

# **Administrative and Operational Procedures**

## **Tolland Water System**



## **Town of Tolland, Connecticut Tolland Water Commission**

Revised: January 2019

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\*For Internal Use Only

# **Administrative and Operational Procedures Tolland Water System**

## **1. Operating Procedures**

**Purpose and Duties** – The Tolland Water Department was established by local ordinance on April 14, 1981 by the Tolland Board of Selectmen and then reorganized as the Tolland Water Commission in January 1999 after a study commencing in March, 1998 of the Town’s continuing and long-term role in providing water supply services. The purpose of the Tolland Water Commission is to supervise the management and operation of the Town-owned water company and to assure a safe and abundant supply of water at a reasonable rate.

Its duties and responsibilities include but are not limited to: the acquisition of property by lease, gift, device or condemnation; construction, installation, discontinuation and expansion of water systems and facilities; general operation and use of the system; system maintenance; enter into contracts and agreements; set rates and fees for water use and connection to the system; and in general be responsible for and possess jurisdiction over water system appurtenances and facilities owned by the Town of Tolland.

Day by day operations, maintenance and billing services are provided by a water system operations company under a contract with the Water Commission. The overall organization of the Commission and its functions are shown on the Graphic Index in Appendix 1.

## **2. Authority**

The basic authority is established by State Statutes, local codes, and by laws. Some of the more pertinent references are noted below.

### **Statutes** – Title 7

- Section 7 - 234, Municipal Water Works
- Section 7 - 239, Establishing Rates for Use

### Title 16

- Section 16 - 1, Municipal Water Utilities as a Non-Regulated Utility
- Section 16 - 29 and 16 - 32b, Filing Annual Reports with the Department of Public Utility Control
- Section 16 - 32b, Preparation of Emergency Plans and filing with the Department of Public Utility Control
- Section 16 - 26 - 345, Call Before You Dig Required of Water Utilities

### **Codes** – Local codes include:

- Code of the Town of Tolland, Chapter No. 57, Water Commission, Assessment for Improvements. Adopted by Town Council, November 24, 1998
- Code of the Town of Tolland, Chapter No. 146, Water Service to Customers, Adopted by Town Council, June 27, 1989

Code of the Town of Tolland, Chapter § A176-1 Policy Regarding Water  
Main Assessments, Water, Adopted by Town Council,  
June 27, 1989

Each of the pertinent codes relating to operations, assessments and services is described in Appendix 2.

### **3. Organization**

**3a – Commission Membership** – The Commission consists of seven members appointed by the Town Council with a minimum of four being customers of the system and at least one non-customer. Each term of office shall be four years so that the term of two members shall expire each year for three years and one in the fourth year. The current Commission members are listed on the Town’s web site.

To contact the Water Commission, the Town staff person that oversees the system on a day by day basis is the Director of Human Services. To contact the System Operator see the listing in Appendix 3. Questions on billing or customer service should be addressed to the System Operator.

**Operations and System Operator** – The Commission, not having permanent staff, contracts with a certified firm to operate and maintain the system on a day by day basis. The firm also acts on behalf of the Commission to bill for services and to collect revenues. The current operations firm is Connecticut Water Company through its subsidiary, New England Water Utility Services (NEWUS), 93 West Main Street, Clinton, CT 06413-1600 telephone, 1-800-286-5700.

### **3b. – Committees**

**Committees** – The Commission shall from time to time establish committees to oversee specific tasks, operations or the development of policy or technical documents as necessary. Examples of committee functions includes: the preparation of RFPs/RFQs, contacts, and administrative documents; oversee management contracts, consultant contracts, and diversion permits; and review of technical documents.

### **4. Records**

A copy of all records for which public inspection may be necessary shall be maintained in the Town Clerk’s Office, 21 Tolland Green, Tolland, CT. Records as noted in Appendix 4 shall be maintained in the Office of the Town Clerk, 21 Tolland Green, Tolland, CT. Any records of the Commission to be destroyed shall only be destroyed in accordance with the Commission’s state approved records retention schedule in accordance with procedures established by the Public Records Administration, 231 Capitol Avenue, Hartford, CT 06106. The records shall only be destroyed after receiving approval from the State of Connecticut, Public Records Administration on Form RC-075 (see Appendix 4).

