

CITY OF NEW BRITAIN, CONNECTICUT



CLEAN WATER FUND

Presentation for the
CT Association of Floodplain Managers Annual Meeting
November 15, 2022





CITY OF NEW BRITAIN'S CLEAN WATER FUND

PRESENTATION OUTLINE

1. NEW BRITAIN BACKGROUND

2. LEGISLATION

3. OUR REASONING

4. OUR PROCESS

- Branding
- Budget, Bill Analysis & Rates
- We're Already a Utility
- Establish Local Stormwater Authority
- Exercise in Data
- Public Outreach
- Billing & Customer Response
- Lessons Learned



CITY OF NEW BRITAIN'S - CLEAN WATER FUND

NEW BRITAIN BACKGROUND

NB's Once Again Become a Very Progressive City

1. 1 of 5 CT Communities with Sustainable CT's Climate Leader Designation (West Hartford, Fairfield, Glastonbury, Stratford)
2. Approx. \$50 Mil. investment in Complete Streets & Bike/Ped
3. Major Transit Oriented Development transformation of the downtown area underway
4. \$90 Mil. NB FLUSH Program in progress to eliminate Infiltration and Inflow





CITY OF NEW BRITAIN'S - CLEAN WATER FUND

NEW BRITAIN BACKGROUND – STORM WATER

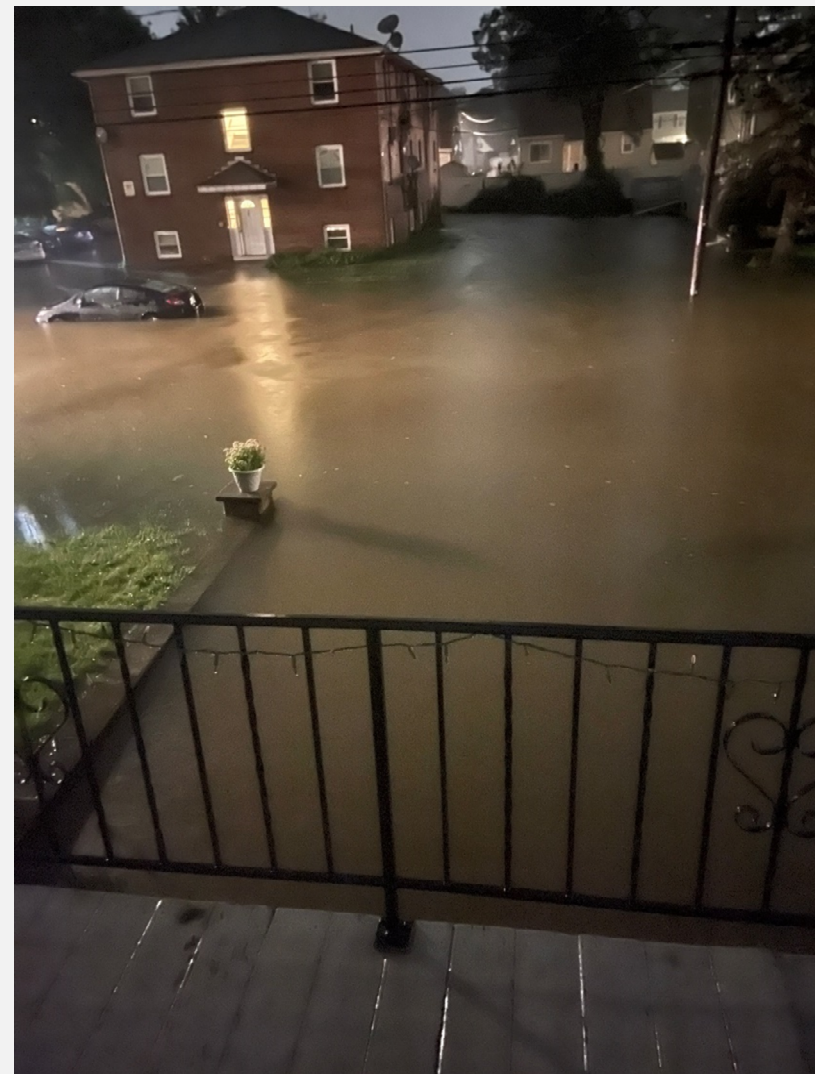
1. **Developed prior to Zoning properly considering SW and Flood Management**
2. **Highly Impervious City (29%)**
 - 13.4 Sq. Mi. Total
 - 3.1 Sq. Mi. Impervious Area Properties
 - 1.0 Sq. Mi. Impervious Area City Streets
3. **Several Smaller Brooks Inundated by Large Flows after Rain Events**





