shall be corrected within five (5) calendar days after the occurrence of such violation, unless a different time schedule for correction is approved by the Executive Director.

25.03 If the GNHWPCA discovers a violation of a permit condition, the Executive Director will give written notice of such violation to the permittee, and the permittee shall, within five (5) calendar days after receipt of such notice, furnish the Executive Director a description, in writing, of the action which will be

taken to effectuate correction of such violation. The violation shall be corrected within five (5) calendar days after receipt of such notice of the occurrence of such violation unless a different time schedule for correction is approved by the Executive Director.

25.04 No provision contained in this ordinance shall be deemed to prevent any contract authorized by the GNHWPCA in the usual manner between the GNHWPCA and any industrial waste discharger whereby an industrial waste of unusual strength or characteristic may be accepted by the GNHWPCA for treatment when the industrial waste will not be discharged directly into the sanitary sewer system but will be delivered directly to the wastewater treatment plant, and which will not violate or cause a violation of federal or state discharge standards and which will not be harmful to the wastewater treatment plant or the treatment process.

Section 26. Quantity Determination

26.01 Unless otherwise provided, the quantity of wastewater delivered to the sanitary sewer system will be construed as being the same as the water delivered to the producer by the local public water supply system. If it is ascertained that the water meter has inaccurately measured the amount of water delivered to the permittee, then and in that event the sanitary sewer charge established herein shall be adjusted in the same manner as adjustments are made to the water bill.

26.02 Should the producer evaporate or otherwise dispose of water delivered by the local public water supply system other than to the sanitary sewer system, the industrial waste producer may avail himself of the provisions of Section 12 and Section 13.

26.03 Under the provisions of Section 12, it shall be the obligation of the permittee to conduct a test on the flow measuring equipment as follows: meters measuring four and five-tenths (4.5) CCF or greater per day shall be tested at least once every twelve (12) months; meters measuring four and forty-nine-one-hundredths (4.49) CCF or less per day shall be tested at least once every four (4) years. The test shall be used to determine the meter accuracy and the results thereof shall be furnished in writing to the Executive Director. It shall also be the permittee's responsibility to notify the Executive Director within reasonable time in advance so that the Executive Director may, if he or she chooses, have a witness present during such test. If, upon any such test, the percentage of accuracy is found to be within the accuracy tolerance established by the manufacturer's specifications, such measuring equipment shall be determined to have correctly measured the quantity delivered to the sewer system. If, however, upon any such test, the percentage of accuracy is found to be in excess of the accuracy tolerance specified by the manufacturer's specifications, then such measuring equipment shall be immediately adjusted to register correctly the quantity delivered to the sewer system. The billings to such permittee shall be

adjusted for a period extending back to the time when the inaccuracy began, if such time can be ascertained, or for a period extending back one-half of the time elapsed since the date of the test or the date of the last adjustment, if such time can be ascertained.

26.04 Any producer for which the water supply is from private wells shall install, operate and maintain at its expense such meters or other devices as are necessary to determine quantity discharge to the sewer system. Such meters shall be approved by the Executive Director.

26.05 In the event none of the above provisions are applicable, all producers for which the water supply is from other than the local public water supply system, shall furnish to the GNHWPCA either a certified meter reading of water delivered to its plant or company or a copy of the billing from the water supplier. In this event, the permittee's charges will be calculated and the same conditions will apply as if the local public water supply system were the supplier of water to the permittee.

Section 27. Quality Determination

27.01 Determination of the average concentration or strength of the waste delivered shall be the obligation of the GNHWPCA, and tests made on representative average samples shall be made at such intervals as the GNHWPCA may designate. The cost of all such analyses required by the Executive Director shall be borne by the permittee.

27.02 Samples may be taken and tests made at the GNHWPCA's option without notice to the permittee, and such tests' results made by the GNHWPCA shall fix the applicable user charge established herein; provided, however, a permittee request in writing that its user charge be established pursuant to a composite sample secured and analyzed by an independent laboratory approved by the GNHWPCA. Such request must be approved in writing by the Executive Director. If approved by the Executive Director, all costs of such composite sampling and subsequent analysis shall be borne by the permittee and shall be conducted at intervals determined by the Executive Director. The GNHWPCA approval of sampling and analysis permitted by an independent laboratory shall not prevent representatives of the GNHWPCA from taking additional samples at its option without notice to the permittee.

