

**Public Service Notice**  
**Sewer Usage Billing Process/Timeline**

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

The purpose of the hearing is to offer the public an opportunity to be heard regarding the above-mentioned item. Typically, the rate and budgets are approved by the Cromwell Water Pollution Control Authority (CWPCA) during the Special Meeting that follows the Public Hearing. Once the rate is established, the "Annual Usage Charge" is applied and billing statements 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 on May 2nd – payments postmarked May 1<sup>st</sup> or before are considered on time.
- Delinquent charges for April & May are levied May 2<sup>nd</sup> at an interest rate of 1.5% per month based on principal due and on the 1<sup>st</sup> of each month thereafter (annually 18%).
- A lien (\$24.00 fee) is filed on the land records for any annual charge left unpaid. Please be aware that any principal due, even 1 cent, will unfortunately result in a lien charge as it is applied automatically in the system and cannot be waived.

Once the sewer user fee charge becomes delinquent on May 2<sup>nd</sup> a 'Tax Collector's Demand' notice is mailed mid-May. You must pay on or before May 31<sup>st</sup> to avoid additional collection measures, as indicated in the demand notice.

Failure to receive a "Sewer Usage Statement" does not relieve the property owner of the responsibility for payment of the delinquent sewer usage fees or any of the accrued delinquent charges per State Statute (CGS §12-30).

The Cromwell Tax Collector's Office collects all Sewer fees. The office is located on the first floor of Town Hall.

**Payments can be mailed to:**

**Tax Department  
41 West Street  
Cromwell, CT 06416**