

AGENDA
Special Meeting
Mansfield Conservation Commission
Wednesday, October 22, 2014
Audrey P. Beck Building
CONFERENCE ROOM B
7:30 p.m.

1. Call to Order
2. Roll Call
3. Opportunity for Public Comment
4. Minutes
 - a. September 17, 2014
5. New Business
 - a. IWA Referrals: None
 - b. Kaufman Review of Monitoring Procedures for Town-Owned Easements
 - c. Other
6. Continuing Business
 - a. Town of Coventry/ Mansfield grant proposal to CT DEEP for Control of Fanwort in Eagleville Lake
 - b. Mansfield Tomorrow | Our Plan ▶ Our Future
 - c. Swan Lake Discharge Mirror Lake Dredging and other UConn Drainage Issues
 - d. UConn Agronomy Farm Irrigation Project
 - e. Eagleville Brook Impervious Surface TMDL Project
 - f. UConn Hazardous Waste Transfer Station
 - g. Ponde Place Student Housing Project
 - h. CL&P "Interstate Reliability Project"
 - i. Protecting Dark Skies in the Last Green Valley
 - j. Water Issues
 - k. Other
7. Communications
 - a. Minutes
 - Open Space: 9/16/14
 - PZC: 10/6/14
 - IWA: 10/6/14
 - b. CT Water September Newsletter
 - c. Other
8. Other
9. Future Agendas
10. Adjournment

Town of Mansfield
CONSERVATION COMMISSION
Meeting of 17 September 2014
Conference B, Audrey P. Beck Building
(draft) MINUTES

Members present: Aline Booth (Alt.), Neil Facchinetti, Quentin Kessel, Scott Lehmann, Michael Soares, John Silander. *Members absent:* Joan Buck (Alt.), Robert Dahn, Peter Drzewiecki.

1. The meeting was **called to order** at 7:32p by Kessel. Alternate Booth was designated a voting member for this meeting.
2. The draft **minutes** of the 20 August 2014 meeting were approved as written.
3. The Commission agreed to move the **October meeting** to the fourth Wednesday (i.e., 22 October) to avoid a conflict with Joshua's Trust's annual dinner.

4. IWA referrals.

- a. **W1533 (Lessenger, Monticello La)**. This application, which the Commission considered at its August meeting, has been revised. The amended application was unavailable for comment at this meeting. {Lehmann participated in the August 27 IWA Field Trip to this site; his report is attached.}
- b. **W1534 (Morrissey, 147 Coventry Rd)**. The applicant seeks retroactive approval of an above ground pool and deck, constructed within 150 ft of wetlands. The Commission unanimously agreed (**motion:** Silander, Booth) that, while this project does not appear likely to have any significant wetlands impact, the application should have been submitted in advance, rather than presenting the IWA with a *fait accompli*.
- c. **W1535 (Lopex, 54 Homestead Dr)**. The applicant seeks approval for constructing a 10x14 ft storage shed on a slope 40 ft from wetlands. Apparently, site preparation (leveling) has been done, though the shed itself is not yet constructed. After some discussion, the Commission agreed unanimously (**motion:** Silander, Facchinetti) to comment that:

This application should have been made prior to beginning work. It is not clear why the selected site is "the only reasonable one" (Part E), given that a nearby site at the left edge of the driveway "T" would be farther from wetlands and from the side property line. While the shed itself does not appear to threaten a significant impact on wetlands, provided standard erosion controls are employed during construction, storage of gasoline and petrochemicals in it could pose some risk to wetlands.