## **5. Operations**

**5a. – Operations of System** – The Commission, not having permanent staff, contracts with an outside certified firm to operate and maintain the system on a day by day basis. The management firm also acts on behalf of the Commission to bill for services and to collect revenues. The current operations firm is Connecticut Water Company through its New England Water Utility Services, a non-regulated arm of the company. On a day by day basis, for operational, technical and emergency issues, the Connecticut Water Company should be contacted. Any complaints should be registered with the Director of Human Services for action (see Appendix 3).

### **5b. – Contracts**

**Contracts and Agreements** – Any contract or agreement entered into by the Water Commission for services, operations, maintenance, sale or purchase of water, or the like shall be valid only after review by the Town Attorney and a vote by the Water Commission. This shall include but not be limited to:

1. Developer's agreements
2. Maintenance and service contracts
3. Sale or purchase of water
4. Interconnections with other water service providers
5. Operational agreements
6. Engineering agreements

All contracts and agreements shall be filed with the Town Clerk. Each document shall contain the effective date and date voted by the Water Commission and the vote of each member.

In anticipation of agreements or contracts, bids will be solicited in accordance with Town procedures from qualified contractors and through appropriate legal notices.

### **5c. – Capital Expenditure Authorizations**

**Capital Expenditures** – All capital expenditures shall receive prior approval by the Commission except those considered to be of an emergency nature to maintain the system in proper operating condition or to avoid an interruption of customer service. In those instances the Town Manager shall have such authority and will notify the Commission Chair as to action taken and the related need for emergency action.

## **5d. – Emergency Procedures**

**Emergencies** – A water supply emergency is defined as any catastrophic situation that impacts the water quality of the system, presents a threat to public health, or impedes the ability to deliver water to system customers. This may include chemical poisoning or major failure of the system. Section 16 - 32b of the Connecticut General Statutes requires preparation of “Emergency Plans” and filing these plans with the State Department of Public Utility Control. The Tolland Water Commission’s Emergency Plan is shown in Appendix 5, page 19.

**General Emergency Procedures** – When an emergency situation occurs, there will be an immediate notification to all appropriate public safety organizations and those involved with the management and/or operation of the system. The initial or principal contacts shall include the Town staff and the Commission’s operations firm. Informational contacts shall then be made to the Town Manager, state agencies and Water Commission members. Any emergency outside agency contacts for the purposes of mitigating the situation will be made by the Fire Department under the normal incident command system. Two state agencies have a direct role in a local incident and can provide assistance. The Department of Energy and Environmental Protection can provide assistance that involves environmental contamination but must be notified of any oil or chemical spill. The Department of Health provides assistance with issues involved in drinking water quality but must be notified of problems associated with any interruption in water treatment, impairment of water quality or sufficiency of water supply. Concurrently reporting must also be made to the local Director of Public Health and to the Eastern Highlands Health District.

Interruption of service must also be reported to the State Department of Public Utility Control for incidents where service is interrupted for more than four (4) hours. The phone tree to be utilized is shown in Appendix 5. The Public Works Director shall assure that appropriate parties are notified.

There are also incidents that may elevate to the federal level. The Environmental Protection Agency (EPA) may get involved in situations involving environmental contamination. They are an excellent source of technical information; however, since EPA has assigned primary responsibilities to Connecticut’s Department of Energy and Environmental Protection (DEEP) agency, DEEP remains the principal contact point.

The Federal Emergency Management Agency (FEMA) may become involved in a local emergency when the emergency is above and beyond the capabilities of local and state resources. If a terrorist situation is suspected, the Federal Bureau of Investigation (FBI) must be notified at 202-324-3000.

The National Response Center (NRC) is the national hazardous substance reporting center and acts as the chemical information and communications system of the federal government. Any hazardous substance in reportable quantities released into the air, land or water must be reported to NRC.

When the level of the incident is of an emergency involving fire and police emergency services, those agencies have responsibilities to report to appropriate state and federal

agencies and are part of their emergency plans. However, that does not negate the Commission's legal responsibility to report immediately.