27.03 Written notice from the Executive Director approving sampling and analysis by an independent laboratory to establish user charges hereunder may be cancelled by the Executive Director by giving written notice of such cancellation to the permittee.

27.04 Sampling shall be conducted according to customarily accepted methods. If, after receiving the permit application, the Executive Director determines that the operations or characteristics of the producer's industrial

wastewater discharge requires composite sampling; the Executive Director may require same, which shall be provided by the producer on the basis of an average work day. Otherwise, the analysis will be made on the basis of grab samples. Guidelines for the examination and analysis of the characteristics will be as recommended in "Standard Methods." The GNHWPCA may select an independent firm or laboratory to determine flow; BOD; suspended solids; and FOG at the permittee's expense.

27.05 The Executive Director may make periodic tests to determine the quality of waste being discharged into the sanitary sewer system from the premises of permit holders under the provisions hereof. If at any time the industrial process changes or the quality of the industrial wastewater changes such that the addition, modifications or alteration of pretreatment is required to meet GNHWPCA standards, the Executive Director will then have the authority to require that approved pretreatment facilities be installed by the permit holder. Should any permit holder fail or refuse to install such facilities or initiate their installation to the satisfaction and approval of the Executive Director within the dates and time specified in the permit, the Executive Director shall have the authority to suspend or revoke such permit and to terminate sewer service to such premises until such time as the permit holder has completed with the requirements hereof, and take other action as may be permitted under Section 38.

Section 28. Standard of Quality of Discharge

28.01 Unless otherwise required or approved, the delivery of all industrial waste- water from the producer to the sanitary sewer system shall be at a reasonably uniform rate, as provided, without storage by the producer, except that storage which is necessary in the pretreatment plan of the producer.

28.02 Except as specifically provided for some particular sewer or location, it shall be unlawful to discharge or cause to be discharged any subsurface drainage, storm or groundwater, downspout or roof runoff, yard sprinklers, drains, fountains or ponds into any sanitary sewer. Water from swimming pools, boiler drains, blow-off pipes or cooling water from various types of equipment may be discharged into the sanitary sewer by an indirect connection whereby such discharge is cooled, if required, and flows into the sanitary sewer at a rate not to exceed the design capacity of the sanitary sewer, provided that the wastewater does not contain materials or substances in suspension or solutions in violation of the limits prescribed in this ordinance.

28.03 It shall be unlawful to discharge or cause to be discharged into any sanitary sewer any of the following described substances, materials, waters or wastes:

(a) Any liquid or vapor having a temperature higher than one hundred fifty (150) degrees Fahrenheit (sixty-five (65) degrees Celsius).

(b) Any wastewater which contains FOG, plastic or other substances in excess of one hundred (100) mg/l that will solidify or become discernibly viscous at temperatures between thirty-two (32) degrees and one hundred fifty (150) degrees Fahrenheit or zero (0) and sixty-five (65) degrees Celsius.

(c) Flammable or explosive liquid, solids or gas, such as gasoline, kerosene, benzene, naphtha, fuel oil, etc.

(d) Solid or viscous substances in such quantities or of such size capable of causing obstructions to the flow in sanitary sewers or interference with the proper operation of the treatment works such as, but not limited to ashes, cinders, sand, mud, straw, shavings, metal, glass, rags, feathers, tar, plastics, wood, whole blood, paunch manure, hair and fleshings, entrails, lime slurry, lime residues, slops, chemical residues, fiberglass or bulk solids.

(e) Garbage or wastes generated from garbage grinders, except those wastes generated in the preparation of foods that are generally consumed on the premises, and not unless it is ground garbage that has been properly comminuted or shredded to reduce all food scraps and like particles to three-sixteenths inch or less in greatest dimensions. Garbage grinders shall not be used for grinding plastics, paper products, garden refuse, hospital or veterinarian refuse, or similar refuse for disposal into a sanitary sewer.

(f) Any noxious or malodorous substance which can form a gas, or which either singly or by interaction with other wastes is capable of causing objectionable odors or hazard to life and property, or which forms solids in concentrations exceeding limits established herein, or which creates any other condition deleterious to structures or treatment processes, or which requires unusual facilities, attention or expense to handle such materials.

28.04 Except in quantities or concentrations as herein authorized or in such more stringent quantities or concentrations as required by applicable state or federal law, it shall be unlawful for any individual or corporation to discharge wastewater to the sanitary sewer containing:

(a) Free or emulsified FOG exceeding on analysis an average of one hundred (100) mg/l (one thousand six hundred sixty-six (1,666) pounds per million gallons) of either or both or combination of free or emulsified FOG, unless otherwise authorized to do so by a valid discharge permit.