CITY OF NEW BRITAIN'S - CLEAN WATER FUND

NEW BRITAIN BACKGROUND – STORM WATER



Flooding on Overlook Avenue



CITY OF NEW BRITAIN'S - CLEAN WATER FUND

NEW BRITAIN BACKGROUND – STORM WATER

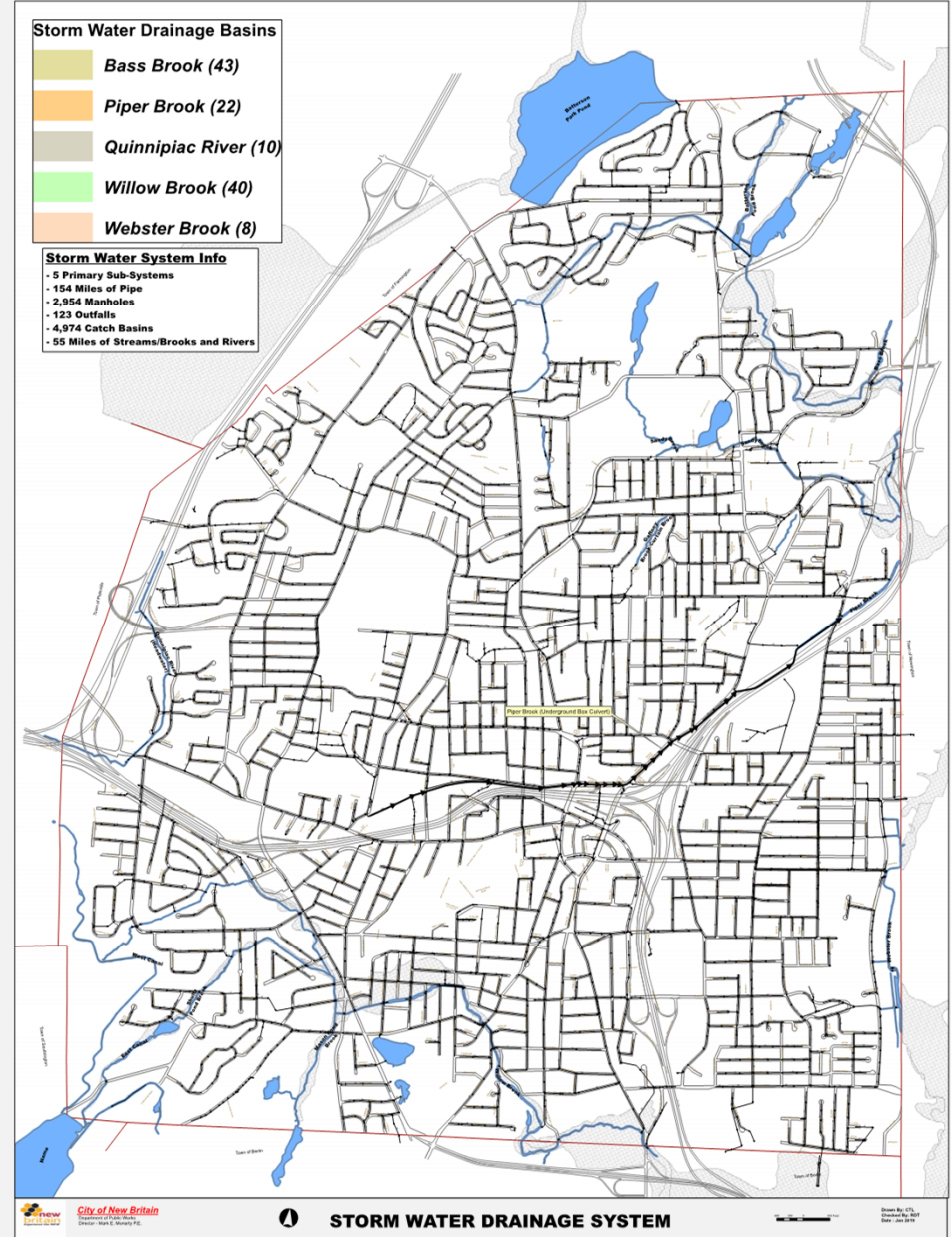
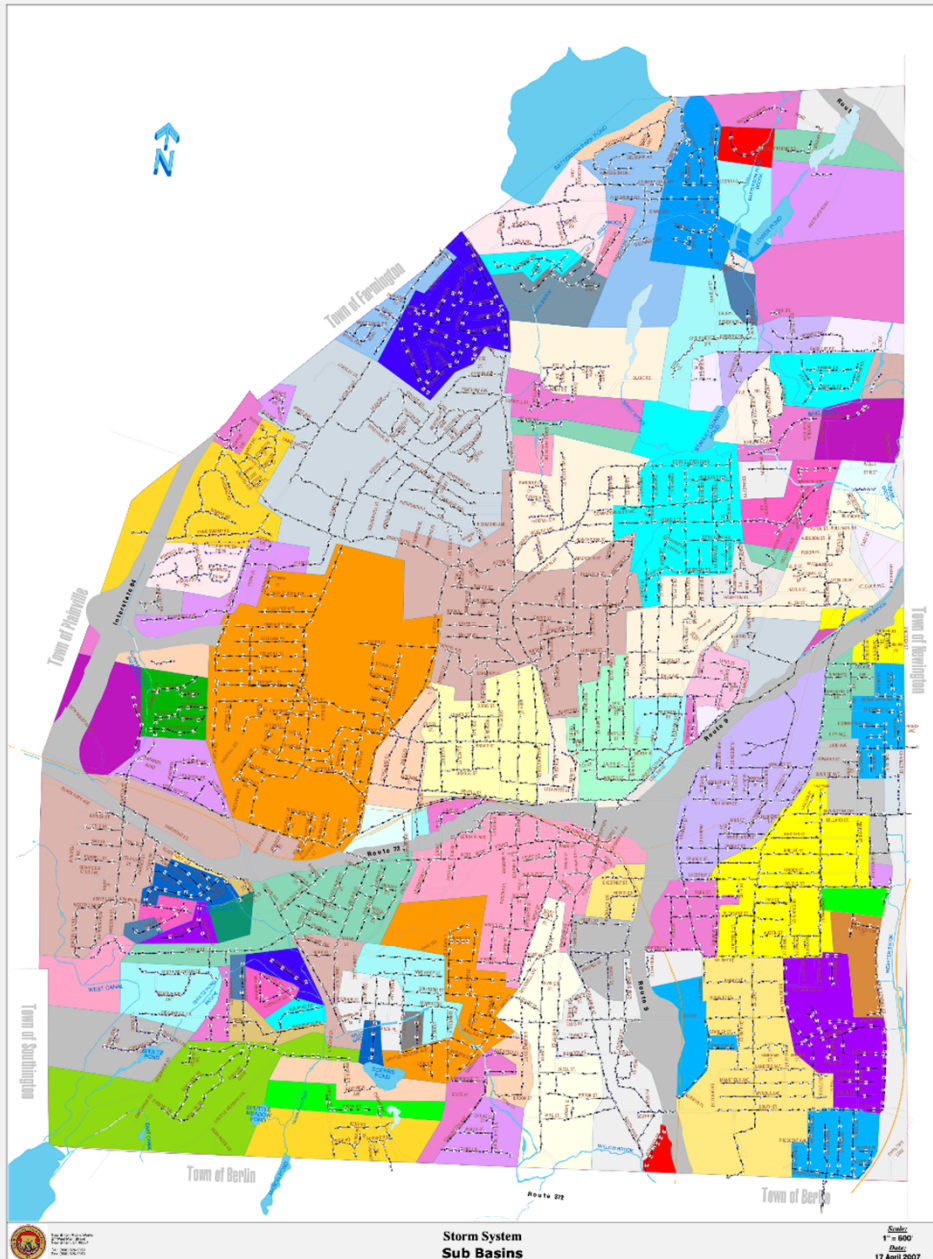


