



**Addendum for**

**WASTEWATER SERVICE**

**(New Hartford Service Area)**

**Aquarion Water Company of Connecticut  
Addendum  
For Wastewater Service New Hartford Service Area**

This addendum extends the Rules and Regulations for Water Service to Wastewater. Where conflicts occur between this addendum and the Rules and Regulations for Water Service, this addendum shall prevail.

**A. DEFINITIONS – CUSTOMER ACCOUNT TYPES**

Adds the following account type:

Septage Treatment Account: This account shall include the net billing to municipalities, commercial haulers and other authorities for accepting septage or other wastewater byproducts via trucks at the water pollution control authority (WPCA).

**DEFINITIONS – GENERAL (IN ALPHABETICAL ORDER)**

Adds the following definitions:

BOD5 (denoting the 5-day biochemical oxygen demand) – The quantity of oxygen utilized in the biochemical oxidation of organic matter under standard laboratory procedures in five days at 20 degrees C, expressed in milligrams per liter (mg/l).

Building Drain – The lowest horizontal piping of a drainage system that receives the discharge from sanitary waste pipes inside the walls of the Premises and conveys Sewage to the Building Sewer beginning five feet outside the inner face of the building wall.

Building Sewer – The sewer extension from the building drain to the Sanitary Sewer.

Combined Sewer – A sewer that receives both storm water runoff and sewage.

Cooling Water – Non-contact clean water from air conditioning, industrial cooling, condensing apparatus, and hydraulically powered equipment. In general, cooling water includes only non-contact water that is sufficiently clean and unpolluted to be discharged without treatment to a storm sewer, natural open stream or watercourse without offense.

Commissioner - Refers to the Commissioner of the Connecticut Department of Energy and Environmental Protection (DEEP)

FOG – Fats, Oils, and Grease

Family – One or more individuals living as a single housekeeping unit and serviced by at least one bath and kitchen.

Garbage – Solid wastes from the domestic and commercial preparation, cooking and

dispensing of food, and from the handling, storage and sale of produce.

Industrial Wastes – The liquid wastes from industrial manufacturing processes, trade or business as distinct from sanitary sewage.

Infiltration – The groundwater that seeps into sewer pipes

Inflow – Stormwater that rapidly flows into sewers

Natural Outlet – Any outlet into a watercourse, pond, ditch, lake or other body of surface or groundwater.

pH – The logarithm of the reciprocal of the weight of hydrogen ions in grams per liter of solution.

Private Property Line – The street right-of-way line that has been legally established as the property line, otherwise it shall be a line five feet away from the line of pavement.

Properly Shredded Garbage – Wastes from the preparation, cooking and dispensing of food that has been shredded to such a degree that all particles are carried freely under open channel flow conditions that prevail in Sanitary Sewers with no particles greater than one-half inch in any dimension.

Sanitary Sewer – A sewer that carries sewage and excludes storm water, surface water, groundwater and cooling water.

Service – The provision of wastewater by the Company to a Customer at current rates, including, without limitation, Residential Service.

Sewage – The combination of wastewater liquids from residences, business buildings, institutions, and industrial establishments.

Sewer – A pipe or conduit for carrying sewage with more than one connection owned by the Company.

Slug – Any discharge of water or wastewater where a concentration of any constituent may adversely affect the sewer system, or where a fifteen minute or longer quantity of flow is more than five times the average 24-hour concentration or flow volume during normal discharge.

Storm Drain (also referenced as Storm Sewer) – A pipeline that carries storm water, surface waters and underground drainage (groundwater), but excludes sewage and industrial wastes, other than non-contact cooling water.

Suspended Solids (TSS) – The solids that either float on the surface of, or are in suspension in water, sewage, or other liquids, and are determined based on laboratory filtration.

Water Pollution Control Facility (WPCF) – The arrangement of unit operations for the treatment of sewage and sludge (also referred to as Sewage Works or Sewage Treatment Plant).

Words of the masculine gender mean and include correlative words of the feminine gender, and words importing the singular mean and include the plural and vice versa.

In all definitions, the interpretation of the Company shall govern.