(b) Acids or alkalies which attack or corrode sewers or sewage disposal structures, equipment and/or personnel, or have a pH value lower than 5.5 or higher than 9.5, or which, due to contents, may be reduced or changed with age or by sewage to produce acid or alkaline reactions.

(c) Metallic ions and salts of the heavy metals, in solutions or suspension, in concentrations exceeding the lesser of the following and that required by applicable law, the analytical results to be expressed in terms of the element indicated:

<i>Element</i>	<i>Mg/l</i>
Arsenic.....	0.05
Barium.....	5.0
Boron.....	5.0
Cadmium.....	0.1
Chromium.....	1.0
Copper.....	1.0
Cyanide.....	0.1
Lead.....	0.1
Manganese.....	1.0
Mercury.....	0.01
Nickel.....	1.00
Selenium.....	0.02
Silver.....	0.1
Zinc.....	1.0

No other heavy metals or toxic materials may be discharged to the sewer system without an industrial waste permit which shall specify permitted concentrations.

(d) Cyanides or cyanogens compounds capable of liberating hydrocyanic gas or acidification in excess of one tenth of one mg/l as CN in the wastes from any outlet into the sanitary sewers.

(e) Radioactive materials exceeding the standards of the State of Connecticut or the United States.

(f) Any wastewater containing phenols or other substances in such concentrations as to produce odor in the effluent as to affect the odor of the receiving waters.

(g) Discharges which exert or cause:

- (i) Excessive discoloration such as, but not limited to, dye wastes and tanning solutions, unless, by actual test, it is found that such discoloration will be removed by pretreatment at the existing GNHWPCA treatment plant;
- (ii) Unusual BOD, chemical oxygen demand, or chlorine requirements in such quantity as to cause a significant load on the sewage treatment works;

- (iii) Unusual concentrations of solids in composition, as an example, in TSS's inert nature (such as fuller's earth) and/or in total dissolved solids (such as sodium sulfate);
- (iv) High hydrogen sulfide content; or
- (v) Unusual volume flow and concentration constituting "slugs".

(h) Any substance which is not amenable to treatment or reduction by the wastewater treatment process employed, or is amenable to treatment only to such degree that the wastewater treatment plant cannot meet the requirements of other agencies having jurisdiction over discharge to the receiving waters without first pretreating to a concentration acceptable to the GNHWPCA.

28.05 It shall be unlawful to discharge to any natural outlet within the service territory of the GNHWPCA, or in any area under the jurisdiction of the GNHWPCA, any wastewater or other polluted waters, except where a permit has been issued by the State of Connecticut Department of Environmental Protection.

28.06 Oil and sand separators shall be provided when, in the opinion of the Executive Director, they are necessary for the proper handling of liquid wastes containing floatable oil in excessive amounts, as specified in Section 28.04(a), or any flammable wastes, sands, or other harmful ingredients; except that such separators shall not be required for private living quarters or dwelling units. All separators shall be a type and capacity approved by the Executive Director, and shall be located as to be readily and easily accessible for cleaning and inspection. In the maintaining of these separators, the owner(s) shall be responsible for the proper removal and disposal by appropriate means of the captured material and shall maintain records of the dates, and means of disposal, which are subject to review by the Executive Director. Any removal and hauling of the collected materials not performed by owner(s) personnel must be performed by licensed waste disposal firms.

Section 29. Accidental Discharges

29.01 Each permittee shall provide protection from accidental discharge of prohibited materials or other wastes regulated by this section.

29.02 For countermeasures to be taken by the GNHWPCA to minimize damage to the sanitary sewer system and/or degradation of the receiving waters, permittee shall notify the GNHWPCA immediately upon accidentally discharging wastes in violation of this ordinance. This notification shall be followed within three (3) calendar days of the date of occurrence by a detailed written statement describing the causes of the accidental discharge and the measures being taken

to prevent further occurrences. Such notification will not relieve permittee of liability for any expense, loss or damage to the sanitary sewer system, or for any fines imposed on (by) the GNHWPCA on account thereof and/or for any GNHWPCA enforcement action pursuant to this occurrence.

