

# GNHWPCA ANNUAL SEWER LINING PROGRAM

The GNHWPCA systematically inspects its sanitary sewer lines on a regular basis. The continuous inspection program has a goal to inspect all of its 550 miles of gravity systems over a period of 5-7 years. Closed circuit TV pipe inspection and stick camera manhole inspections are utilized to identify areas in need of repair due to pipe failures, joint degradation, cracks in pipes, obstructions, severe groundwater infiltration and other age related irregularities. To restore the pipes to their original condition, we are left with the option of repairing the damage, replacing the segment of pipe or lining the pipe with a cured-in-place fabric tube and thermosetting resin.

Point repairs and line replacement by conventional means requires deep excavations within the roadway limits. The excavations often disturb public and private property depending on the area of the repair. Cured-in-place pipe (CIPP) lining requires no excavation, creates limited or no interruptions to the sanitary sewer system, and rehabilitates the existing infrastructure to "like-new" condition. CIPP liners have an estimated service life of 50+ years.

The GNHWPCA has been lining sanitary sewer lines since regionalization in 2005. Since that time, approximately 12.5 miles of sanitary sewer infrastructure has been lined at the cost of just under \$5,000,000. If this infrastructure was replaced by standard conventional open dig methods, the cost would exceed \$25,000,000.

## How We Choose Where To Work

Priority is given to those lines showing signs of significant deterioration and/or those which would be difficult to access to repair via standard excavation techniques. The identified locations are then included in the annual lining program.

## How It Works

Installation of the pipe lining is very unobtrusive. The CIPP Liner process requires the contractor to insert a plastic / fabric liner into the GNHWPCA sanitary sewer main which is usually located in the street or right-of-way. The flexible, resin-saturated plastic/fabric liner is installed by pulling it in place or inverting the liner into itself directly through the existing sewer main with access from an existing manhole or constructed access point. With the use of a static head of heated water, steam pressure, or pressurized air; the resin-saturated liner is pressed tightly against the existing sewer pipe. The heated water or steam is then continuously circulated through a heater (boiler) to cure the thermoset resin which forms a new pipe within the existing pipe. After curing the new liner resembles the texture and rigidity of a PVC plumbing pipe you might find in your local home improvement store.

## Does This Affect My Sewer Service?

Prior to the sanitary lining work, the contractor distribute notices to properties affected by lining work, requesting them to refrain

certain water use activities such as cloths and dishwashing for approximately 12 hours. During this time the liner is installed in the sewer main and allowed to cure. Each section of lined sewer pipe (manhole to manhole) typically requires 24 hours or less to complete. After the lining is complete, a robotic machine cuts the openings to the service laterals and service is restored to the homes or business.

It is possible that during the installation of the liner, residents may detect a "plastic" odor in the area. The odor should dissipate within 24 hours.

## Before and After

As you can see in these before and after photos, the new liner is smooth, free from cracks breaks and leaks. Flows are conveyed through the lined segments more efficiently reducing the likelihood of backups on streets or in basements.



# SewerWorks

## From the Executive Director



As the Greater New Haven Water Pollution Control Authority will be celebrating its tenth anniversary, I will begin my seventh year as the Executive Director. There have been times when the job is very challenging but working with a talented Board of Directors and staff, I feel that we have met and overcome the challenges.

The entire staff is a dedicated group of professionals providing outstanding service to the people of New Haven, Hamden, East Haven, and Woodbridge.

Beyond our day to day business activities we have been continually upgrading our collection system and plant which benefits the environment and provides efficiency for our customers:

- In the last six years we have upgraded the pump stations at the State Street Pump Station, Hamden, Mill Rock Pump Station, Hamden, Morris Cove Pump Station, New Haven, and Old Grand Avenue Pump Station, New Haven.
- We have done a sewer separation project on Trumbull Street and have designed another separation project for the Trumbull Street area.
- A Combined Sewer Overflow (CSO) abatement study for the West River was completed and a West River Green Infrastructure study was performed.
- CSO flow monitoring has been installed at all of our CSO regulators and we have permanently closed six CSO regulators.
- 47,000 feet of sewer lining has been rehabilitated with cured in place pipe liner, thus reducing infiltration and inflow in Hamden and East Haven.
- Sewer lines have been replaced on Chapel Street in New Haven and Coe Avenue in East Haven.