## **B. WASTEWATER CONNECTIONS**

1. No person shall uncover, make any connections with or opening into, use, alter, or disturb any Sanitary Sewer or appurtenance thereof without first obtaining a written permit from the Company.
2. Any person proposing a new discharge into the Sanitary Sewer system or a substantial change in the volume or character of pollutants that are being discharged into the Sanitary Sewer shall notify the Company at least forty-five (45) days prior to the proposed change or connection.
3. Service Lines
  - a. It is the Customer's responsibility to furnish, install, own and maintain at his own expense the Service Line from the Premises to the customers property line in accordance with the requirements of the Company. Any repairs will be at the expense of the property owner.
  - b. No new Service Line shall serve more than one Premises without the approval of the Company in advance.
  - c. Enlargements: When a request is made for an enlargement of an existing Service Connection and the Company determines that the existing Service Connection is not in need of replacement, the Company may allow such enlargement to be made at the sole expense of the Customer.
4. Applications:
  - i. Wastewater Service Connections of 4" in Diameter:
  - ii. Applications for Service Connections 4" or less in diameter shall be made to the Company by the owner of the Premises to be supplied or by his authorized agent who may be his plumber. These applications must be made, and all necessary charges paid, at least five (5) days, excluding weekends and holidays, prior to the desired time of installation. The owner or his agent must make arrangements with the Company for scheduling the time of the installation of the Service

Connection at least one week in advance of the desired date. These arrangements should be completed and confirmed before any excavation work is started. The Customer or other applicant directly or through his agent agrees to discharge wastewater to the Company subject to the Rules and Regulations.

- iii. Wastewater Service Connections over 4" in Diameter:
    - iv. Application for Service Connections larger than 4" in diameter shall be made to the Company. Such requests shall include a sketch showing the desired size and location. The Customer or other applicant shall, if requested by the Company, furnish his estimated requirement as to rate of discharge and such other pertinent data that will assist the Company in determining the adequacy of the size. The Company will furnish an estimate of the applicable charge for each Service Connection larger than 4" in diameter and will schedule the installation upon receipt of payment of the estimated cost by the Customer or other applicant. Charges for such connection will be based on the actual cost.
  - d. The Company will determine the size of the Service Connection based on estimated wastewater discharge.
5. The connection of the building sewer lateral into the Sanitary Sewer shall conform to those requirements or other applicable rules and regulations of the Company. A connection to the Sanitary Sewer will be made only after the building plumbing has been approved by the local municipal building inspector, and the Company, to ensure that minimum standards are met for the installation. All such connections shall be gastight and watertight. A house trap and fresh air vent shall be required for the building and all plumbing shall be in good working order. No trench containing a building drain connection to the Sanitary Sewer shall be backfilled until the Company has completed an inspection of and approved the work. The water level in the trench shall be maintained at a level below the sewer connection before the cap is removed and while the connection is being made and until such time as it has been inspected, approved and backfilled. The contractor shall notify the Company at least 24 hours before any normal working day schedule (Monday through Friday) before starting any work authorized under this permit.
6. Permits to connect to the Sanitary Sewer may be revoked and annulled by the Company, for such cause and at such times as he may deem sufficient and the Company shall be held harmless from any situation resulting from this revocation. All other parties in interest shall be held to have waived the right to claim damages from the Company or its agents on account of such revocation.
7. All costs and expense incident to the installation and connection of the Building Sewer shall be borne by the owner. The owner shall indemnify the Company from

any loss or damage that may directly or indirectly be occasioned by the installation of the building sewer.