29.03 In order that officers, agents and employees of permittees will be informed of the GNHWPCA's requirements, permittees shall make available to their employees copies of this section, together with such other wastewater information and notices which may be furnished by GNHWPCA from time to time for the purpose of improving and making more effective water pollution control. A notice shall be furnished and permanently posted on the permittee's bulletin board advising officer agents and employees whom to call in case of an accidental discharge in excess of the limits authorized by the permit.

29.04 Any possible connection or entry point for a hazardous and/or prohibited substance to the permittee's plumbing or drainage system shall be appropriately labeled to warn operating personnel against discharge of such substance in violation of this section.

Section 30. Changes of Ownership

In the event a producer of industrial waste which is authorized to make connection to the sanitary sewer for industrial wastewater disposal under the provisions hereof is sold, leased or its operation is assumed or taken over by another person other than that named in the permit, a new application for permit shall be made by the new owner, lessee or operator. No permit issued under the provisions hereof shall be assignable, and a violation of this provision shall be grounds for summary suspensions or revocation of such permit by the Executive Director.

Section 31. Pretreatment

31.01 Pretreatment will be required in the following instances, and the Executive Director shall submit to the applicant the pretreatment levels which must be obtained:

(a) If the Executive Director determines upon the initial application for a permit under this ordinance that the industrial wastewater must be pretreated by the applicant to lower the level of any of the components of the industrial wastewater before discharge to the sanitary sewer.

(b) If the GNHWPCA must improve the discharge from the wastewater treatment plant to the receiving waters as a result of maintaining compliance with applicable law, directives from federal or state regulatory agencies, orders or judgments from courts of competent jurisdiction or changes in the discharge permit for the GNHWPCA's wastewater treatment plant or plants, then and in that event, the Executive Director will require that a permit

holder install or enlarge pretreatment facilities to lower the affected component of the permittee's industrial wastewater discharge.

(c) If any wastewaters prohibited under the conditions of this ordinance are produced, such producer shall pre-treat the wastewater to the extent required to comply with the standards established herein before discharging to any sanitary sewer.

(d) If the Executive Director determines that a permittee, because of plant expansion and/or changes in plant operations, has increased either the strength or volume of discharge, the Executive Director may require additional pretreatment to lower the level of the volume and/or any components of the industrial wastewater before discharge. Pretreatment facilities required under the foregoing subsections of this section shall be provided, operated and maintained at the permit holder's expense.

31.02 Any sludge or other material removed from the industrial wastewater by the pretreatment facility shall be disposed of in accordance with applicable federal, state and local laws.

31.03 Dilution of wastewater discharged to the sanitary sewer system is prohibited, whether accomplished by the combination of two (2) or more wastewater streams by a producer or producers or by addition of other liquids solely for the purpose of diluting the quality of the wastewater discharge.

One or more producers may, upon application and approval by the Executive Director, combine industrial wastewater streams prior to discharge to the sanitary sewer system if, and only if, such combination of industrial wastewater streams produces a combined discharge of better quality than the two (2) industrial wastewater streams would have been if discharged separately.

31.04 Detailed plans showing any proposed pretreatment facilities and operating procedures shall be submitted to the Executive Director for approval before construction of the facilities. The review of such plans will in no way relieve such permit holders from the responsibility of modifying and operating the facilities to produce an effluent complying with the established conditions of the permit. Any subsequent significant changes in the approved facilities or operating procedures shall be reported to the Executive Director and must be reviewed and approved by him or her as complying with the provisions herein established.

31.05 After the construction plans for such pretreatment plants have been approved and a permit issued, the construction plans as approved and incorporating any approved as-built conditions shall be placed on file in permanent, reproducible form, with the Executive Director, without cost to the GNHWPCA.

Section 32. Testing Wastewater

32.01 It is a condition of the permit that the GNHWPCA may at any time test any of the wastewater being discharged by the permitted facility for quality or quantity. A duly authorized WPCA representative may enter the permittee's premises at any time during business or operational hours for the purpose of inspecting the facility operations to estimate quality and quantity of wastes, as defined herein.

32.02 It is a condition of the permit that the permittee will install facilities at the permittee's expense for the purpose of the GNHWPCA's representative inspecting, observing and sampling representative flows.

Section 33. Trade Secrets

All information and data relating to a permittee obtained from reports, questionnaires, permit applications, permits, monitoring programs, and inspections, shall be available to the public without restriction unless the permittee specifically requests and is able to demonstrate to the satisfaction of the GNHWPCA that the release of such information to the general public would divulge information or processes or methods that would give a business advantage to competitors who do not otherwise have this information.