5. Fanwort control in Eagleville Lake. Mansfield & Coventry have applied for a \$14K DEEP grant to control fanwort in Eagleville Lake with the herbicide Flumioxazin, beginning in June 2015. Fanwort is an invasive plant (probably introduced into waterways from home aquariums) that spreads rapidly, choking out native species. Facchinetti reported that Flumioxazin is "mildly toxic" to fish, according to the EPA, and wondered about the environmental side-effects of the treatment. (The application alleges "no expected negative impacts to the public access" (p.2), whatever that means.) Silander noted that die-off of fanwort, whether natural or consequent to herbicide treatments, could reduce dissolved oxygen. He also wondered why controlling fanwort (as opposed to other invasives) should be a top priority for the Town. The grant requires matching funds, and Mansfield is apparently going to extract its \$7K share from the Open Space Fund, contrary to its intended purpose. As fanwort control will require continuing applications

of herbicide, the Council should budget for it. The Commission agreed to table further discussion of the issue until the November meeting, when answers to some of these questions may be available.

6. Officers for 2014-15. Kessel and Lehmann agreed to continue as Chair and Secretary (resp.); Dahn was volunteered as Vice Chair. This slate of officers was approved unanimously (**motion:** Booth, Soares).

7. Mansfield Tomorrow. If all goes according to plan, a new Plan of Conservation and Development will be adopted in March 2015, and new Zoning and Subdivision Regulations in August 2015.

8. Membership. Kessel is working on finding someone to replace Drzwiecki on the Commission.

9. Mansfield/CWC Water Planning/Advisory Council. Soares distributed copies of material from this group's July meeting

10. Adjourned at 8:40p. Next meeting: 7:30p, Wednesday, 22 October 2014.

Scott Lehmann, Secretary, 21 September 2014; revised 22 September 2014.

Attachment: IWA Field Trip report, 27 August 2014

Dear CC members,

Today I participated in the IWA Field Trip to the Lessenger property on Monticello Lane, the site of the proposed house (W1533) we discussed and commented on at last week's CC meeting. This wasn't as pointless as it sounds, since the applicant is revising his proposal to avoid having to apply for the special permit required for the 800 yards of fill, and we will have to consider a revised proposal in September (probably).

The revised proposal will call for significantly less fill. Instead, rocks (which abound on the property) would be used for a retaining wall along the driveway, and the house would be sited lower. Although a revised plan and map were not available today, these changes would appear to allay our main concerns about this project.

Scott Lehmann

Mansfield Open Space Preservation Committee
DRAFT Minutes of September 16, 2014 meeting

Members present: Jim Morrow (chair), Quentin Kessel, Ken Feathers, Michael Soares, Vicky Wetherell, Jennifer Kaufman (staff), Eric Thomas.

1. Meeting was called to order at 7:38.
2. Vicky was appointed acting secretary.
3. Minutes of the June 17, 2014 meeting were approved. (July and August meetings were cancelled.)

Opportunity for Public Comment

4. Eric Thomas addressed the committee about the upcoming open space bond referendum in Coventry and requested suggestions for informing the public about the proposed bond.

Old Business

5. *Mansfield Tomorrow* Jennifer provided a draft schedule for completing the Plan and for revising the zoning and subdivision regulations.

New Business

6. *Fanwort control* Jennifer informed the committee about a fanwort control project in Eagleville Lake in cooperation with Coventry. The towns have applied for a state grant to pay half of the cost of the initial treatment. The committee supported the grant application.

Executive Session

7. The committee voted to go into Executive Session at 8:39 and to come out of Executive Session at 9:19. Recommendations will be forwarded to Town staff.

8. Meeting adjourned at 9:20.

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DRAFT MINUTES
MANSFIELD PLANNING AND ZONING COMMISSION
Regular Meeting
Monday, October 6, 2014
Council Chamber, Audrey P. Beck Municipal Building

Members present: Chairman Goodwin, B. Chandy, R. Hall, K. Holt, G. Lewis, P. Plante, K. Rawn,
Members absent: B. Pociask, B. Ryan
Alternates present: P. Aho, S. Westa
Alternates absent: V. Ward
Staff Present: Linda Painter, Director of Planning and Development
Curt Hirsch, Zoning Agent

Chairman Goodwin called the meeting to order at 7:36 p.m. Alternates Aho and Westa were seated for Pociask and Ryan.