Tolland's Hazardous Materials Response Plan, prepared in response to the Community Right to Know Law, dated 2000 (as amended) and its current Emergency Management Plan serve to supplement these procedures and to guide local emergency and public safety personnel in carrying out mitigation procedures.

**Mitigation Procedures** – Mitigation of the incident may be handled by the Town staff, operations firm or in other cases it may be outside resources. Mitigation resources are also shown in Appendix 5. Resources may be called to minimize further damage or to initiate a clean-up phase.

**Application of Emergency Procedures** – Application of the emergency procedures will be undertaken by Town staff under the direction of the Town Engineer. Decisions may include the hiring of outside resources. In the instances where outside resources are hired, the Water Commission shall be notified of action taken.

## **6. Administration**

**Method of Conducting Business** – Business of the Water Commission will be conducted in public at regularly scheduled meetings. The Commission shall normally meet at 7:00 pm on the third Monday of each month for the purpose of conducting business. Special meetings may be called by the Chair upon his/her need to conduct business on an interim basis or by one or more members of the Commission by making such request to the Chair. A schedule of regular meetings shall be posted with the Town Clerk annually and special meeting notices shall be posted a minimum of 48 hours before such special meetings. Emergency meetings may be called for taking action in emergency situations. Notice will be filed immediately with the Town Clerk 48 hours prior to the meeting. Minutes of any regular, special and emergency meetings shall be posted with the Town Clerk.

Meeting Agendas – A meeting agenda will be sent to each member and to the Town Clerk a minimum of 48 hours prior to any regular or special meeting. Items may be added to the agenda at the suggestion of any member or staff person after a confirming vote.

Quorum – A quorum shall consist of four of the seven members of the Commission or simple majority.

Meeting Minutes – Minutes shall be maintained for each regular, special or emergency meeting. All actions to approve minutes as well as contracts and agreements shall record the vote of each member voting. Minutes shall be filed with the Town Clerk within 48 hours of the meeting.

**6a. – Staff and Town Staff**

With full-time staff lacking, a number of individuals from the Town staff assist with overseeing a number of functions of the system. These functions include but are not limited to: recordkeeping, purchasing, receiving goods and services, activating or deactivating components of the system, financial operations and providing technical assistance. This includes the Director of Human Services, and staff of the Town’s Accounting Office, Public Works, Highway, and Parks and Recreation Departments. Any complaints should also be registered with the Department of Human Services and will be distributed as appropriate for resolution (see Appendix 3).

**6b. – Authorizations**

Within the framework of policies, procedures and budgets, the Commission shall approve the expenditure of funds, administrative actions, temporary use of system components, bulk water sales, required inspections and minor system repairs. The Public Works Director shall also authorize any emergency action required to maintain the system in proper operating condition or to avoid an interruption of customer service. In such instances the Public Works Director shall notify the Commission Chair as to action taken and the related need for emergency action.

**6c. – Reports, Permits, Licenses and Plans**

**Reports** – As there are a number of participants in the management of the Tolland Water System, the appropriate flow of information is important for the Commission’s oversight of operations and to communicate with others. To make appropriate policy decisions the Commission needs information on a periodic basis and the public at large and particularly water customers are entitled to information concerning the operations of the Town’s water supply system. In addition to periodic communiqués from the Commission’s management firm, the Connecticut Water Company, the following reports will be generated and circulated as indicated below. Reports shall be in writing and separately cover the Tolland Water System and the Crystal Springs Water System.

<u>REPORT</u>	<u>TO</u>	<u>BY</u>	<u>FREQUENCY</u>
1. General report covering water used on a daily basis, revenues and general operational status	Commission	Operator	Monthly
2. Complaints and resolution of complaints	Commission	Operator	Monthly
3. Number of customers	Commission	Operator	Quarterly