Flooding & Under Capacity Storm and Sanitary Sewers on Allen Street



CITY OF NEW BRITAIN'S - CLEAN WATER FUND

NEW BRITAIN BACKGROUND – STORM WATER





CITY OF NEW BRITAIN'S - CLEAN WATER FUND

NEW BRITAIN BACKGROUND – Water is Water

- 1. As a department and as a City we deal with Potable Water, Sanitary Sewer and Storm Water Systems**
- 2. Many of the priorities of these three systems overlap**
- 3. Major “Clean Water” focus of the City right now is our NB FLUSH program & we’ll be spending over \$13 Mil. within the three years on reducing I&I flows into our sanitary sewer system**
- 4. Stormwater Utility will help us further our work in flood control and improving storm water quality**



CITY OF NEW BRITAIN'S - CLEAN WATER FUND

NEW BRITAIN BACKGROUND – TEAM

- 1. Multiple City Departments:** Mayor's Office, Public Works, Finance Billing Office, IT
- 2. Brown and Caldwell** – Consultant Providing Support with overall program.
Had also assisted New London
- 3. Northern Data Systems (NDS)** – Utility billing system used by the City for Water, Sewer, and now Storm Water

CITY OF NEW BRITAIN'S - CLEAN WATER FUND



LEGISLATION - House Bill 6441 & Public Act No. 21-115

House Bill 6441 passed on May 27, 2021. municipalities in Connecticut will now be able to establish new Stormwater Authorities to implement a stormwater enterprise fee on real property to fund and finance staff, equipment, and services for stormwater projects.



CITY OF NEW BRITAIN'S - CLEAN WATER FUND

House Bill 6441 & Public Act No. 21-115

Highlights of substitute House Bill 6441 regarding stormwater authorities include:

- Any state or town owned property located in a stormwater authority's jurisdiction would be subject to such fees
- Fees collected on certain hospital-owned properties are capped at 15% of the total annual fees and these hospital properties can be fully exempt until FY 2027 at the option of the stormwater authority
- Fees for farm, forest, or open space land, or property owned by state or local governments and their agencies, are restricted to impervious surfaces that discharge to a municipal separate storm sewer system
- Property owners who use onsite stormwater best management practices can earn credits to their fee.
- Natural and nature-based features for stormwater management like rain gardens and green infrastructure are eligible capital expenses for the stormwater authority to invest in.

