

PAY ONLINE!

Pay your sewer bill through our online portal!
Please visit the URL
below or scan the QR code for more
information.

<https://www.vernon-ct.gov/payments>



May 2023

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

**5/1/23 is the last day to pay your 4/1/23 bill
on time!**

Having trouble paying your bill?

The CT Low Income Household Water Assistance Program may be able to help.

Visit:

www.ct.gov/dss/WaterAssistance

Or

Contact The Access Community Action Agency for more information.

(860) 450-7400 www.accessagency.org

Emergency Services:

If you are experiencing a back-up please contact the Water Pollution Control Department prior to contacting a contractor (860) 870-3699.

If your emergency is taking place after business hours please call the Vernon Police Dispatch at (860) 872-9126.

The town will determine if the back-up is related to the sewer main or the house lateral. The homeowner is responsible for blockages in the house lateral.



Town of Vernon - Water Pollution Control

Business Office:

5 Park St

Vernon, CT 06066

860-870-3699

Vernonwpca@vernon-ct.gov

M-W 8:00-4:30, Th 8:00-7:00

Plant:

100 Windsorville Rd

Vernon, CT 06066

860-870-3545



April 2023



OUR MISSION:

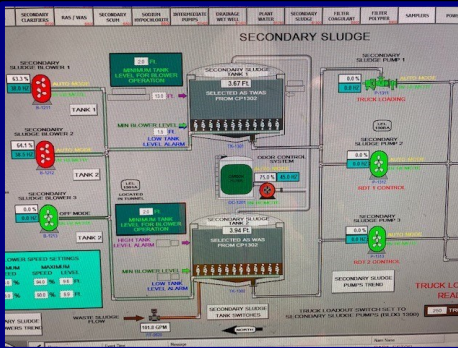
To provide reliable and cost effective collection, transportation and treatment of wastewater streams of the residents and businesses within Vernon and surrounding communities. The ultimate disposal of the treated wastewater is to the Hockanum River at Windsorville Road.

Mayor Daniel A. Champagne

Mayor and Town Council Update on the Water Treatment Plant:

Work continues on the WPCF upgrade with substantial completion expected later this year. Below are some highlights of completed improvements:

- The new Supervisory Control and Data Acquisition System (SCADA) is now in place to run new equipment, improve operations, reduce energy use, and collect data for reports/quality control while also providing remote alarms to alert operators of issues 24 hours a day, 7 days a week. (bottom left)
- The new secondary sludge thickening and storage equipment is now in service. This replaces the carbon system which had been in service since the 1970's upgrade. The new system is more efficient, safer, and now allows the plant the opportunity to biologically reduce nitrogen and phosphorous thus reducing chemical costs and eliminating the need to purchase nitrogen credits. (top right)



Projects and Improvements:

Talcottville Pump Station Improvements:

- Installed a new double walled bioxide storage tank that replaced an aging single walled tank. Bioxide is a safe, non-hazardous, odor control solution.
- Both air release valves on the 1-1/2 mile forcemain were replaced. These valves bleed air that accumulates in the pipe which improves pumping volume and reduces wear and tear on the pumps.
- One of the three pumps was replaced with a brand new system and the remaining two pumps are scheduled to be replaced this spring/summer. These pumps have been in service since the mid-90's and are due to be replaced.
- The flow meter for the station was replaced. The old meter was not properly working and replacement parts were unavailable.
- The Talcottville station is also still on track to receive electrical upgrades later this year.

Brookview Pump Station:

- Scheduled plans include upgrades to Brookview controls, electrical, and emergency power. Improvements to this station will help to replace obsolete equipment, enhance reliability, and increase safety.

Root Control:

- We chemically treated over 20,000 linear feet (close to 4 miles) of sewer pipe in 2022 to prevent root intrusion and blockages as a maintenance measure. Root treatment is conducted annually.

Frequently Asked Questions

How do I make a payment?

- ⇒ Online at [Vernon-ct.gov/payments](https://www.vernon-ct.gov/payments)
- ⇒ In person at the Tax Office
Mon-Wed 8:00-4:30; Thurs 8:00-7:00
- ⇒ By mail with your remittance slip to:
Town of Vernon Sewer
P.O. Box 416337
Boston, MA 02241



What time period does my sewer bill cover?

- ⇒ The April 2023 bill covers July-December 2022
October 2023 bill covers January-June 2023

How do I change my mailing address?

- ⇒ Send us an email at vernonwpca@vernon-ct.gov or in the online payment portal select "Request Change of Address" under the Account Summary page

What if I do not receive a bill?

- ⇒ State Statute §12-130 states that failure to receive a bill does not invalidate the bill or interest. If you believe you should have received a bill and did not receive one, please call our office at 860-870-3699.

What happens if my bill becomes delinquent?

- ⇒ We must charge interest per State Statutes, this accrues on the 1st of the month at a rate of 1.5% per month dating back to the date on the invoice.

Have questions we didn't answer? Email or call us at vernonwpca@vernon-ct.gov 860-870-3699