8. A separate and independent Building Sewer shall be provided for every building; except where one building stands at the rear of another on an interior lot and no private sewer is available or can be constructed to the rear building through an adjoining alley, courtyard, or driveway; the Building Sewer from the front building may be extended to the rear building and the whole considered as one Building Sewer.
9. Old building sewers may be used in connection with new buildings only when they are found, on examination by CCTV and/or pressure test, at the expense of the customer, to meet all requirements of these Wastewater Rules and Regulations.
10. The Company shall from time to time establish standard requirements or specifications to regulate the sizes, materials, methods and workmanship to be used in construction of Sanitary Sewers, Building Sewers, Laterals and other similar work and appurtenances thereto connected or intended to be connected or to discharge, directly or indirectly, into any Sanitary Sewer or minimum requirements as to size, depth, slope or rate of grade for such pipes, shall regulate the kinds of pipe, fittings, methods of laying, jointing, materials used, manner of connecting to pre-existing sewers and drains, and general considerations as to location and other pertinent features. Any such requirements or specifications as the same may from time to time be amended, are hereby made a part of this regulation. The above requirements or specifications shall act as extensions of any local building code or plumbing code if they exist.
11. In all buildings in which the Building Drain is too low to permit gravity flow to the Sanitary Sewer, sewage carried by such building drain shall be lifted or pumped by an approved means and discharged to the Sanitary Sewer at the owner's expense.
12. No roof downspouts, interior or exterior foundation drains, areaway drains, or other sources of surface runoff or groundwater shall be connected directly or indirectly to a Sanitary Sewer.
13. From the Sanitary Sewer, at the time of initial construction, a Lateral will be placed extending to the property line of each existing building from which a Building Sewer is to be connected. The location of such lateral shall be, within proper engineering aspects, at the discretion of the property owner.
14. No Building Sewer shall be constructed within 75 feet of a water supply well providing less than 10 gallons per minute. For larger producing wells the limiting distance may be increased at the discretion of the Company.

15. The applicant for the Building Sewer permit shall notify the Company when the Building Sewer is ready for inspection and connection to the Sanitary Sewer. The connection shall be made under the direct supervision of the Company or its representative.
16. All excavations for Building Sewer lateral installation shall be adequately guarded with barricades and lights so as to protect the public from hazard. Streets, sidewalks, parkways, and other public property disturbed in the course of the work shall be restored in a manner satisfactory to the Company, the owner, or to the condition in which it was prior to the disturbance.
17. The applicant shall perform all work required for the Building Sewer at his expense.

### **C. DISCHARGE LIMITATIONS REGARDING USE OF SANITARY SEWERS**

1. No person shall discharge or cause to be discharged any storm water, surface water, ground water, roof runoff, subsurface drainage, non-contact cooling water, or non-contact industrial process waters to any Sanitary Sewer.
2. No person shall discharge or cause to be discharged any of the following described wastes to any Sanitary Sewer:
  - a. Any gasoline, benzene, naphtha, fuel oil, kerosene, alcohol, or other flammable or explosive liquid, solid, or gas;
  - b. Any wastes containing toxic or poisonous solids, liquids, or gases in sufficient quantity, either singly or by interaction with other wastes, to injure or interfere with any sewage treatment process, constitute a hazard to humans or animals, create a public nuisance, or create any hazard in the receiving waters of the WPCF.
  - c. Any wastes having a pH lower than 5.5, or having any other corrosive property capable of causing damage or hazard to structures, equipment, and personnel of the sewage works; and
  - d. Any ashes, cinders, sand, mud, straw, shavings, metal, glass, rags, feathers, fur, plastics, wood, paunch manure, or any other solid or viscous substance capable of causing obstruction to the flow *in* sewers or other interference with proper operation of the sewage system.
3. No person shall discharge or cause to be discharged the following described substances, materials, waters, or wastes, if it appears likely in the opinion of the Company or DEEP that such wastes can harm either the sewers, sewage treatment process, or equipment, have an adverse effect on the biological treatment process or receiving stream, or can otherwise endanger life, limb,

public property, or constitute a nuisance. In forming its opinion as to the acceptability of these wastes, the Company will consider such factors as the quantities of subject wastes in relation to flows and velocities in the sewers, materials of construction of the sewers, nature of the sewage treatment process, capacity of the sewage treatment plant, degree of treatability of wastes in the sewage treatment plant, and other pertinent factors. The substances prohibited are:

- a. Any liquid or vapor having a temperature higher than one hundred fifty (150°F) (65°C);
- b. Any waste containing FOGs, whether emulsified or not, in excess of one hundred (100) mg/1 or containing substances which may solidify or become viscous at temperatures between thirty-two (32) and one hundred fifty (150°F) (0 and 65°C);
- c. Any garbage that has not been properly shredded;
- d. Any wastes containing strong acid iron pickling wastes, or concentrated plating solutions whether neutralized or not;
- e. Any wastes containing iron, chromium, copper, zinc, and similar objectionable or toxic substances; or wastes exerting an excessive chlorine requirement to such a degree that any such material received in the composite sewage at the WPCF exceeds the limits established by the Company for such materials;
- f. Any wastes containing phenols or other taste or odor producing substances, in such concentrations exceeding limits which may be established by the Company as necessary, after treatment of the composite sewage, to meet the requirements of the state, federal, or other public agencies of jurisdiction for such discharge to the receiving waters;
- g. Any radioactive wastes or isotopes of such half-life or concentration as may exceed limits established by the Company in compliance with applicable state or federal regulations;
- h. Any wastes having a pH in excess of 9.0;
- i. Materials that exert or cause:
  - (1) unusual concentrations of inert suspended solids (such as, but not limited to, Fullers earth, lime slurries, and lime residues) or of dissolved solids (such as, but not limited to, sodium chloride and sodium sulfate);
  - (2) excessive discoloration (such as, but not limited to, dye wastes and vegetable tanning solutions);