CITY OF NEW BRITAIN'S - CLEAN WATER FUND



OUR REASONING

1. **More fair distribution of costs.** Especially in urban communities a high percentage of properties are non-profits or government institutions that don't pay taxes, but they do pay utility fees.
2. Provides a non-general fund mechanism form funding stormwater related capital projects.
3. Help with the growing costs of Municipal Separate Storm Sewer System (MS4) Compliance.
4. Growing costs of disposing of street sweepings which is up to nearly \$100/ton with limited locations for disposal.



OUR PROCESS

- Branding
- Budget, Bill Analysis & Rates
- We're Already a Utility
- Establish Local Stormwater Authority
- Exercise in Data
- Public Outreach
- Billing & Customer Response
- Lessons Learned



CITY OF NEW BRITAIN'S CLEAN WATER FUND

OUR PROCESS - Branding

Clean Water Fund

VS.

Storm Water Utility

Branding and Messaging is Important

CITY OF NEW BRITAIN'S - CLEAN WATER FUND



OUR PROCESS - Budget, Bill Analysis & Rates (started March of 2020)

- Removed General Fund and Sewer Fund Expenses from these Budgets to adopt Clean Water Fund Draft Budget
- Included Funding Stormwater related Capital Projects
 - Equated to an Annual Budget Approx. \$2 Mil.



CITY OF NEW BRITAIN'S - CLEAN WATER FUND

OUR PROCESS - Budget, Bill Analysis & Rates (started March of 2020)

CLEAN WATER FUND & SEWER BILL ANALYSIS

Prop. SW Utility Budget = Cost per REU

1.08462

26.33

PROPERTY TYPE / NAME	STREET ADDRESS	Actual RI-20 Sewer Cost	Actual RI-21 Sewer Cost	Reduced RI-21 Sewer Cost	Sewer Bill Reduction	Scenario 1 - Est. RI-21 Stormwater Utility Fee - Share	Scenario 1 - New Combined Sewer & Stormwater Bill	Scenario 1 - Change Versus RI-21 Sewer Bill
		Cost: Sewer User Fee = \$4,442	Cost: Sewer User Fee w/ SW Utility (Reduced Sewer) = \$4,391	User Fee = \$3,941 (C/F)		Fee: No-Catch Projects Included		