- Odor control projects have been completed at the large pump stations.
- Upgrades at our facility on East Shore Parkway will expand our solids handling, improve carbon supplementation, create new odor control, provide emergency generation, a new electrical backbone and improve nitrogen reduction.
- I am pleased to announce that our corporate website [www.gnhwpc.com](http://www.gnhwpc.com) has recently been refreshed. It has been updated in appearance to help facilitate ease of use by our consumer customers and business vendors who work on our construction projects.
- The GNHWPCA staff have been busy creating a Customer Account Portal (CAP). Please turn the page for a full explanation and guidelines on using the new service.

I look forward to working with the men and women of the Greater New Haven Water Pollution Control Authority in a continued effort to excel in the service we provide to our customers and to benefit the environment for generations to come.

Sidney J. Holbrook  
Executive Director  
Greater New Haven Water Pollution Control Authority

## 2015 MEETING SCHEDULE

The Greater New Haven Water Pollution Control Authority will hold its' regular monthly meetings on the second Tuesday of the month, at 6:00 PM, at the Administrative Offices, 260 East Street, New Haven, Connecticut. The meeting dates are:

January 13, 2015	July 14, 2015
February 10, 2015	August 11, 2015
March 10, 2015	September 8, 2015
April 14, 2015	October 13, 2015
May 12, 2015	November 10, 2015
June 9, 2015	December 8, 2015



# CUSTOMER ACCOUNT PORTAL

## GREATER NEW HAVEN WATER POLLUTION CONTROL AUTHORITY

Serving the Connecticut Communities of New Haven, Hamden, East Haven and Woodbridge

### GNHWPCA Responds to Customer Requests for Online Payment Option

GNHWPCA is excited to announce that the online account access and payment option (Customer Account Portal) is ready and available through our website at [www.cap.gnhwpca.com](http://www.cap.gnhwpca.com). Customers now have the choice of paying either online or by phone, in addition to our traditional methods of payment (Mail-In, Walk-In, and Alternate Payment Locations).



The online system will accept credit cards (Master Card, VISA, American Express & Discover), Debit cards, and Electronic Checks (E-checks—you will need your bank routing number and account number from either your checking or savings account).

Customers wishing to set up automatic payments can do so by enrolling in the "Auto-Pay" option, and payments will be drawn from a specified account on the due date of the current bill. All customers are invited to use the new payment options, which can be accessed directly by logging on to [www.cap.gnhwpca.com](http://www.cap.gnhwpca.com) or by clicking the "Bill Pay Login" button on the company website: [www.gnhwpca.com](http://www.gnhwpca.com).

If you prefer to pay by phone, simply choose the appropriate option when calling our main Customer Service phone number 203-776-3570, and you'll be guided through the payment process.

Please note that the Customer Account Portal will replace the existing online bill payment option presently available via Webster Bank. All customers will be required to register in the new Customer Account Portal, even if you are currently paying your sewer use bill online via Webster Bank.

The online bill pay system through Webster Bank will be discontinued. Instructions for getting started with our new service can be found below.

We are pleased to bring this new value-added service to our customers. The convenience of these options will provide you the ability to access your account information and to view and pay your bill 24 hours per day, 7 days a week. We hope that you will take advantage of these quick and easy payment options.

### Getting Started

#### Q: What information do I need to begin?

A: The first step is to register. You'll need your Account and Customer numbers, which can be found on your printed bill. Visit the website at [www.cap.gnhwpca.com](http://www.cap.gnhwpca.com). Select "Register".

### Manage Your Account

If you are new to online billing, please take a moment to complete our secure, online form. To begin, click the "Register" button below.

Enroll today and take advantage of our new, exciting features.

Complete the information for all of the required fields. It's imperative to select the option for "Receive eBills?" in order to view your bill online.

#### Q: How do I view my bill?

A: By selecting the eBill option you'll be able to view your bill online the next billing cycle after making the selection.

### Billing History

Bill Date	Balance Forward	Current Bill	Bill Total	Web Bill
10/15/2014	\$301.75	\$301.75	\$723.50	View
10/15/2014	\$ 0.00	\$301.75	\$301.75	

You'll then see your bill presented on-screen.

#### Q: How do I make a credit card or eCheck payment?

A: On the left side of the screen, under Online Services heading select "Make A Payment". You will then be guided through the payment process.

For payment by phone please call 203-776-3570 and follow the automated attendant prompts.