- (3) unusual BOD, chemical oxygen demand, or chlorine requirements in such quantities as to constitute a significant load on the WPCF;
  - (4) unusual volume of flow or concentration of wastes constituting "slugs" as defined herein;
- j. Wastes containing substances that are not amenable to treatment or reduction by the WPCF processes employed, or are amendable to treatment only to such degree that the WPCF effluent cannot meet the requirements of other agencies having jurisdiction over discharge to the receiving waters;
- k. Sewage with a concentration of pollutants in excess of the following limits:

<u>Pollutant</u>	<u>Concentration (mg/L)</u>
Arsenic as As	0.05
Barium as Ba	5.0
Boron as Bo	5.0
Cyanides as CN (amendable)	0.1
Fluoride as F	20.0
Chromium (Total)	1.0
Chromium (Cr+ 6)	0.1
Magnesium as Mg	100.00
Manganese as Mn	5.0
Copper as Cu	1.0
Zinc as Zn	1.0
Cadmium	0.1
Lead	0.1
Tin	2.0
Silver	0.1
Mercury	0.01
Nickel	1.0
Note: all metals are to be measured as total metals.	

4. If any wastes are discharged, or are proposed to be discharged to the Sanitary Sewer, that contain the substances or possess the characteristics enumerated in Section 3 above, and which in the judgment of the Company or the Commissioner may have a deleterious effect upon the WPCF, processes, equipment, or receiving waters, or which otherwise create a hazard to life or constitute a public nuisance, the Company or the Commissioner may:
- a. reject the discharge of the wastes;
  - b. require pretreatment to an acceptable condition for discharge to the Sanitary Sewers;

- c. require control over the quantities and rates of discharge; and/or
- d. require additional payment to cover the added costs of handling and treating the wastes.

If the Commissioner or the Company permits the pretreatment or equalization of waste flows, the design and installation of the equipment shall be subject to the review and approval of the Company subject to the requirements of all applicable codes, ordinances and laws,

5. FOG and sand separators will be required, at the expense of the customer, when, in the opinion of the Company, they are necessary for the proper handling of liquid wastes containing grease in excessive amounts as specified above, or any flammable wastes, sand or other harmful ingredients; except that such separators shall not be required for private living quarters or dwelling units. All separators shall be of a type and capacity approved by the Company and shall be located as to be readily and easily accessible for cleaning and inspection. Maintenance and disposal in accordance with Chapter 446K, Section 22 a-429 of the Connecticut General Statutes as amended shall be the responsibility of the owner. Schedule A to these Wastewater Rules and Regulations provides details on the FOG Regulations of the Company.
6. Where preliminary treatment or flow-equalizing facilities are provided for wastes, they shall be maintained continuously in satisfactory and effective operation by the owner at his expense.
7. When required by the Company, the owner of any property serviced by a Building Sewer carrying industrial wastes shall install a suitable structure together with such necessary meters and other appurtenances in the Building Sewer to facilitate observations, sampling, and measurement of the wastes. Such structure, when required, shall be accessible and safely located and shall be constructed in accordance with plans approved by the Company. The sampling structure shall be located at a point along the industrial waste stream where a representative sample of the industrial wastewater may be obtained prior to its being diluted by domestic sewage in the Building Sewer. The structure shall be installed by the owner at his expense and shall be maintained by owner so as to be safe and accessible at all times.
8. All measurements, tests, and analyses of the characteristics of wastes to which reference is made in this regulation shall be determined in accordance with the latest edition of "Standard Methods for the Examination of Water and Wastewater", published by the American Public Health Association, and shall be determined at the control manhole provided, or upon suitable samples taken at said control manhole. In the event that no special manhole has been required, the control manhole shall be the nearest downstream manhole in the Sanitary Sewer to the point at which the Building Sewer is connected. Sampling shall be carried out by customarily accepted methods to reflect the effect of constituents upon the

WPCF and to determine the existence of hazards to life, limb and property.