Large Institutions								
CCSU Campus	All Address	\$24,193.00	\$23,960.72	\$16,831.66	(\$7,229.66)	\$7,627.95	\$28,459.32	\$53,498.00
The Hospital of Central CT	100 Grand Street	\$77,470.04	\$80,232.92	\$68,502.87	(\$11,730.05)	\$15,605.97	\$41,084.94	\$3,975.92
Hospital for Special Care	2151 Colton	\$1,087.94	\$1,087.44	\$980.17	(\$95.28)	\$16,415.60	\$7,365.77	\$16,565.33
New Britain Court House	207 Franklin Square	\$1,774.78	\$8,085.77	\$6,903.63	(\$1,182.14)	\$6,433.62	\$13,397.25	\$5,251.48
EC Goodwin Technical College	733 Sherwood	\$6,538.12	\$6,789.24	\$5,396.66	(\$993.39)	\$12,621.40	\$18,448.06	\$11,628.81
CEC Academy of Science and Innovation	600 Sherwood	\$3,327.19	\$5,380.04	\$4,789.36	(\$861.68)	\$8,211.88	\$12,190.18	\$7,385.15
Sherid Heart Clinic	138 Board Street	\$746.86	\$716.86	\$663.28	(\$113.38)	\$3,723.79	\$4,927.07	\$3,601.21
Jerome Home, Inc.	975 Corbin Avenue	\$31,925.86	\$33,202.89	\$28,348.63	(\$4,577.26)	\$4,094.16	\$2,427.79	\$7,911.11
Human Resources Agency (HRA)	35 Oak Street	\$610.80	\$643.35	\$594.46	(\$14.09)	\$785.57	\$135.43	\$69.88
Large Property with Minimal Impervious Surface								
Fairview Cemetery	100 Stanley Street							
Stanley Golf Course	246 Hartford Road							
Stanley Quarter Park	115 Edith Gover Blvd							
Walnut Hill Park	1391 West Main Street							
Daigler's Cemetery	314 Cogdon Avenue	\$2,208.48	\$2,236.82	\$1,961.02	(\$353.39)			
Chesley Park	33 Willow Street							
Business in the City								
Paper Precision	116 Alton Brooks Way	\$4,771.29	\$4,962.25	\$4,286.77	(\$752.48)	\$6,327.00	\$10,156.76	\$5,601.52
Stanley Book & Dealer	480 Maple Street	\$1,326.00	\$1,379.04	\$1,071.42	(\$301.62)	\$1,088.41	\$2,266.83	\$887.79
Weather Bank Headquarters	493 Sherwood	\$3,889.80	\$4,065.18	\$3,453.78	(\$631.41)	\$19,281.51	\$16,048.29	\$12,931.00
Papco's Carpet Dodge Import	585 Oak Hill Street	\$1,082.74	\$1,135.41	\$893.41	(\$266.00)	\$7,620.95	\$4,191.87	\$7,284.46
Life Storage - New Britain	1106 West Main Street	\$137.60	\$137.90	\$117.74	(\$20.16)	\$6,424.99	\$654.273	\$6,404.82
Costco	405 Hartford Road	\$21,336.46	\$23,813.92	\$19,478.52	(\$4,335.39)	\$15,388.62	\$4,662.15	\$12,048.23
Community Mental Health Services (CMHA)	233 Main Street	\$3,944.80	\$4,101.51	\$3,011.02	(\$939.49)	\$722.81	\$4,228.83	\$123.32
City Owned Facilities								
New Britain High School	110 Mill Street	\$18,597.15	\$19,941.04	\$16,518.38	(\$2,827.66)	\$14,730.57	\$11,248.35	\$11,907.91
Public Works Yard	55 Federal Street	\$221.00	\$229.84	\$196.24	(\$33.60)	\$2,991.94	\$1,881.08	\$2,598.24
State Middle School	183 Sherwood Street	\$5,577.16	\$5,566.65	\$5,094.32	(\$977.22)	\$7,540.39	\$12,164.91	\$6,688.26
Residential Properties								
Mike Thompson House	39 Pendleton Street	\$89.40	\$82.78	\$274.73	(\$47.04)	\$82.71	\$37.74	\$5.67
Luigi Dorcy Shouse	279 Sherwood Street	\$68.30	\$68.95	\$93.87	(\$10.88)	\$82.71	\$111.38	\$44.63
Erin Stewart	242 Reservoir Road	\$194.48	\$202.26	\$127.69	(\$23.57)	\$82.71	\$28.40	\$23.14
Large Multifamily Residential w/ Rental 1st Floor	285-300 North Street	\$4,877.80	\$5,010.51	\$4,277.98	(\$797.34)	\$127.88	\$44,918.66	\$67.89
Large Multifamily Home	77 West Main	\$986.20	\$985.65	\$491.72	(\$713.89)	\$38.82	\$67.84	\$61.89
Large Multifamily Home	111 West Main Street	\$132.60	\$131.90	\$117.74	(\$20.16)	\$38.71	\$47.65	\$38.55



CITY OF NEW BRITAIN'S - CLEAN WATER FUND

OUR PROCESS - Budget, Bill Analysis & Rates (started March of 2020)

