



connections



Water Treatment Plant Renovations Underway

Spring may not have sprung, and winter continues to linger, but the

renovations and improvements to Groton Utilities water treatment facility are underway. Neither snow, nor sleet, nor rain or ice, could stop the start of the improvement project.

Long in planning, the four-year project began in December. R. H. White Construction Co., the low bidder, is the general contractor for the project.

The project is designed to meet emerging and future standards for quality drinking water, improve fire protection, and provide advanced technology and process control, allowing Groton Utilities to continue the tradition of providing the highest quality product to our customers.

The renovations include upgrades to mechanical, electrical, structural and process components of the water treatment plant, adding two water storage tanks to improve fire protection and distribution services, as well as

physical improvements to the facility, and energy conservation measures.

Funding for the renovations includes a grant from the State of Connecticut and low interest loan from the federal government. Water rate increases of about four (4) percent during successive years will complete the financing mixture. Supplemental to the project is the installation of interconnections to regional entities.

Groton Utilities Water Division serves some 6,500 customers in the City of Groton, the Town of Groton, Noank, Groton Long Point, the Mohegan Tribal Authority, the Towns of Montville and Ledyard, and the Aquarion Water Company's Mystic Division.

Special note: To view project in-progress photos and time-lapse video, go to Groton Utilities web site at grotonutilities.com. Click the link: Water Treatment Plant Project on the left side of the homepage.

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Save Friday nights for music and fun



Concerts in the Park will be held again this summer in Washington

Park in the City of Groton. There will be seven (7) Friday night concerts in June and July. All concerts start at 6:30 p.m.

The concert series is co-sponsored and co-produced by Groton Utilities and the City of Groton Parks and Recreation Department.

The dates for this summer's concerts are: Friday, June 15; Friday, June 22; Friday, June 29; Friday, July 6; Friday, July 13; Friday, July 20; and Friday, July 27.

There will be no concert on Friday, August 3, **City of Groton Day**. Rain dates are: Friday, August 10, and Friday, August 17.

Scheduling of bands for the concert series is underway.

You can check out the complete **Concerts in the Park 2018** schedule on Groton Utilities' web site at grotonutilities.com and the City's web site at cityofgroton.com.

For concert information or cancellation notices, call 860-446-4129, the concert hotline.

Food is available on site. The Groton Babe Ruth League sells food and drink as a fund raiser.

The concerts are designed to be especially appealing to families for a fun, inexpensive night out. Spectators are encouraged to bring their families and perhaps a picnic supper. The concert site also has sufficient room on the basketball court for dancing.

Nominate Your Candidate for GU's Community Service Award

Groton Utilities has announced that it is accepting nominations for **The Jacqueline B. Nixon Community Service Award**, its fourteenth annual Community Service Award. The purpose of the award is to honor a member of the community who has contributed his or her time, energy and resources to make the community a better place in which to live and work.

Persons eligible for the award should live in Greater Groton, which encompasses the City, the Town, and any of the subdivisions or fire districts. The person should exemplify all the qualities suggested by Groton Utilities' slogan of "Giving back to the community."

Groton Utilities will present the award to the winner of the fourteenth annual

Jacqueline B. Nixon Community Service Award during City of Groton Day 2018 on August 3rd at Washington Park.

Groton Utilities named the award, The Jacqueline B. Nixon Community Service Award, to commemorate Mrs. Nixon's service to her community. Jackie, as she was known to most, operated a food pantry in her residence for 24 years. She distributed food on a regular basis to many needy families. Jackie passed away July 6, 2004 after a brief battle with cancer.

The nominee's contributions to the community should make other citizens describe the nominee as generous, committed, and other similar admirable qualities, which exemplify "service."

The closing date for nominations is July 1, 2018. Applications may be obtained at the Groton Utilities Customer Care Center at the City of Groton Municipal Building at 295 Meridian Street. You may also call our Customer Care Center at 860-446-4000 and request an application be mailed to you. The application is also available on our web site at www.grotonutilities.com.

Earle A. Williams was the recipient of the first Jacqueline B. Nixon Community Service Award. Other winners were Robert "Bob" Leeney, E. Marion "Mimi" Orkney, Lillian "Lil" Hansen, Sarah Stanley, William "Bill" Welsh, Jr., Alfred "Al" Restivo, Robert "Bob" Austin LaFrance; Archie C. Swindell, Milly Carlson, Lian Obrey, Jim Streeter, Charlie Ebbinghaus, and Marcia R. Gipstein.

Winter Moratorium Ending May 1st

Winter moratorium ends on May 1, 2018. If you are having difficulty paying your utility bills, arrangements need to be made before May 1, 2018.

Groton Utilities will assist in developing a short term amortization plan for your unpaid balance. Please call us at 860-446-4000 for assistance.

Groton Utilities shuts off all utility services, if the past due amount is not paid by the disconnect date printed on the Shut-Off Notice. If service is disconnected for non-payment, the entire account balance, a connection fee up to \$195.00 plus an additional deposit will be required to be paid before service will be restored.