Approval of Minutes:

a. September 15, 2014 Special Meeting

Plante MOVED, Hall seconded, to approve the 9-15-14 minutes as written. MOTION PASSED UNANIMOUSLY.

Zoning Agent's Report:

There were no questions or comments on the Zoning Agent's monthly report. Plante requested that Hirsch investigate a house on Woods Road where he has witnessed 6-8 cars parked frequently, including at night.

Public Hearing:

Live Music Renewals

Chairman Goodwin opened the Public Hearing at 7:40 p.m. Members present were Goodwin, Chandy, Hall, Holt, Lewis, Plante, Rawn and alternates Aho, and Westa. Aho and Westa were appointed to act in Pociask and Ryan's absence. Linda Painter, Director of Planning and Development, read the legal notice as it appeared in The Chronicle on 9/23/14 and 10/1/14 and noted a 9/24/14 memo from Curt Hirsch, Zoning Agent.

Hirsch noted that he had received no complaints and the three businesses continue to operate per their approvals. Goodwin noted for the record that there was no one in attendance for the public hearing and no public comment.

Plante MOVED, Holt seconded, to close the Public Hearing at 7:42 p.m. MOTION PASSED UNANIMOUSLY.

Old Business:

a. Live Music Renewals

Plante MOVED, Holt seconded, that the Commission approve the special permit renewals for the use of live music for Huskies Restaurant, Pub 32 and Ted's Restaurant, until November 1, 2015.

The renewals are conditioned upon compliance with the current conditions for each, which shall be attached to this motion. MOTION PASSED UNANIMOUSLY.

Lewis requested that changes to the regulations be considered to eliminate the need for annual reviews for live music permits. Painter noted that the Regulatory Review Committee has been working on changes to that effect; however, work has been delayed due to staff capacity.

New Business:

None.

Mansfield Tomorrow | Our Plan ▶ Our Future:

Painter advised the Commission that staff would be working on scheduling special meetings for the first two weeks in November to review the revised draft POCD, which staff expects to distribute to members the week of October 20th.

Reports from Officers and Committees:

Westa reported on her first CRCOG Regional Planning Commission meeting and noted that presentations were available on the CRCOG website.

Plante requested that the Regulatory Review Committee meet to discuss certain revisions to both the zoning and wetlands regulations.

Communications and Bills:

Noted.

Adjournment:

The Chairman adjourned the meeting at 8:00 p.m.

Respectfully submitted,

Katherine Holt, Secretary

DRAFT MINUTES
MANSFIELD INLAND WETLANDS AGENCY
Regular Meeting
Monday, October 6, 2014
Council Chambers, Audrey P. Beck Municipal Building

Members present: Chairman Goodwin, B. Chandy, R. Hall (7:07 p.m.), K. Holt, G. Lewis, P. Plante, K. Rawn,
Members absent: B. Pociask, B. Ryan
Alternates present: P. Aho, S. Westa
Alternates absent: V. Ward
Staff present: Jennifer Kaufman, Inland Wetlands Agent
Curt Hirsch, Zoning Agent
Linda Painter, Director of Planning and Development

Chairman Goodwin called the meeting to order at 7:00 p.m. and appointed Aho and Westa to act in the absence of Pociask and Ryan.

Review of Minutes:

- a. 09-03-2014 - Regular Meeting-
Plante MOVED, Chandy seconded, to approve the 9-3-14 minutes as written. MOTION PASSED UNANIMOUSLY.
- b. 09-10-2014 – Field Trip - Holt MOVED, Aho seconded, to approve the 9-10-14 field trip minutes as written. MOTION PASSED with Holt and Aho in favor; all others disqualified.

Communications:

The Conservation Commission Minutes and the Wetland Agent's Monthly Business memorandum were noted.