<b><u>REPORT</u></b>	<b><u>TO</u></b>	<b><u>BY</u></b>	<b><u>FREQUENCY</u></b>
4. Sales to Willington	Commission	Operator	Monthly
5. Listing of customers including new hookups and those in arrears	Commission	Operator	Quarterly
6. Billing and revenue summary	Commission	Operator	Quarterly
7. Water testing results	Commission Customers	Operator Operator	Quarterly Annually
8. Purchases from the CT Water Company	Commission	Operator	Quarterly
9. Meter testing - status	Commission	Operator	Quarterly
10. General Ledger	Commission	Staff	Monthly
11. Town use– highway , fire department and bulk sales	Commission	Operator	Quarterly
12. Upcoming projects, licensing and state requirements	Commission	Staff	Quarterly
13. Status of Town projects	Commission	Staff	Monthly
14. Commission Minutes	Town Clerk, Town Manager, Town Council, Commission	Clerk	Monthly following meeting
15. Annual report for Water Utilities (CGS, Sec 16-29)	State	Commission/ Town Finance	October 31 <sup>st</sup> after close of FY, June 30 <sup>th</sup>
	Town	Commission	December 31 <sup>st</sup>
16. Budget	Town	Commission	Annually
17. Policy issues	Town	Commission/Staff	As appropriate
18. Legal notices	Newspaper – general circulation	Commission	Coinciding w/ Hearings Assessments, etc.
19. Emergency Plan	Town	Commission	Every 5 years,
20. Water Supply Plan	State	Commission	Every 5 years
21. Water Supply Diversion Permit	State	Commission	Every 10 years

<u>REPORT</u>	<u>TO</u>	<u>BY</u>	<u>FREQUENCY</u>
22. Meter Testing	Commission	Operator	See Meter Chart next page
23. Hydrant Flushing	Customers	Operator	As required
24. Water Conservation Actions	State	Staff	As required or Yearly
25. Leak Detection	State	Operator	Every 5 years
26. Wetland Monitoring	State	Operator	Monthly/Annual Per Diversion Permit

NOTE: Reports may be combined into a single report or report format.

The above table illustrates the types of reports required by State Statutes or regulations or are otherwise considered appropriate for the decision process associated with managing the Tolland Water System. The person or persons preparing reports are listed according to principal responsibility, but may involve others. As an example, when “Commission” is identified as the preparing source, the report may be developed by staff or others but the Commission is the reporting body. Commission reporting noted generally relates to policy issues.

**Permits, Licenses and Plans** – Since water supply utilities and companies are a regulated activity, there are several requirements placed on water utility companies that govern operations of the utility. These include but are not limited to a diversion permit, a water utility water supply, licensing of personnel that manage the water system.

1. Diversion Permit – The diversion permit is a requirement of the State Department of Energy and Environmental Protection that allows withdrawal of a specific quantity of water for domestic water supply purposes. The permit governs the allowable daily water usage and the resulting ability to expand its water distribution and distribution system. The current permit was approved by the State on May 2, 2012 and expires June 30, 2027. A listing of the activities required by the Diversion Permit is included as Appendix 9
2. Water Supply Plan – Another requirement is to prepare a water supply plan that identifies planned water service expansion areas and addresses the issue of water consumption needs that becomes the basis for the diversion permits. The current plan was approved April 11, 2014 and does not have a fixed expiration date; the approval extends until DPH provides notice at which time we will have a year to prepare a new plan.
3. Aquifer Mapping – Under State of Connecticut Department of Energy and Environmental Protection Requirements, Tolland’s Water System which relies on ground water supplies, is required to undertake an aquifer mapping program (“Level A, Aquifer Mapping”) that serves to define areas of influence impacted by the withdrawal of ground water and serves as an information and regulatory basis

for land use regulations. The Level A, Aquifer Mapping was completed and approved with the Diversion Permit approval in 2012.

4. Licensing and Certification of Personnel – Personnel that oversee the day by day operations of the water distribution system must be certified and licensed and is required as a condition of contractual arrangement with a water system operations contractor.

**Meter Testing** – State regulations (Sec 16-11-50 to 97) require water utilities to meter customer water use as a means for apportioning costs associated with providing water service. While standards for a municipally owned system may vary, the Tolland Water Commission uses these standards for its meter testing program and utilized the following schedule:

<u>Meter Testing Schedule</u>	
<u>Size of Meter (inches)</u>	<u>Frequency of Testing</u>
5/8	12 years
3/4	8 years
1	8 years
1 1/2	4 years
2	4 years
3	3 years
4	2 years
6 and larger	Annually

The schedule may vary based upon requirements, findings and trends related to the testing program, and other factors such as customer complaints. Even though the meter is tested on this frequency, the Utility replaces these meters every twelve years.