NON PAY RECONNECTION CHARGES:

Before 3:00 (Weekdays) \$50.00

After 3:00 p.m. / Weekends and Holidays \$195.00

Groton Utilities Customer Service Hours:

Phone Hours: Monday through Friday 8:00am – 4:30 pm

Walk in Hours: Monday – Wednesday and Friday 8:00 a.m. - 5:00 p.m.

Thursday 8:00 a.m. – 7:00 p.m.

Saturday 8:00 a.m. – Noon

Email: gucustomerservice@grotonutilities.com



Electric Rate Changes Coming

Electric rates for Groton Utilities residential customers will change with all bills rendered on or after April 1. The three step rate change calls for additional rate increases on April 1, 2019 and April 1, 2020.

The new electric rate schedule for a typical residential customer using 750 kWh will mean a monthly increase of less than one dollar per month in each of the three years of the rate.

There are also two major changes in the rate design.

- The readiness to serve charge, i.e. customer service part of the bill, will increase slightly. The purpose of this change is to recover fixed expenses more evenly throughout the year.
- The energy component will decline each of the next three years, helping to offset any increase in the readiness to serve charge.

Groton Utilities residential customers will continue to have one of the lowest electric rates in the State of Connecticut

even with the new rate schedule. Groton Utilities residential rate will continue to be lower than investor owned electric distribution company, Eversource, by approximately 20 percent.

The new rates are needed due to the higher costs of doing business, to insure proper maintenance of the electric distribution system, to maintain electric reliability and to provide the necessary capital to improve the system.

The formal approval process was in progress as Connections went to press for its spring edition.

The Mayor and City Council were scheduled to vote on the new rates on March 5. The spring edition of Connections, Groton Utilities newsletter for residential customers, is being distributed with all residential electric bills during the month of March.

The last residential electric rate increase was implemented October 1, 2010.

Water-saving ideas

Outdoors:

► When planning your landscaping, choose plants that require less water.

► Use a broom or air blower to clean driveways, sidewalks, patios and walkways instead of a hose.

Indoors:

Consider replacing your 5-gallon per flush toilet with an efficient 1.6-gallon.

Holiday Closings

Our offices at the City Municipal Building, including Customer Service, and our Operational Sections, including Project Management, located at The Julio H. Leandri Operations Complex on Poquonnock Road, will be closed for these upcoming holidays:

Friday, March 30
Good Friday

Monday, May 28
Memorial Day

Wednesday, July 4
Independence Day

Our operations crews for both water and electric are available for emergencies during holidays. If you experience an electrical outage or a water main break, call us at 860-446-4000, 24 hours a day, seven days a week.

Customer Service lobby hours are Monday to Wednesday and Friday from 8 a.m. to 5:00 p.m., and until 7 p.m. on Thursdays and 8 a.m. to noon on Saturdays.

Groton Utilities hopes you and your family have enjoyable holidays. But, please drive safely. And, yes, don't forget to buckle up!



GROTON UTILITIES

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Equal Employment Opportunity (EEO) statement
Federal and State law prohibits employment discrimination. It is the policy of the City of Groton to comply with the laws which prohibit discrimination as to race, color, religion, sex, age, disability, marital status, national origin, ancestry, veteran status, history of mental disorder, mental retardation or any other legally protected class.

Call Before You Dig

If you're planning an outside project that includes digging a hole – no matter how shallow or deep – don't start before learning the locations of underground lines on your property.

To find out, dial 811 to reach Call Before You Dig at least two full working days before your job is scheduled to begin. This crucial safety service is free and required by law.



Call Before You Dig will notify participating utilities to mark the locations of underground lines so you can clearly see areas you need to avoid. There may be buried lines for services such as gas, water, electricity, telephone and cable.

Don't think a small hole won't matter. Some lines may be buried just a few inches below the surface, often where you least expect them. Damaging or disturbing one could cause property damage and result in loss of utility service to your property or the entire neighborhood. Even worse, someone could be seriously hurt.

For more information, including an online homeowner's brochure you can download, visit cbyd.com.

A final reminder – Call Before You Dig is a free service!

Ask to see our photo ID

All Groton Utilities employees have picture identification badges with the City of Groton seal on them. When in doubt, you can and should call our Customer Service Center at 860-446-4000 and ask if any of our employees are in your neighborhood.



with our company logo, as the one that appears on page one of this newsletter.

Field personnel do not wear uniforms, but are required to wear their identification badges with their photo and the City of Groton seal.

Play it safe! Do not let anyone enter your home without proper identification.

Our meter readers also wear uniforms

Web and Phone Pay Available

Now there's two safe and simple ways to pay your utility bill. Best of all, it is available 24 hours a day from the comfort and convenience of your own home.

1. Online Access – To get started, visit www.grotonutilities.com.
2. IVR / Phone Pay – Call **860-446-4000** — **Option 1** and you will be linked to a secure automated telephone payment system.

You will need your seven (7) digit account number from your bill.

Should you have any difficulty, contact our Customer Service at **860-446-4000**, and we will be glad to assist you.