Old Business:

W1533 – Lessenger - Monticello Lane – New Single Family Residence

Holt MOVED, Chandy seconded, to grant an Inland Wetlands License pursuant to the Wetlands and Watercourses Regulations of the Town of Mansfield to Kurt Lessenger (File #W1533) to construct a single family dwelling, septic system, well and driveway on property located on Monticello Lane (assessor's parcel id 22.59.19 and the adjacent 50-foot wide strip of land to the northeast), as shown on a plan dated July 15, 2014 and revised through August 11, 2014, and as described in other application submissions.

This action is based on a finding of no anticipated significant impact on the wetlands, and is conditioned upon the following provisions being met:

1. The applicant shall submit a revised plan for approval by the Inland Wetlands Agent demonstrating the following:
 - a. Stockpiles are located at least 50 feet away from the wetland and surrounded by silt fence;
 - b. A double wall of silt fence shall be installed at least 12 feet from the edge of wetlands and secured with hay bales; and
 - c. Roof drainage is directed toward a natural area away from the wetlands.
2. Erosion and sedimentation controls shall be in place prior to construction and maintained during construction and removed when disturbed areas are completely stabilized.

This approval is valid for five years (until October 6, 2019), unless additional time is requested by the applicant and granted by the Inland Wetlands Agency. The applicant shall notify the Wetlands Agent before any work

begins, and all work shall be completed within one year. Any extension of the activity period shall come before this agency for further review and comment. MOTION PASSED UNANIMOUSLY.

W1534 – 147 Coventry Road – Above Ground Pool & Deck

Lewis suggested that the Agency should consider establishing either an enforcement mechanism or penalty for those property owners who construct a project prior to seeking approval. Hirsch noted that there are statutory provisions for the Town to establish fines; however, it is an action that must be taken by the Town Council. Goodwin noted that this was an issue under consideration by the Regulatory Review Committee (RRC); Kaufman will review statutes and revisit the issue with the RRC.

Plante MOVED, Holt seconded, to grant an Inland Wetlands License pursuant to the Wetlands and Watercourses Regulations of the Town of Mansfield to Kevin Morrissey (File #W1534) for the installation of an above-ground pool and deck on property owned by the applicant, located at 147 Coventry Road as shown on a map dated August 25, 2014, and as described in other application submissions. This action is based on a finding of no anticipated significant impact on the wetlands. Pursuant to Mansfield's Inland Wetlands and Watercourses Act, should the property owner conduct any additional regulated activities in the upland review area or within the wetland or watercourse, a wetland license application shall be submitted. MOTION PASSED with all in favor except Rawn who voted nay.

W1535 – 54 Homestead Drive – 10 x 14 foot shed

Goodwin questioned whether the Agency should act on this item when staff is requesting revisions to the plan. Plante suggested the Agency may also want to put limits on the types of materials that can be stored in the shed given the proposal is for placement 40' from wetlands with a porous gravel base. Members discussed the need for complete plans to address the impacts of the project, including perhaps a greater setback from the wetlands.

Rawn MOVED, Hall seconded, to deny an Inland Wetlands License pursuant to the Wetlands and Watercourses Regulations of the Town of Mansfield to Rigoberto Lopez (File #W1535) for installation of a 10 foot by 14 foot shed on a 12 by 18 foot gravel base on property owned by the applicant, located at 54 Homestead Drive as shown on a map dated August 26, 2014 and as described in other application submissions.

This action is based on a finding of potentially significant impacts on the wetlands and because the application is incomplete. MOTION PASSED with all in favor except Holt who voted nay.

New Business:

W1536 - 625 Middle Turnpike – Site Work

Holt MOVED, Chandy seconded, to receive the application submitted by OMS Development (IWA File #1536) under the Wetlands and Watercourses Regulations of the Town of Mansfield to install a water pipe to connect two wells, replace lighting and signage, install an irrigation system, and relocate a rain garden on property located at 625 Middle Turnpike as shown on a map dated 9/11/2014 and as described in application submissions, and to refer said application to staff and the Conservation Commission for review and comments. MOTION PASSED UNANIMOUSLY.

