

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 February of each year, the Annual Public Hearing for Sewer Usage Rate, Sewer Usage Budget and Sewer Assessment Budget is posted in the Town Hall and published in the Hartford Courant and subsequently; the Public Hearing is held in early March.

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 last week of March - Due and Payable April 1
- Annual charge becomes delinquent after April 30 – payments postmarked April 30 or before are considered on time.
- Delinquent charges for April and May are levied after May 1 at an interest rate of 1.5% based on principal due and each month thereafter (annual interest is 18%).
- A lien (\$26.00 fee) 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 the law requires only the initial annual billing statement be sent the 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 (Delinquent Notice)
- 3rd - Early June (Pre-lien Notice)
- 4th - Early July (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.