Section 34. Computation of GNHWPCA's Average Unit Costs

34.01 The following items shall be used to compute the average unit cost, but shall not be deemed to be exclusive of other pertinent factors:

(a) The total proposed GNHWPCA operating budget for the next fiscal year will be used as a basis for figuring operation, maintenance, and debt service expenditures. No credit will be allowed for contract services or other service charge collections.

(b) The GNHWPCA's average unit cost will be computed for each of four (4) functions: Volume of flow, BOD, TSS and FOG.

34.02 The cost of operation shall be recomputed no less often than annually to reflect increases or decreases in operation and maintenance costs and annual debt service, and billing rates shall be revised by the GNHWPCA.

Section 35. Computation of Industrial User Charges

35.01 The user charges to be determined for all permitted manufacturing or other producers of wastewater to which this ordinance applies, except for dry industries, will be computed by the use of the following formula:

$$UC = V [X + Y (BOD) + Z (TSS) + A(FOG-100)]$$

UC	=	User charge (in dollars) for each billing period.
V	=	Volume in CCF discharged to the sanitary sewer system during the billing period.
X	=	Cost per CCF of wastewater treated.
Y	=	Cost to remove one mg/l of BOD per CCF.
Z	=	Cost to remove one mg/l of TSS per CCF.
A	=	Cost to remove one mg/l of FOG per CCF.

35.02 Those industries defined herein as dry industries, or industries producing wastes containing both BOD and TSS of less than two hundred fifty (250) mg/l and FOG of less than one hundred (100) mg/l, will pay a sewer service charge as established and revised from time to time by the GNHWPCA.

35.03 In a discharged wastewater when either BOD or TSS is more than two hundred fifty (250) mg/l, or FOG is more than one hundred (100) mg/l, the formula in subsection 35.01 will be used, but in no event will either BOD or TSS be used at less than two hundred fifty (250) mg/l, or FOG be used at less than one hundred (100) mg/l, in the computations.

35.04 When an industry produces both domestic and process wastewater with one connection to the sewer system, the wastewater so delivered will be considered as industrial wastewater and the user charge computations will be in compliance with subsections 35.01, 35.02 and 35.03 above, based on the combined volume, BOD, TSS and FOG content.

35.05 A permittee may reduce his user charge rate by greater removals in pretreatment or plant operation procedure, but once the pretreatment or plant procedure is established to obtain a uniform or lower rate, written consent from the Executive Director to increase the delivered strength shall be required, and charges for a higher rate based on tests by the GNHWPCA may be made without other notice to the permittee.

35.06 Monthly billing or quarterly billing for industrial wastewater disposal will be accomplished, using the established procedures.

Section 36. Charges Effective After Meters Read; Installation of Meters

36.01 For producers with installed water meters, the charges established shall become effective from and after each producer's first regular meter reading date after the issuance of the industrial waste permit. Producers who are required under the provisions hereof to install water meters for the purpose of determining charges established by this ordinance shall do so in compliance with the dates and times established by the Executive Director, and the installation will be at the producer's expense. Such meters will be of a type and standard and in a location approved by the Executive Director.

36.02 Any person required to install a water meter under the provisions hereof who fails or refuses to do so in the time and manner required, shall be

charged as provided herein based on water usage estimated by the Executive Director.

Section 37. Septage and Holding Tank Wastes.

37.01 No persons shall discharge or cause to be discharged into any public sewer or the sewage collection system either directly or indirectly, any septage, holding tank wastes, overflow or effluent from a septic tank, cesspool, subsurface drainage trench, bed or filter, or other receptacle storing organic waste.

37.02 Septage and holding tank wastes may be discharged only at a designated receiving facility within the treatment plant area, and at such times as are established by the Executive Director. Such wastes shall not violate this Section of the ordinance or any other requirements established or adopted by the GNHWPCA. The Executive Director shall issue wastewater discharge permits for individual vehicles to use such facilities.

37.03 The Executive Director may require samples of each such hauled load be obtained to ensure compliance with applicable pretreatment standards. The Executive Director may require the septage and holding tank wastes hauler to provide a waste analysis of any such load prior to discharge.

37.04 Septage and holding tank wastes haulers must provide a waste-tracking form for every such load. This form shall include, at a minimum, the name and address of the waste hauler, permit number, truck identification, sources of waste, and volume and characteristics of waste.