W1537 - 710 Storrs Road – In ground pool

Holt MOVED, Hall seconded, to receive the application submitted by Betsy Parker/Sabrina Pools (IWA File #1537) under the Wetlands and Watercourses Regulations of the Town of Mansfield for an in-ground pool on property located at 710 Storrs Road as shown on a map dated 9/20/2014 and as described in application

submissions, and to refer said application to staff and the Conservation Commission for review and comments.
MOTION PASSED UNANIMOUSLY.

W1538 - White Oak Condominium

Holt MOVED; Hall seconded, to receive the application submitted by White and Katzman Management, Inc. (IWA File #1538) under the Wetlands and Watercourses Regulations of the Town of Mansfield for sidewalk replacement, grading, and installation of yard drains on property located at White Oak Condominiums (Mansfield City Road and Poplar Drive) as shown on a map dated 8/19/2014 and as described in application submissions, and to refer said application to staff and the Conservation Commission for review and comments.
MOTION PASSED UNANIMOUSLY.

Reports from Officers and Committees:

The Chairman set a Field Trip for Wednesday, October 15th at 3:30 p.m.

Painter noted that there will be a special Inland Wetlands Meeting on October 20th preceding the regular PZC meeting.

Other Communications and Bills: Noted.

Adjournment: The Chairman adjourned the meeting at 7:35 p.m.

Respectfully submitted,

Katherine Holt, Secretary

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Be Prepared



Providing a product that 300,000 people in 56 communities across the state depend on is a unique responsibility. As a water utility, being prepared is a must! Providing a reliable supply of high-quality water is essential to public health and public fire protection.

We are prepared for power outages by installing backup generators at our key facilities. However, recent experience has taught us that fall and winter storms can cause widespread and prolonged power outages. Help us serve your community by ensuring that we are on your priority restoration list for power restoration. Our backup generators are not designed to run for days on end, and timely power restoration reduces the risk of service disruptions to families, communities and public fire protection.

Investing in critical infrastructure is also essential in being prepared. As you'll read in this issue, Connecticut Water is planning major treatment upgrades to the Rockville Water Treatment Plant that supplies about one third of the water used by our customers in Northern Connecticut. This plant has served us well, and we have made significant improvements over the years to ensure it continues to produce high-quality water. After nearly 45 years of continuous service, it is time to leverage new treatment technologies to serve current and future customers.

This issue also includes articles on how we are holding operating expenses down, the success of our E-Billing initiative, and the results of our most recent customer satisfaction survey.

If you have any thoughts on how we can better serve you and your community, please let us know. You can call a member of the management team at your local Connecticut Water office, or call me at 1-800-286-5700 or send an e-mail to info@ctwater.com.

Regards,

Eric W. Thornburg
President and CEO

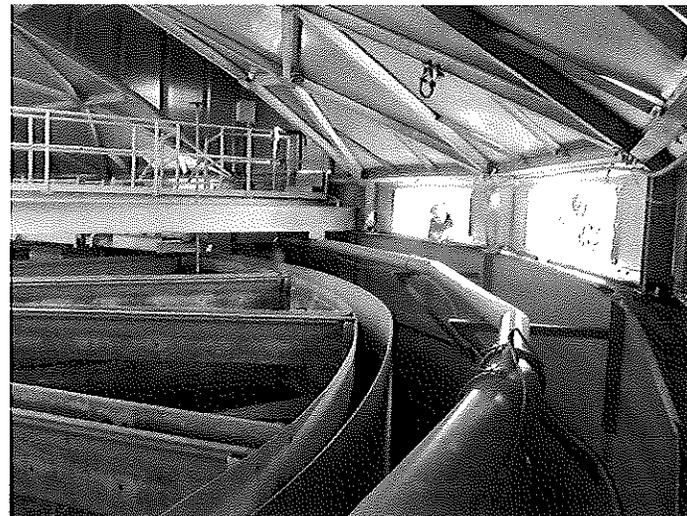
Connecticut Water's Oldest Surface Water Treatment Plant Due for Upgrade

Connecticut Water has announced plans to make major treatment improvements to the Rockville Water Treatment Plant (RWTP). The RWTP is the Company's oldest surface water treatment plant, having gone into service in 1970. The plant provides approximately one third of the supply for our Northern-Western Water System.

