

Public Service Notice Sewer Usage Billing Process/Timeline

In an effort to help our customer's understanding of the "Annual Sewer Usage Charge" and billing process we have prepared for you a timeline to explain how and when charges are applied to your account.

In March of each year, the Annual Public Hearing for Sewer Usage Rate, Sewer Usage and Sewer Assessment Budgets are posted in the Town Clerk's Office and published in the Hartford Courant.

The purpose of the hearing is to offer the public an opportunity to be heard regarding the above-mentioned topics. Typically, the rate and budgets are approved by the Cromwell Water Pollution Control Authority (CWPCA) during the Regular Meeting that follows the Public Hearing. Once the rate is established, the "Annual Usage Charge" is applied and bills are sent out.

The following is done in strict accordance with State Statutes (CGS §7-255 & §7-258):

- Annual billing statement is mailed the last week of March - Due & Payable April 1
- Annual charge becomes delinquent on May 1st – payments postmarked April 30 or before are considered on time.
- Delinquent charges for April & May are levied May 1st at an interest rate of 1.5% based on principal due and each month thereafter (annual interest is 18%).
- A lien fee (\$26.00) is filed on the land records for any annual charge left unpaid after June 15 (please be aware that any principal due, even 1 cent, will unfortunately result in a lien charge as it is applied automatically).

Although only the initial annual billing statement is required by law, Sewer Division personnel make every effort to inform the customer of charges left unpaid. As a courtesy to our customers, a total of four (4) bills are mailed by mid- July.

They are as follows:

- 1st - Late March (Annual Billing)
- 2nd - Early May (1st Delinquent Notice)
- 3rd - Early June (2nd Delinquent Notice & Pre-Lien Notice)
- 4th - Early July (3rd Delinquent Notice & Post- Lien Notice)

Office personnel are available and happy to answer any questions you may have regarding your account, you may contact them at (860) 632-3430, 8:30A.M. – 4:00P.M. Monday – Friday.