SAMPLE PROPERTY LISTING STORM WATER FEE ANALYSIS

Developed by Brown and Caldwell
For the City of New Britain, CT

						Approximate Stormwater Utility Budget = \$2,000,000		Approximate Stormwater Utility Budget = \$1,000,000			
						Estimated Annual Cost per REU = \$24.40		Estimated Annual Cost per REU = \$12.20			
PROPERTY TYPE / NAME	STREET ADDRESS	Sq ft Impervious area	Equivalent REUs	DCIA Modified	Fee without considering DCIA	Stormwater Fee (based on above rate)	Actual FY-21 Sewer Cost (Sewer User Fee = \$4.59)	Total Bill (Stormwater & Sewer)	Stormwater Fee (based on above rate)	Actual FY-21 Sewer Cost (Sewer User Fee = \$4.59)	Total Bill (Stormwater & Sewer)
CCSU Campus	1615 Stanley St	2,755,755		DCIA Modified	\$ 67,246.40	\$ 35,638.64	\$ 253,960.72	\$ 289,599.36	\$ 17,819.32	\$ 253,960.72	\$ 43,405.07
The Hospital of Central CT	100 Grand St	592,145		No		\$ 14,449.68	\$ 80,232.92	\$ 94,682.60	\$ 7,224.84	\$ 80,232.92	\$ 93,634.72
Hospital for Special Case	2150 Corbin Ave	564,818		No		\$ 13,783.56	\$ 1,089.44	\$ 14,873.00	\$ 6,891.78	\$ 1,089.44	\$ 13,858.44
New Britain Court House	10 Franklin Sq	244,114		DCIA Modified	\$ 5,978.00	\$ 4,350.52	\$ 8,085.77	\$ 12,436.29	\$ 2,175.26	\$ 8,085.77	\$ 12,131.17
EC Goodwin Technical College	735 Slater Rd	478,900		DCIA Modified	\$ 11,687.60	\$ 5,375.32	\$ 6,789.24	\$ 12,164.56	\$ 2,687.66	\$ 6,789.24	\$ 11,783.84
CREC Academy of Science and Innovation	600 Slater Road	240,635		No		\$ 5,873.08	\$ 5,586.04	\$ 11,459.12	\$ 2,936.54	\$ 5,586.04	\$ 11,032.64
Sacred Heart Church	140 Broad St	141,294		No		\$ 3,447.72	\$ 776.86	\$ 4,224.58	\$ 1,723.86	\$ 776.86	\$ 3,986.06
Jerome Home, Inc.	975 Corbin Ave	154,208		No		\$ 3,764.92	\$ 33,202.89	\$ 36,967.81	\$ 1,882.46	\$ 33,202.89	\$ 36,705.89
Human Resources Agency (HRA)	35 Oak St	29,822		No		\$ 729.56	\$ 643.55	\$ 1,373.11	\$ 364.78	\$ 643.55	\$ 1,321.55
Polamer Precision	34 Marimac Rd - B	233,935		No		\$ 5,709.60	\$ 4,962.25	\$ 10,671.85	\$ 2,854.80	\$ 4,962.25	\$ 10,250.65
Stanley Black & Decker	480 Myrtle St	41,336		No		\$ 1,010.16	\$ 1,379.04	\$ 2,389.20	\$ 505.08	\$ 1,379.04	\$ 2,328.24
Webster Bank Headquarters	490 Slater Rd	502,012		No		\$ 12,251.24	\$ 4,045.18	\$ 16,296.42	\$ 6,125.62	\$ 4,045.18	\$ 15,412.98
Papa's Chrysler Dodge Jeep RAM	585 East Main St	282,696		No		\$ 6,897.88	\$ 1,135.41	\$ 8,033.29	\$ 3,448.94	\$ 1,135.41	\$ 7,531.21
Life Storage - New Britain	1055 West Main St	243,786		No		\$ 5,948.72	\$ 137.90	\$ 6,086.62	\$ 2,974.36	\$ 137.90	\$ 5,652.30
COSTCO	405 Hartford Rd	547,002		No		\$ 13,349.24	\$ 22,813.92	\$ 36,163.16	\$ 6,674.62	\$ 22,813.92	\$ 35,198.72
Community Mental Health Affiliates (CMHA)	1 Acmat Plaza	27,426		No		\$ 671.00	\$ 4,100.51	\$ 4,771.51	\$ 335.50	\$ 4,100.51	\$ 4,733.31
New Britain High School	110 Mill St	558,929		No		\$ 13,639.60	\$ 19,341.04	\$ 32,980.64	\$ 6,819.80	\$ 19,341.04	\$ 31,974.44
Public Works Yard	55 Harvard St	113,521		No		\$ 2,771.84	\$ 229.84	\$ 3,001.68	\$ 1,385.92	\$ 229.84	\$ 2,806.24
Slade Middle School	183 Steele St	286,116		No		\$ 6,983.28	\$ 5,966.65	\$ 12,949.93	\$ 3,491.64	\$ 5,966.65	\$ 12,452.85
Mike Thompson's House	39 Pendleton Rd	2,595		2 No		\$ 48.80	\$ 321.78	\$ 370.58	\$ 24.40	\$ 321.78	\$ 366.98
Justin Dorsey's House	279 Steele St	2,362		2 No		\$ 48.80	\$ 68.95	\$ 117.75	\$ 24.40	\$ 68.95	\$ 114.15
Erin Stewart	242 Reservoir Rd	1,757		2 No		\$ 48.80	\$ 202.26	\$ 251.06	\$ 24.40	\$ 202.26	\$ 247.46
Large Multi-family Residential w/ Retail 1st Floor	238 North St	6,560		No		\$ 161.04	\$ 5,010.51	\$ 5,171.55	\$ 80.52	\$ 5,010.51	\$ 5,168.71
Large Multi-Family Home	75 West Main St	8,948		No		\$ 219.60	\$ 505.65	\$ 725.25	\$ 109.80	\$ 505.65	\$ 709.05
Large Multi-Family Home	111 West Main St	11,752		No		\$ 287.92	\$ 137.90	\$ 425.82	\$ 143.96	\$ 137.90	\$ 409.10
Fairview Cemetery	120 Smalley St	371,681		No		\$ 9,069.48			\$ 4,534.74		
Stanley Golf Course	245 Hartford Rd	405,344		No		\$ 9,891.76			\$ 4,945.88		
Stanley Quarter Park	115 Eddy Glover Blvd	291,921		No		\$ 7,124.80			\$ 3,562.40		
Walnut Hill Park	190 West Main St	479,593		No		\$ 11,702.24			\$ 5,851.12		
Daughter's of Mary	314 Osgood Ave	541,253		No		\$ 13,207.72			\$ 6,603.86		
Chesley Park	35 Wildwood St	118,188		No		\$ 2,884.08			\$ 1,442.04		