9. No statement contained in these Wastewater Rules and Regulations shall be construed as preventing any special agreement or arrangement between the Company and any industrial concern whereby any industrial waste of unusual strength or character may be accepted by the Company for treatment, subject to payment therefore by the industrial concern, and further provided that in the opinion of the Company such waste will not unduly tax the WPCF or violate the provision of Section 10 following.
10. In accordance with Chapter 446K, Sec. 22a-430 of the Connecticut General Statutes as amended, a permit from the DEEP Commissioner is required prior to the initiation of a discharge of any of the following wastewaters to a Sanitary Sewer:
  - a. Industrial wastewater of any quantity,
  - b. Domestic sewage in excess of 5,000 gallons per day through any individual Building Sewer to a Sanitary Sewer.

A potential discharger must submit a permit application to DEEP not later than 90 days prior to the anticipated date of initiation of the proposed discharge.

11. All industries discharging industrial wastes into a Sanitary Sewer shall perform such monitoring of their discharge as required by the Commissioner in any State Discharge Permit issued pursuant to Chapter 446K, Sec. 22a-430 of the Connecticut General Statutes as amended, including, but not limited to, installation, use, and maintenance of monitoring equipment, keeping records and reporting the results to the Commissioner. Such records shall be made available upon request of the Commissioner or the Company.
12. Each user shall provide protection from accidental discharge of prohibited materials or other substances regulated by this regulation. Facilities to prevent accidental discharge of prohibited materials shall be provided and maintained at the owner's or user's own cost and expense. The Commissioner and/or Company may require that plans showing facilities and operating procedures be submitted for review and approval prior to construction of the facilities.
  - a. Within five (5) days following an accidental discharge, the user shall submit to the Company and the Commissioner, a detailed written report describing the cause of the discharge and the measures to be taken by the user to prevent similar future occurrences. Such notification shall not relieve the user of any expense, loss, damage or other liability that may be incurred as a result of damage to the WPCF, fish kills, aquatic plants, or any other damage to persons or property; nor shall such notification relieve the user of any fines, civil penalties, or other liability which may be imposed by this regulation or other applicable law.

- b. A notice shall be posted permanently on the user's bulletin board or other prominent place advising employees whom to call in the event of a dangerous discharge. Employers shall insure that all employees are advised of the emergency notification procedure.
13. The Company may perform investigations related to the discharge of unauthorized materials into sewers. Costs associated with the investigation, cleaning, disposal, and other related costs will be charged to the responsible party.

#### **D. WASTEWATER PRETREATMENT**

All persons discharging wastewater into a Sanitary Sewer shall comply with federal and state industrial pretreatment regulations (as amended). Industrial users shall comply with federal and state general Pretreatment Standards and with the applicable Categorical Pretreatment standards.

1. Pretreatment Facilities. Users shall provide wastewater treatment and protection from accidental discharge or prohibited materials or other substances as necessary to comply with these Wastewater Rules and Regulations and shall achieve compliance with all categorical pretreatment standards, local limits and the prohibitions set out in Section C. Any facilities necessary for compliance shall be provided, operated and maintained at the user's expense. Detailed plans describing such facilities and operating procedures shall be submitted to the Company for review and shall be acceptable to the Company before such facilities are constructed. The review of such plans and operating procedures shall in no way relieve the user from the responsibility of modifying such facilities as necessary to produce a discharge acceptable to the Company.