Major improvements were made to the plant in the 1980s and 1990s to meet increasingly stringent water quality standards of the Safe Drinking Water Act. Since the 1990s, Connecticut Water has been making plant upgrades while exploring the best long term treatment options for the plant.

New, cost effective technologies and construction techniques have now made it possible to make improvements at the facility that will enhance treatment, provide operating efficiencies, provide greater reliability, and meet current and future water supply needs for the 50 year planning period, as required in the Water Supply Plans submitted to the Department of Public Health (DPH).

When the improvements are completed, the plant will use Dissolved Air Flotation treatment technology. The Company is currently working with AECOM, our design/build partner on the project, and the DPH to secure the necessary approvals. Complete cost estimates of the project are not finalized yet. However, Connecticut Water fully expects to cover the cost of the project through its annual capital budgeting, which in 2014 is more than \$35 million. The company will seek to recover the costs for this project, along with other capital projects across the company, at the time of our next general rate increase request.



One of the treatment units at the Rockville Water Treatment Plant

Is CWC On Your Priority Restoration List?

Hurricane season is here and winter storms are not far behind. Connecticut Water wants to work with you to make sure that our public water facilities are on your community's priority restoration list during power outages.

During the power restoration efforts almost two years ago following Storm Sandy, it became clear that power companies rely on municipalities to prioritize power restoration efforts. We rely on local town leaders to include Connecticut Water's critical infrastructure, treatment plants, wells and pump stations as part of your community's priority list, to ensure the water supply remains in service to meet the public health and safety needs of your residents.

We have backup generators at key facilities to maintain treatment and distribution capabilities in the event of a power outage. However, it's important that we minimize the amount of time we rely on those backup generators. We top off our fuel supplies at each location before storms, but access to additional fuel supplies during prolonged storm events can be a challenge. In addition, generators are not designed to run for extended periods of time so the longer we rely on them, the greater risk to our service.

Local Connecticut Water superintendents will be contacting the municipalities where we have critical infrastructure to discuss the prioritization of power restoration. In the meantime, if you have any questions please contact Don Schumacher at 860-664-6067 or dschumacher@ctwater.com.



Alfred wreaked havoc with power lines in 2012

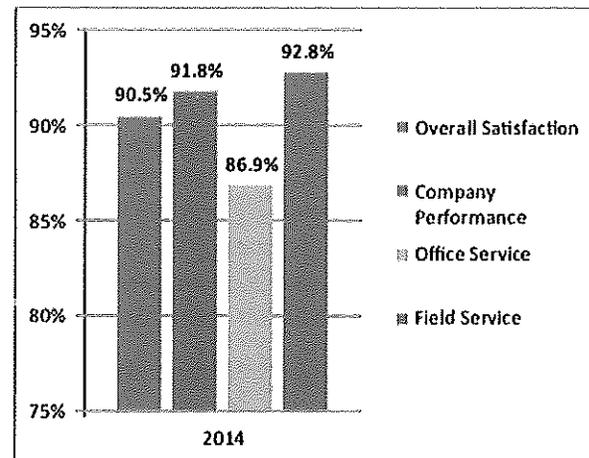
Customer Satisfaction Tops 90 Percent—Again!

Customers are overwhelmingly satisfied with the water and service they receive from Connecticut Water. A phone survey of 600 randomly selected customers showed that more than 90 percent said they were either very satisfied or satisfied with Connecticut Water. The survey measures satisfaction with the company, our office customer service staff and field personnel and helps us identify areas where we can enhance customer satisfaction.