37.05 Septage and holding tank wastes haulers shall purchase load tickets from the GNHWPCA prior to arrival at the treatment plant, and present such tickets the summed value of which is calculated on the basis of the total gallon rated capacity of the truck, regardless of whether the truck is full or partially full.

Section 38. Enforcement

38.01 Any or all of the following remedies may be employed by the GNHWPCA to abate and prevent further violations of the provisions of this ordinance:

(a) Notification of Violation - When the Executive Director finds that a user has violated or continues to violate any provision of this ordinance, a wastewater discharge permit or order issued hereunder, or any other pretreatment standard or requirement, the Executive Director may serve upon that user a written Notice of Violation by certified letter. In accordance with Section 25.03, within five (5) calendar days of the receipt of this notice, an explanation of the violation and a plan for the satisfactory correction and prevention thereof, to include specific required actions, shall be submitted by the

user to the Executive Director. Submission of this plan in no way relieves the user of liability for any violations occurring before or after receipt of the Notice of Violation. Nothing in this section shall limit the authority of the GNHWPCA to take any action, including emergency actions or any other enforcement action, without first issuing a Notice of Violation.

(b) Cease and Desist - When the Executive Director finds that a user has violated or continues to violate any provision of this ordinance, a wastewater discharge permit or order issued hereunder, or any other pretreatment standard or requirement, or that the user's past violations are likely to recur, the Executive Director may issue an order to the user directing it to cease and desist all such violations and directing the user to:

- (i) Immediately comply with all requirements; and
- (ii) Take such appropriate remedial or preventive action as may be needed to properly address a continuing or threatened violation, including halting operations and/or terminating the discharge.

Issuance of a cease and desist order shall not be a bar against, or a prerequisite for, taking any other action against the user.

(c) Fines - Each violation of any provision of this ordinance, a wastewater discharge permit or order issued hereunder, or any other pretreatment standard or requirement, shall be punishable by a fine of no less than three hundred and fifty dollars (\$350) and no more than the maximum allowable by law. Each day's violation shall be and constitute a separate violation. In the case of monthly or other long-term average discharge limits, fines shall be assessed for each day during the period of violation.

(d) Discontinuance of Service - When the Executive Director finds that a user has violated or continues to violate any provision of this ordinance, a wastewater discharge permit or order issued hereunder, or any other pretreatment standard or requirement, the Executive Director may discontinue service by disconnection and sealing of the sanitary sewer connection.

(e) Judicial Relief - When the Executive Director finds that a user has violated or continues to violate any provision of this ordinance, a wastewater discharge permit or order issued hereunder, or any other pretreatment standard or requirement, the GNHWPCA's counsel may, and is hereby authorized to, proceed in a court of competent jurisdiction to secure appropriate judicial relief from violation by such producer of the provisions of this ordinance.

38.02 The provisions in this section are not exclusive remedies. The GNHWPCA reserves the right to take any, all, or any combination of these

actions against a non-compliant user when the circumstances warrant. Further, the GNHWPCA is empowered to take more than one enforcement action against any non-compliant user. These actions may be taken concurrently.

Section 39. Establishment of a Sewer Fund

There is hereby established a sewer fund. This fund will be used for the operation, maintenance and administration of the sewerage system, and for payment of principal and interest on bonds and notes of the GNHWPCA issued for the acquisition and construction of sewerage facilities. The sewerage system will be treated as an asset of the fund.

Section 40. Intentionally Omitted

Section 41. Annual Audit

The sewer fund shall be audited annually by an independent certified public accounting firm selected by the GNHWPCA no later than thirty (30) calendar days prior to the end of the fiscal year which is to be audited.

Section 42. Cost of Service Study

The Executive Director will ensure that a Cost of Service Study is performed at least annually. The objective of the Cost of Service Study is to produce a schedule of recommended user rates and charges for the customers of the GNHWPCA's system which will be sufficient to meet the anticipated costs of operating the wastewater system for the upcoming fiscal year.

The Cost of Service Study shall include:

- A review and evaluation of the proposed expense budget for the upcoming fiscal year, and prepare cost estimates for the succeeding four fiscal years based on the Executive Director's cost estimates.
- A review and evaluation of the proposed revenue budget for the upcoming fiscal year, and prepare cost estimates for the succeeding four fiscal years based on the Executive Director's revenue estimates.
- Determine the projected revenue requirement from user rates for the upcoming fiscal year and the succeeding four fiscal years.
- Develop a schedule of recommended rates and charges sufficient to support the estimated annual revenue requirements from user rates for the upcoming fiscal year and the succeeding four fiscal years.
- Analyze the balance in the New Haven Stabilization Fund as of the last day of the current fiscal year, and prepare an analysis of the recommended application to future years.