**6d. – Annual Administrative Report to the Town Council**

By October 31<sup>st</sup> an annual report will be filed with Town Council, Town Manager and Town Clerk for the fiscal year ending the previous June 30<sup>th</sup>. The annual report will contain, but not be limited to, the mission statement; objectives for the upcoming year; a summary of activities for the preceding fiscal year; status of the condition of the system including number of customers, miles of pipe, and tests performed; and financial condition including a summary of income and expenses.

**7. – Financial**

The Water Commission is a self-sustaining organization with its own enterprise fund. It is not funded as part of the Town of Tolland’s budget. The Water Commission funds its operations and capital improvements from the sale of water, assessments and fees. Service fees are collected by the System Operations Manager (Connecticut Water Company) and deposited with the Town of Tolland. Any assessment fees are collected directly by the Town of Tolland. All receipts and expenditures as well as related financial accounting are managed by the Town of Tolland.

**7a. – Budget**

The Water Commission annually prepares a budget based upon anticipated income and expenditures to include capital expenditures and depreciation. The budget will be submitted to the Town Council for information purposes on or before the end of each calendar year.

**7b. – Assessments and Water Rates**

**Assessments** – Each property owner abutting a water supply line or on a proposed water supply line, shall be assessed for the availability of service. The assessments may be made before connection to the water system but are due and payable by the time a connection is made to the system. The assessments not collected become a caveat on the deed for the property that in effect is a notice that the assessment has been made and an obligation to the Town of Tolland exists and an assessment shall be collected at the time connection to the system is made and service is rendered.

Assessments are established after a public hearing and are determined by the procedures established under Town ordinance. This policy, originally adopted on September 1, 1984 as Ordinance 20, established caveats, liens, methods of assessments and deferred assessments. The methods of assessment are now included in Chapter 57 (see Appendix 2 for details).

**Water Rates** – Water rates and related fees are established by the Commission and are available at [www.tolland.org](http://www.tolland.org) under the Water Commission link.

**7c. – Billing Procedures**

**Billing** – Billing for service shall be on a quarterly basis with the Commission reserving the right to bill on a monthly basis if the Commission determines that the circumstances make monthly billing more reasonable for the system. Bills shall be issued within ten (10) days following the billing period. Water bills will be based upon the volume of water consumed (gallons or cubic feet) and for other appropriate services provided. The quarterly billing period shall be based upon the following schedule: January to March, April to June, July to September and October to December.