CITY OF NEW BRITAIN'S - CLEAN WATER FUND



OUR PROCESS - Budget, Bill Analysis & Rates (started March of 2020)

Sample Properties Stormwater Annual

Utility Charge (from study phase & pre House Bill 6441)

❖ Large Institutions

- CCSU - \$72,627
- Hospital for Central CT - \$15,605
- EC Goodwin Tech - \$12,621

❖ Large Businesses

- Polamer Precision - \$6,327
- Webster Bank Headquarters- \$13,320
- COSTCO - \$15,383
- Papa's Chrysler Dodge Jeep Ram - \$7,450

❖ City Owned Properties

- NB Highschool - \$14,730
- Slade School - \$7,450

❖ Residential Properties

- Typical Single Family- \$52
- Large Multi-family - \$173 to \$309



CITY OF NEW BRITAIN'S - CLEAN WATER FUND

OUR PROCESS - Budget, Bill Analysis & Rates (actual FY-23 CWF budget adopted)

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Budget Comparison Report with Encumbrances

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As Of 7/1/2022

Fiscal Year 2023

Object	Description	Budget	YTD Actual	Encumbrance	Balance	% Used
931 - CLEAN WATER FUND						
Revenue						
931315101 - CLEAN WATER FUND						
4557	CLEAN WATER FEES	1,881,299.00	0.00	0.00	1,881,299.00	0%
Total for: CLEAN WATER FUND		1,881,299.00	0.00	0.00	1,881,299.00	0%
Revenue Total:		1,881,299.00	0.00	0.00	1,881,299.00	0%
Expenditure						
931315101 - CLEAN WATER FUND						
5121	FULL TIME SALARIES	555,401.00	9,894.15	0.00	545,506.85	1%
5122	OVERTIME	27,000.00	647.51	0.00	26,352.49	2%
5123	LONGEVITY	2,544.00	456.25	0.00	2,087.75	17%
5131	PILO/RET INCENTIVE	4,375.00	0.00	0.00	4,375.00	0%
5220	MERF EMPLOYER	133,422.00	0.00	0.00	133,422.00	0%
5227	WORKERS COMP	21,825.00	0.00	0.00	21,825.00	0%
5228	LIFE INSURANCE	576.00	0.00	0.00	576.00	0%
5229	HSA CITY CONTRIBUTION	10,000.00	125.00	0.00	9,875.00	1%
5231	MEDICARE	9,132.00	0.00	0.00	9,132.00	0%
5237	HEALTH INSURANCE	143,316.00	0.00	0.00	143,316.00	0%
5260	UNEMPLOYMENT COMP	3,333.00	0.00	0.00	3,333.00	0%
5331	PROFESSIONAL SERVICES	125,000.00	0.00	0.00	125,000.00	0%
5332	LEGAL SERVICES	1,500.00	0.00	0.00	1,500.00	0%
5337	TRAINING/CONFERENCES	1,500.00	0.00	0.00	1,500.00	0%
5343	INSTALLATION AND REPAIR	5,000.00	0.00	0.00	5,000.00	0%
5412	TELECOMMUNICATIONS	1,250.00	0.00	0.00	1,250.00	0%
5435	BLDG GROUNDS MAINT & REPAIRS	500.00	0.00	0.00	500.00	0%
5436	EQUIPMENT MAINT & REPAIR	4,000.00	0.00	0.00	4,000.00	0%
5440	RENTALS/SUPPLIES EQUIP	2,500.00	0.00	0.00	2,500.00	0%
5453	ENGINEERING/APPRAISALS	75,000.00	0.00	0.00	75,000.00	0%
5454	CONSTRUCTION CONTRACTS	75,000.00	0.00	0.00	75,000.00	0%
5522	FIRE EXT COVERAGE	16,035.00	0.00	0.00	16,035.00	0%
5526	DAMAGE CLAIMS	45,000.00	0.00	0.00	45,000.00	0%
5550	PRINTING AND ADVERTISING	500.00	0.00	0.00	500.00	0%

**FY-23
CWF
Budget =
\$1,881,299**



CITY OF NEW BRITAIN'S - CLEAN WATER FUND

OUR PROCESS - Budget, Bill Analysis & Rates (FY-23 CWF Rates Structure)



CITY OF NEW BRITAIN

PUBLIC WORKS / WATER DEPARTMENT

WWW.NEWBRITAINCT.GOV

June 27, 2022

FY-23 CLEAN WATER FUND FEE SCHEDULE

I. RESIDENTIAL PROPERTIES (3 units of less)

Residential properties with 3 units or fewer (single family, 2-family, and 3-family residential properties) are billed based on the assessed building footprint (in square feet) as shown in the table below. The maximum number of billing units is 4.

Building Footprint (square feet)	Billing Units	Quarterly Fee
Up to 1,000	1	\$6.25
1,001 to 2,000	2	\$12.50
2,001 to 3,000	3	\$18.75
3,001 and greater	4	\$25.00

II. FARM, FOREST, OPEN LAND, AND STATE-OWNED LAND

Farm, forest, open land, and state-owned land is assessed a fee on the basis of directly connected impervious area (DCIA) as shown in the table below.