2. Additional Pretreatment Measures.

a. Whenever deemed necessary, the Company may require users to restrict their discharge during peak flow periods, designate that certain wastewater discharged only into specific sewers, relocate and/or consolidate points of discharge, separate sewage waste streams from industrial waste streams, and such other conditions as may be necessary to protect the Sanitary Sewers and the WPCF and determine the user's compliance with the requirements of these Wastewater Rules and Regulations.

b. The Company may require any person discharging into the Sanitary Sewer to install and maintain, on their property and at their expense, a suitable storage and flow-control facility to ensure equalization of flow. A wastewater discharge permit may be issued solely for flow equalization.

c. Fats, oils and grease (FOG) and sand interceptors shall be provided when, in the opinion of the Company, they are necessary for the proper handling of sewage containing excessive amounts of FOG, sand or any flammable waste or other harmful hazards as specified in Section; such

interceptors or pretreatment facilities shall not be required for residential users. All pretreatment facilities shall be of the type and capacity approved by the Company and shall be so located to be easily accessible for cleaning and inspection. Such pretreatment facilities shall be inspected, cleaned and repaired regularly, as needed, by the user at their expense. The user shall maintain records of the dates and means of disposal that are subject to review by the Company. Any removal and hauling of collected FOG shall be performed by a waste disposal firm that possesses a valid permit from CTDEEP under Section 25-54h of the Connecticut General Statute, as amended. A copy of the Company FOG program shall be maintained on the Company website.

d. Users with the potential to discharge flammable substances may be required to install and maintain an approved combustible gas detection meter.

3. Accidental Discharge/Slug Control Plan. The Company may evaluate whether each significant industrial user needs to prepare or revise an accidental discharge/slug control plan (or equivalent document), prepared in accordance with Federal, State or local requirements or the provision set forth in these Rules and Regulations. The Company may require each significant industrial user to submit pertinent information from the accidental discharge/slug control plans on a regular basis (i.e., emergency notification numbers annually).

## **E. PAYMENTS**

1. All bills are payable upon Receipt. When a bill is underpaid and the Company provides both water and wastewater service, the amount paid will be applied first against balances for wastewater service. Any remaining funds will be applied to the Water Bill consistent with the Company's Water Rules and Regulations.
2. Adjustment of Bills:
  - a. Where the Company is the water provider, and its meters are used for calculation of Wastewater Bills, adjustments to bills will be made in accordance with the Company's Rules and Regulations for Water Service.
  - b. Where the Company is not the water provider, and it bases Wastewater Bills on water consumption information from a third party, the Company will make adjustments to the consumption portion of the Wastewater Bill following receipt of documentation from the third party showing an adjustment to billed consumption.

## **F. METERED SERVICE**

1. Obligatory Metered Service. Metered Service is required for all Premises not covered under Section J of Aquarion Water Company of Connecticut Rules and

Regulations (Flat Rate Service). The metered charge for wastewater services shall be based on the potable water meter readings.

2. Charges:

- a. Wastewater consumption use is charged in accordance with current rates and based on metered water readings; and shall be paid for by the Customer.
- b. If the Company cannot obtain an actual Meter reading, the wastewater charge for the current billing period will be estimated.

In the event that the Company must issue an estimated bill to a customer for two consecutive billing periods, the company shall send to the customer through the mail, a notice which bears the legend "IMPORTANT NOTICE" and which informs the customer that it is imperative that the company obtain an actual reading in order to prevent error and hardship. The notice shall inform the customer of the next scheduled visit by a company representative in order to allow the customer to make arrangements for a company reading, if the customer chooses, or to allow the customer to make a customer reading on the same date.

- c. Flat rate customers will be charged in accordance with current rates.

## **G. COMPANY RESPONSIBILITIES**

1. The Company undertakes to collect and treat wastewater discharged by its Customers to meet the requirements of the CTDEEP, and which has such physical and chemical properties as to make it acceptable for discharge to the waters of the State of Connecticut. However, the Company does not undertake to render any special service to treat incompatible industrial wastewaters or diluted wastewaters adversely impacted by infiltration and inflow.
2. The Company shall not be liable for any damage to person or property sustained as a result of any break, failure or accident in or to its sewer system or any part thereof which is not the direct result of the Company's negligence, or which, despite being known to the Customer, was not reported to the Company by such Customer in time to avoid such damage.
3. No agent or employee of the Company shall have authority to bind the Company by any promise, agreement or representation not provided for in these Wastewater Rules and Regulations.
4. From time to time the Company may temporarily discontinue Service to flush or inspect its Sanitary Sewers or to make necessary repairs or alterations. In such an event, the Company will make every reasonable effort to notify its Customers in advance of such interruption.

5. The Company will notify CTDEEP of all planned or unplanned outages of 4 hours or more. In the event of an unplanned outage of less than 4 hours, the Company will advise the Department by e-mail of the outage as a courtesy.