**Summary of Critical Action Dates and Changes to Procedures**

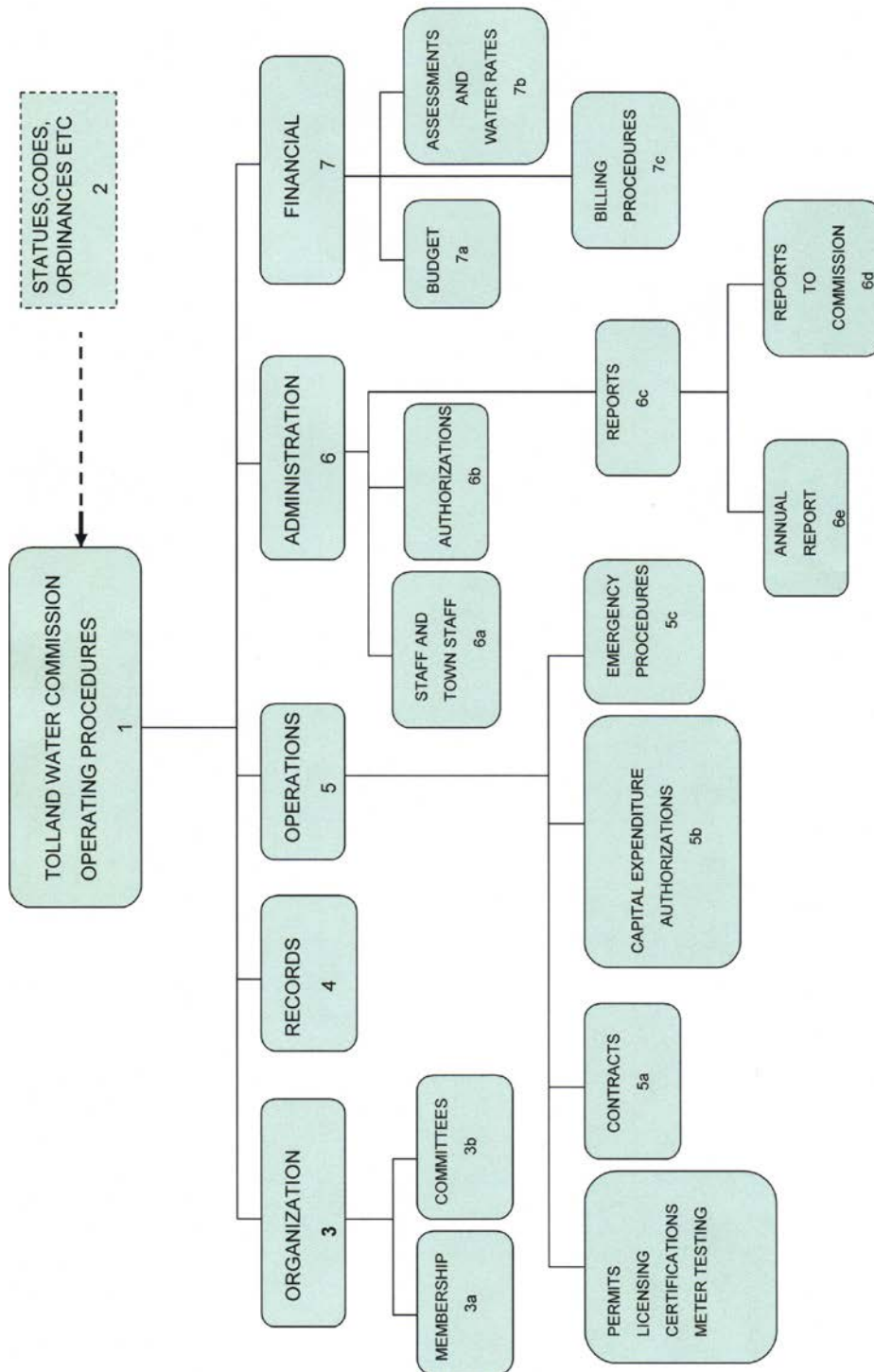
**Critical Action Dates –**

Service Billing	Quarterly
Commission Meetings	Third Monday of each month
Annual Report to State	October 31 <sup>st</sup> annually
Annual Report to Town	December 31 <sup>st</sup> annually
Budget Submittal	December 31 <sup>st</sup> annually
Diversion Permit	Every 10-15 years
Water Supply Plan	Every 5 years
Modifications to Procedures	As needed, but at least every five years

**Changes to procedures** – Procedures may be changed at a regular or special meeting of the Tolland Water Commission by vote of the Commission.

# Appendix 1

## Graphic Index of Administrative and Operational Procedures



## Appendix 2

### Summary of Tolland Codes – Tolland Water Department

**Water Service to Customers Abutting the Tolland System** – The specific procedures for use of the Tolland Water System is spelled out in the Tolland Code, Chapter 146. In short the code covers the following:

1. Article I, Section 146-1 – This section defines a water customer and related terms.
2. Article II, Sections 146-2 through 146-16, General Rules – This article includes sections on access to premises, water conservation equipment on air conditioners, suspension or curtailment of water service, customer contracts, Department liability, piping and plumbing, use of hydrants, cross connections, supply to other premises, low and high pressure areas, tapping of mains, customer maintenance responsibilities, changes in location of meters, preferred risk insurance and control of pressure variations.
3. Article III, Sections 146-17 through 146-29, Water Bills – This article deals with separate water bills, obligation to pay water bills, tenant/landlord responsibilities, responsibility of property owners, quarterly billing, industrial and commercial billing, prorated bills. Seasonal service, private fire protection charges, billing of miscellaneous sales and unpaid bills.
4. Article IV, Sections 146-30 through 146-35, Applications and Transfers – This article deals with application for water service, deposits, vacation or abandonment of premises, construction service applications, intermittent service and payment of equitable shares.
5. Article V, Sections 146-36 through 146-46, Meters – This article deals with meter size, sub metering, sealed meters, seasonal meters, damage to meters, tampering with meters, location of meters, maintenance of plumbing, swimming pools, notice of defective meters and testing of meters.
6. Article VI, Sections 146-47 through 146-49, Discontinuation of Service – This section deals with statutory provisions, reason for termination and non-payment.
7. Article VII, Sections 146-50 through 146-54, Private Fire Service – This article deals with fire hydrants and sprinkler systems, testing private services, use of fire hydrants, liability for private service and private hydrant service.
8. Article VIII, Sections 146-55 through 146-70, Water Service – This article deals with applications for water service, charges for water service connections, larger service pipes, service pipe requirements, stop and waste valves, meter setting, backflow valves, combination services, cross connections, water supply to pools or tanks, lawn sprinkling systems, maintenance responsibilities, abandoned services, service connection replacements, house service requirement and inspections.
9. Article IX, Sections 146-71 through 146-77, Main Extensions and Services – This article deals with the responsibilities for costs of services, services in private developments, charge for services to non-abutting property, future main extensions and bonds, services adjacent to the end of the main,

installation in subdivisions and reimbursement for cost of extension of mains by developers.

10. Article X, Sections 146-78 through 146-80, Penalties; Amendments; Charges – This article deals with penalties for non-compliance, amendments and the schedule of rates and charges. The charges for residential service are those that were effective 11/10/2000. The business or commercial rates and charges are shown in Appendix 6.

**Assessment For Improvements** – The methods for paying for the system and system improvements are contained in Chapter 57 of the Town Code. The code covers the following:

1. Article I, Sections 57-1 through 57-15, Water Main Extensions – This article deals with the authority and purpose of water main extensions, proportional shares, method of assessment, corner lots, Town-owned land, cost of oversized lines, deferral assessments, caveats, hearings (notices and liens), payment, invalid or insufficient assessments, limits on amounts, house connection charges and water rates.
2. Article II, Sections 57-16 through 57-20, General Assessments – This article deals with titles and definitions, procedures for construction of public improvements paid by assessment of benefits, collection of assessment charges and interpretations.

**Policy Regarding Water Main Assessments** – This policy was originally adopted on September 1, 1984 as Ordinance 20. This section established caveats, liens, methods of assessments and deferred assessments.

## Appendix 3

### Commission Membership and Contacts

#### Date of

<b>Current Members</b>	<b>Position</b>	<b>Appointment Expiration</b>
Eugene Koss	(#)(*) Chairman	January, 2022
Thomas Rallo	(#) Treasurer	January, 2020
Vincent Tursi	Vice Chairperson	January, 2019
Commission Vacancy	Member	January, 2021
Commission Vacancy	Member	January, 2020
Matthew Kenney	(#) Member	January 2021
Robert Green	Member	January 2022
Michelle Finnegan	Recording Clerk	Permanent
Beverly Bellody	Town Staff	Permanent
Kim Kowalyshyn	Town Staff	Permanent

(#) Customer of the water system  
(\* ) Member of water study committee and original water department

#### Commission Contacts

##### **Water Commission**

Eugene Koss, Chairman, c/o Water Commission, Town of Tolland, 21 Tolland Green, Tolland, CT 06084

##### **Town Staff and Principal Contact**

Beverly Bellody, Town of Tolland, 21 Tolland Green, Tolland, CT 06084,  
Telephone 860-871-3611, Fax 860-871-3663, E-mail: [bbellody@tolland.org](mailto:bbellody@tolland.org)

Kim Kowalyshyn, Town of Tolland, 21 Tolland Green, Tolland, CT 06084,  
Telephone 860-871-3680, Fax 860-871-3663, E-mail: [kkowalyshyn@tolland.org](mailto:kkowalyshyn@tolland.org)

##### **System Operator for Billing or Customer Service**

Connecticut Water Company, 93 West Main Street, Clinton, CT 06413-1660,  
Customer Service 1-800-286-5700, Office 860-450-1424, Fax 860-450-1712