- Analyze the GNHWPCA's historical collection rate, including the current fiscal year and the Executive Director's estimate of the collection rate for the upcoming fiscal year.
- Prepare a report documenting recommendations, assumptions and methodology.

The Executive Director shall review the results and submit the Cost of Service Study to the GNHWPCA Board of Directors on or before the third Monday in April

Section 43. Budgeting

Initial Budget; Initial Sewer Use Charge

With respect to the initial budget to be adopted by the GNHWPCA and the initial sewer use charge to be established by the GNHWPCA promptly following creation of the GNHWPCA, a proposed budget and the proposed initial sewer use charge shall be submitted for consideration and approval to the Board of Directors of the GNHWPCA and thereafter shall be submitted for consideration at a public hearing pursuant to the Act. Notice of such public hearing shall be posted by the GNHWPCA with the clerk of the GNHWPCA and the town/city clerk of each of the Constituent Municipalities and shall also be published in a newspaper of general circulation in each of the Constituent Municipalities, such posting and publication of notice to occur prior to the date of such public hearing. No such initial sewer use charge shall be established until it has been approved by the GNHWPCA and after the GNHWPCA has held a public hearing thereon pursuant to the Act. Within thirty (30) days of adoption of the initial budget of the GNHWPCA, the Executive Director shall submit one copy of the annual operating budget to the Secretary of the Office of Policy and Management, as required pursuant to Section 22a-502 of the Act

Annual Budget; Sewer User Charge

Except with respect to the initial budget of the GNHWPCA and the establishment of an initial user charge which shall be adopted and established as set forth above, the Executive Director shall submit an Annual Budget of the next fiscal year's projected expenditures and revenues and recommended user rates and charges to the GNHWPCA Board of Directors and filed with the city/town clerk in the City of New Haven and Towns of East Haven, Hamden, and Woodbridge by the Executive Director on or before the third Monday in April and within ten (10) calendar days after such submission shall be published once in a daily newspaper having circulation in the City of New Haven and Towns of East Haven, Hamden, and Woodbridge. After such publication, but no earlier than (10) calendar days after public notice thereof, the GNHWPCA Board of Directors shall hold a public hearing on such Annual Budget of the next fiscal year's projected revenue and expenditures and recommended user rates and charges

and consider and act on such Annual Budget of the next fiscal year's projected revenues and expenditures and recommended user rates and charges on or before the first Monday in June.

Within five (5) days of adoption by the GNHWPCA Board of Directors, the Annual Budget of the next fiscal year's projected expenditures and revenues and the approved user rates and charges shall be filed with the city/town clerk in the City of New Haven and Towns of East Haven, Hamden, and Woodbridge and no later than five (5) calendar days after their filing shall be published once in a daily newspaper having circulation in the City of New Haven and Towns of East Haven, Hamden, and Woodbridge.

Each year the Annual Budget shall include a line item for unanticipated operating contingencies. The Executive Director shall make specific requests to the GNHWPCA Board of Directors for authority to expend funds from the contingency account from time to time subject to certification of the Treasurer as to their availability.

The Executive Director shall submit one (1) copy of the adopted Annual Budget of the GNHWPCA to the State of Connecticut Office of Policy and Management by July first of each year or within thirty (30) calendar days after the adoption of the budget, whichever is later (CGS Section 22a-502.).

Annual Capital Budget and Five Year Capital Improvement Plan

The Executive Director shall submit a proposed Annual Capital Budget for the upcoming fiscal year; an annual update to the Five Year Capital Improvement Plan; and the impact on the Annual Budget of the next fiscal year's projected expenditures and revenues and user rates and charges to the GNHWPCA Board of Directors on or before the third Monday in March. The Annual Capital Budget and Five Year Capital Improvement Plan shall be filed at the offices of the GNHWPCA as well as with the city/town clerk in the City of New Haven and Towns of East Haven, Hamden, and Woodbridge by the Executive Director within five (5) calendar days after such submission to the GNHWPCA Board of Directors. Notice of the availability of the Annual Capital Budget and Five Year Capital Improvement Plan at the offices of the GNHWPCA and at city/town clerks in the City of New Haven and Towns of East Haven, Hamden, and Woodbridge shall be published within five (5) days of filing once in a daily newspaper having circulation in the City of New Haven and Towns of East Haven, Hamden, and Woodbridge. After such publication, but no earlier than (10) calendar days after public notice thereof, the GNHWPCA Board of Directors shall hold a public hearing on such Annual Capital Budget and Five Year Capital Improvement Plan on or before the first Monday in May.