Additionally, customers were asked about the Water Infrastructure and Conservation Adjustment (WICA) program that allows us to proactively replace aging pipes in the communities we serve.

- Nearly 80 percent agreed that a reliable public water system with an abundant supply of water is important to support local communities and provide for the public safety by meeting fire fighting needs.
- Nearly 75 percent agreed that WICA improves water system reliability, enhances fire fighting capabilities and conserves water and energy.

The survey was conducted on our behalf by Great Blue Research, an independent research firm based in Cromwell, Connecticut. An additional 600 customers will be surveyed in the late fall.



CWC measures customer satisfaction by combining the ratings of 'company performance,' 'office customer service,' and 'field customer service.'

Annual Public Opinion Leader Survey

Connecticut Water will be conducting its seventh Annual Public Opinion Leader Survey this September. Again this year, the survey will be conducted by an independent research firm in Connecticut, GreatBlue Research. One hundred randomly selected government, community, and business leaders will be surveyed for their views on CWC's customer service, water quality, rates, community involvement, responsiveness in emergencies, communication, and personnel.

The survey is conducted via telephone and takes about 10 to 15 minutes to complete. Specific ratings and comments are strictly confidential and are not attributed to a name or title.

While we know that public opinion leaders have hectic schedules, we hope they can carve out some time to participate in the survey as it is such an important tool for CWC. It helps us know what is on your mind so we can provide world-class service to our communities.

Of course, customers and community leaders don't have to wait for a formal survey to tell us what they think. You can always contact a member of the local management team if you have any comments, concerns, or suggestions.



Connecticut Water understands that a reliable supply of water for public fire protection is one of the most vital services it provides in many local communities.

Investing In Customers

Unlike budgeting in the public sector, where larger capital items may require the establishment of 'special funds' or referendums to authorize specific projects, Connecticut Water has an annual capital budget of approximately \$35 million that is tapped for small and large projects alike. Most of our major capital projects are construction related and extend over more than a single year. That allows us to continue funding WICA at approximately \$15 million a year, while taking on larger projects such as the upcoming Rockville Water Treatment Plant (details on page 1). It also allows us to be nimble and prioritize projects to quickly address water quality or service.

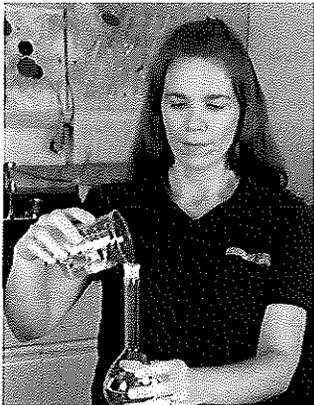


Water main installation in Taylor Road in Enfield this spring to serve Crescent Lake customers

For example, the customers of our Crescent Lake Water System in Enfield had been getting their water through an interconnection with a neighboring water system. For much of 2013, water quality testing at Crescent Lake indicated that levels of Total Trihalomethanes, a disinfection by-product created when chlorine reacts with organic matter in the water, were higher than allowed.

After a comprehensive review of the issue, it was decided that a \$650,000 water main extension from our own Northern-Western Water System, about three-quarters of a mile away, was the best long-term solution to ensure water quality for these customers. The project was included in our 2014 capital budget and designed, bid, and in service in less than seven months!

Providing Great Water and Service More Efficiently



Connecticut Water's senior managers continue to look for ways to lower operating expenses. Their anticipated savings this year is in excess of \$400,000.

All expense reduction opportunities are fully evaluated to ensure they are consistent with our commitment to deliver high-quality water and world-class service to the families and communities that rely on us.

Two of the items being implemented this year include in-house bacteria testing of water quality samples. We already have three state certified labs located at our facilities. By adding equipment to these facilities to allow our existing staff to perform bacteria testing, we expect to save more than \$30,000 annually, compared to the costs of having those samples processed by a third-party lab.