## Appendix 4

### Commission Records and Retention Schedule

#### Commission Records

Records	Location	Retention
Meeting minutes	Commission/Town Clerk	Permanent
Administrative procedures	Commission/Town Clerk	Permanent
RFPs/RFQs	Commission	Permanent until changed
Responses	Commission	5 years
Ordinances	Commission/Town Clerk	Permanent until changed
Management contracts	Commission/Town Clerk	5 Years after completion
Construction contracts	Commission/Town Clerk	5 Years after completion
Assessment activities	Commission/Town Clerk	Until revised
Service agreements	Commission/Town Clerk	5 Years after completion
Diversion permits	Commission	Permanent
Budgets	Commission	5 Years
Water testing records	Commission	Permanent
Written communications	Commission	5 Years
Developers' agreements	Commission/Town Clerk	Permanent
Water sales agreements	Commission/Town Clerk	Permanent
Engineering services	Commission/Town Clerk	5 Years after completion
Engineering contracts	Commission/Town Clerk	5 Years after completion
Engineering agreements	Commission/Town Clerk	5 Years after completion
Water supply plans	Commission/Town Clerk	Permanent until changed
Meter testing records	Commission	10 Years
Other agreements	Commission/Town Clerk	5 Years after completion
Engineering drawings	Commission	Permanent
Customer list	Commission	Current list only
Annual Reports	Commission/Town Manager/Town Clerk	Permanent
Letters from customers	Commission	10 Years
Letters from state	Commission	10 Years
Communications to public	Commission	5 Years

Note: Annual reports, budgets and minutes will be filed with the Town Council and Town Manager.



## Appendix 5

### Emergency Contingency Plan and Mitigation Procedures

**Background** – Water supply utilities are subject to emergency situations that impact their ability to provide clean water to their customers. These can range from equipment and mechanical failures, chemical or biological pollution of the system or vandalism. These can be from natural or human causes. With emergency and contingency plans in place to deal with potential disasters, impacts can be minimized. On a long range basis an interconnection with the Connecticut Water Company system on Torry Road will serve to supplement some water supply resources in the event that primary sources of water supply are unavailable.

On a short range or immediate basis having procedures in place to mitigate the situation will minimize the impact to customers. This process provides for the purchase of water from outside resources and to carry out mitigation actions. The phone tree in Appendix 5 is a list of those persons who can initiate actions to mitigate the situations or those in a position to authorize actions. As a utility that does not directly operate the system but relies on a system operator retained on a contractual basis to operate the system, an important component of its mitigation procedures is its current contractor’s mitigation procedures. The “Emergency Contingency Plan of the Connecticut Water Company, Northern Region,” the Emergency Plan of the Connecticut Water Company, the Tolland Water System’s operator is a critical component of the Tolland Water Commission and complements these procedures. A critical action by the Commission and Town is to assure that all appropriate individuals, agencies and customers are appropriately notified.

**Notification Procedures** – The notification procedures include the immediate procedures to handle the emergency and noted in Appendix 5 while customer, regulatory and health officials must also be notified.

#### Town Notification System

The Town of Tolland has the Tolland Notification system that residents can sign up to use to receive information from the Town on activities and events. This is a group e-mail system to disseminate information to residents that have signed up for the service. While not all water customers are on the system, it is another method of getting critical information to customers.

Town Manager’s Office	During business hours	860-871-3600
Public Safety	During business hours	860-871-3677
Tolland County Mutual Aid	After business hours	860-872-7333

## **Potential Typical Incidents & Actions**

### **Hazardous spill in the water supply aquifer**

Stabilization and cleanup

Activation of emergency plans

### **Water Supply Deficiency**

Activate water restrictions

Purchase water from interconnection

Purchase and trucking water

Delivery of drinking water

### **Interruption of Service Due to Mechanical Failure**

Initiate repairs

Activate water restrictions

Purchase water from interconnection

Purchase and trucking water

Delivery of drinking water

## **Appendix 6**

### **Water Rates and Water Rate Assessments**

**Water Rates** – Water rates and related fees are established by the Commission and are available at [www.tolland.org](http://www.tolland.org) under the Water Commission link.