Upon adoption by the GNHWPCA Board of Directors, the Annual Capital Budget shall be filed with the city/town clerk in the City of New Haven and Towns of East Haven, Hamden, and Woodbridge within five (5) days of adoption and, if

such Annual Capital Budget is revised by the GNHWPCA Board of Directors, notice of the availability of the revised Annual Capital Budget at the offices of the GNHWPCA and at city/town clerks in the City of New Haven and Towns of East Haven, Hamden, and Woodbridge shall be published once in a daily newspaper having circulation in the City of New Haven and Towns of East Haven, Hamden, and Woodbridge, no later than five (5) calendar days after such filing.

Section 44. Organization of GNHWPCA Staff

44.01 The GNHWPCA staff, under the Executive Director, shall be responsible for the management, operation, maintenance and administration of the sanitary sewer system.

Section 45. Customer Bill of Rights

45.01 Billing Inquiries

(a) It is always the right of a customer to question a sewer use bill. Any customer of the GNHWPCA who has a question or complaint, or who disputes all or part of a sewer use bill, should contact a GNHWPCA customer service representative.

(b) If the problem is not resolved at the above step, the customer may request a GNHWPCA Review Officer to consider the problem. Such request must be made in writing within ten (10) calendar days after the GNHWPCA is initially notified of the problem in accordance with paragraph (a) above.

(c) The GNHWPCA Review Officer will investigate the customer's problem and send a decision to the customer in writing within fifteen (15) calendar days after the written request is received by the GNHWPCA Review Officer in accordance with paragraph (b) above.

(d) The investigation by the GNHWPCA Review Officer will include, but not be limited to, review of the customer's past and current information on water use and sewer use billings, analysis of the past and current patterns of water use, follow up where water leaks are suspected, and coordination with the local public water supplier when the accuracy of a meter reading is in question.

(e) If the problem remains unresolved after receipt of the written decision by the GNHWPCA Review Officer, the customer has five (5) calendar days to request in writing a further review by the GNHWPCA Board of Directors.

(f) The GNHWPCA Board of Directors will investigate the customer's problem and send its decision to the customer in writing within five (5) calendar days after its next regular monthly meeting following the receipt of the request in accordance with paragraph (e).

(g) During the time which a billing appeal is in process in accordance with the above procedures, the customer is required to pay the undisputed portion of past due bills and to pay on a current basis the undisputed portion of all future bills.

45.02 Other Inquiries

(a) If a customer has any questions or concerns related to any aspects of his or her sewer use services other than billing issues, he or she should contact a GNHWPCA customer service representative.

(b) If the customer is not satisfied with the results of this above step, he or she may request to be directed upward through the various levels of GNHWPCA management.

(c) Once the customer has exhausted the avenues available within the GNHWPCA management and the question or concern remains unresolved, he or she may request to be informed of the options available independent of the GNHWPCA management.

45.03 Right to Request Information on Sewer Use Rates and Charges

(a) Each customer has the right to request a copy of the GNHWPCA's current schedule of sewer use rates and charges. Additionally, customers may contact a GNHWPCA customer representative for information regarding water use and calculation of his or her sewer use billing amount.

Section 46. Powers

In furtherance of the purpose for which it is created, the GNHWPCA may exercise any and all of the powers granted to such an authority by the act.

Section 47. Right to Enter and Inspect

The GNHWPCA and its authorized agents and representatives, bearing proper credentials and identification, shall be permitted to enter upon all properties for the purposes of inspection, observation, measurement, sampling, testing, and such other purposes, in order to ascertain compliance with this ordinance. The GNHWPCA and its authorized agents and representatives, bearing proper credentials and identification, shall be permitted to enter all private properties through which the GNHWPCA holds an easement for the purposes of, but not limited to, inspection, observation, measurement, sampling, and repair and maintenance of any portion of the sanitary sewer system lying within said easement. All entry and subsequent work, if any, on said easement shall be done in full accordance with the terms of such easement pertaining to the private property involved.