The remaining third-party lab services were then put out in a competitive bid process, in a joint effort by our Water Quality and Procurement Team. The result is an anticipated savings of approximately \$50,000 per year. We remain committed to operating as efficiently as possible to serve our customers and reduce the size of future rate increases.

E-Billing is a Hit with Customers!

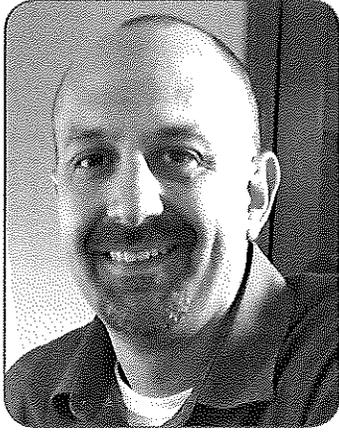
More than 20 percent of Connecticut Water customers have signed up for E-Billing since we launched the service a little more than a year ago. Recently, we updated to a newer version of the service that provides additional features to further enhance customer satisfaction with the service.

In addition to providing a convenience to our customers, E-Billing and online bill pay have reduced postage costs by nearly \$40,000 a year. The savings help us to offset increased costs elsewhere in the business, such as the cost of power and insurance. In addition, E-Billing is good for the environment, by reducing paper consumption and energy costs associated with printing and delivering paper bills.

Customers can enroll at www.ctwater.com by clicking the 'Pay Your Bill' button.

Meet Jeff Racicot

Eastern Superintendent



Jeff Racicot is the Superintendent of Connecticut Water's Eastern Region that serves customers in the 12 towns of Ashford, Brooklyn, Columbia, Griswold, Killingly, Lebanon, Mansfield, Plainfield, Thompson, Voluntown, Willington, and Woodstock. Jeff came to Connecticut Water in 2007 with more than 15 years of water and wastewater experience. His first responsibility at Connecticut Water was as the Pump Station Supervisor in our Northern Region, based in East Windsor. In 2012, Jeff was promoted to Superintendent of the Eastern Region, where he has responsibility for field customer service, water system operations, and water quality and treatment.

Jeff says he really enjoys working with the team. "I am surrounded by men and women who are passionate about serving customers and delivering high-quality water. It's exciting to see employees take the seed of an idea to better serve customers and watch it through to fruition." He notes that one of the challenges his team is working toward is having better maps and information on some of the small acquired systems, which did not maintain records the way we would.

Jeff says he knows first hand how loss of water service impacts every part of one's life. On several occasions over the past few years he has had no water for days at a time at his own home, which has a private well, because of prolonged power outages. He says customers of Connecticut Water's systems are more fortunate, noting that all systems have backup generators to keep the water flowing to customers when the power goes out.

Jeff is active in the water industry and currently serves as the Connecticut State Director of the New England Water Works Association (NEWWA). NEWWA is a section of the American Water Works Association and is very active in drinking water issues and providing continuing education for water professionals. If you need to reach Jeff, he is available at 860-292-2856 or jraticot@ctwater.com.

Connecticut Water Company Local Leadership Team Contacts

Jeff Racicot Eastern Superintendent	jraticot@ctwater.com 800-428-3985, ext. 2856	Paul Lowry Northern Superintendent	plowry@ctwater.com 800-428-3985, ext. 2809
Bob Ross Shoreline Superintendent	rross@ctwater.com 800-428-3985, ext. 6120	Reed Reynolds Western Superintendent	rreynolds@ctwater.com 800-428-3985, ext. 6241
Don Schumacher Superintendent of Operations	dschumacher@ctwater.com 800-428-3985, ext. 6067	Dan Lesnieski Infrastructure Rehabilitation Manager	dlesnieski@ctwater.com 800-428-3985, ext. 2834

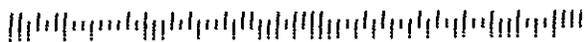
www.ctwater.com



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