Property Type	Billing Units	Quarterly Fee
Farm	Directly connected impervious area in square feet /1000	\$6.25 * Billing Units
Forest		
Open Land		
State-Owned Land		

III. NON-RESIDENTIAL AND LARGE RESIDENTIAL PROPERTIES

Properties with the following land use categories are billed based on the calculated amount of impervious area on the property rounded up to the nearest 100 square feet.

Property Type	Billing Units	Quarterly Fee
Residence, 4 units and greater	Impervious area in square feet /1000	\$6.25 * Billing Units
Commercial		
Industrial		
Tax Exempt		
Municipal		
All Other Land Use Categories		

IV. CONDOMINIUM PROPERTIES

Owners of condominium units may receive a bill based on the calculation in the table above (large residential properties) divided by the number of condominium units on the property. If an owner of an individual condominium unit does not receive a water bill, the City will bill the owner of the property or parcel (condo main) without subdividing the billed amount.

27 WEST MAIN STREET • ROOM 501 • NEW BRITAIN, CT 06051 • PHONE (860) 826-3350
FAX (860) 826-3353

One
REU =
\$6.25



CITY OF NEW BRITAIN'S CLEAN WATER FUND

OUR PROCESS - We're Already a Utility

Implementing a SW Utility is primarily a billing issue. People are already paying for stormwater management primarily through their taxes. A Stormwater Utility just changes the method they are paying & more equitably distributing the costs.

But you need to be able to send out bills....



CITY OF NEW BRITAIN'S - CLEAN WATER FUND

OUR PROCESS - We're already a Utility



1. The New Britain Water Department dates back to 1857
2. New London was in a similar situation already being a utility
3. Being a Utility Made Implementation much Easier
4. Bills already being sent to nearly all New Clean Water Fund Customers
5. CWF Billing Information is up on one combined bill along with for Water & Sewer



CITY OF NEW BRITAIN'S CLEAN WATER FUND

OUR PROCESS - Establish Local Stormwater Authority

Revised City Ordinances to designate our City's Water

Commission as the City's Stormwater Authority

Article III – Water - Sec. 23-136 –

Designation as the Stormwater Authority

(available in online in muni.code)



CITY OF NEW BRITAIN'S - CLEAN WATER FUND

OUR PROCESS - Exercise in Data

- Involved 90% of the effort leading up to the launch
- Team Effort, but Brown and Caldwell took the lead
- Determined there to be 15,946 Clean Water Fund Customers
- Calculated the impervious area for non-residential properties
- Calculated the building square footage for residential properties
- Calculated REU for each property
(Residential Equivalent Unit, 1 REU = Equates to 1,000 SF impervious area)
- Established an identifier to match the Water and Sewer customers in our NDS Billing System
- Surprising amount of properties that didn't fit neatly into a category (ex. 2,022 condo units, strip malls, empty lots with impervious coverage)



CITY OF NEW BRITAIN'S CLEAN WATER FUND

OUR PROCESS - Exercise in Data

NDS_Location_ID	NDS_Address	Shape_Length	Shape_Area	longitude	latitude	billable_ar	billable_ar	REUs	Residential_T_F	small	Small_res	REU	Cod	Code_L1	residential_c	Abbr_REU2	billing_units	Total_Fee
00000101965	48 CHRISTIAN LN	918.3824343	17752.1	-72.751	41.65	17752.1	17800	17.8	FALSE	FALSE					C		17.8	\$ 445.00
00000102265	144 LINCOLN ST	648.275676	2840.319	-72.798	41.66	2840.32	2900	2.9	TRUE	TRUE	2	2	S2		R		2	\$ 50.00
00000103500	155 EDGEWOOD AVE	359.7738188	1474.119	-72.755	41.65	1474.12	1500	1.5	FALSE	FALSE					I		1.5	\$ 37.50
00000103510	145 EDGEWOOD AVE	759.5163919	7161.219	-72.755	41.65	7161.22	7200	7.2	FALSE	FALSE					I		7.2	\$ 180.00
00000103556	183 NORTH MOUNTAIN RD	2531.670435	115505.5	-72.822	41.67	115505	115600	115.6	FALSE	FALSE					E		115.6	\$ 2,890.00
103875	135 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103876	136 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103877	137 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103878	138 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103879	139 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103880	140 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103881	141 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103882	142 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103883	143 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103884	144 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103885	145 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103886	146 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103887	147 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103888	148 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103889	149 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103890	150 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103891	151 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103892	152 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103893	153 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103894	154 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103895	155 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103896	156 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103897	157 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103898	158 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103899	159 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103900	160 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103901	161 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103902	162 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103903	163 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103904	164 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103905	165 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103906	166 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50
103907	167 BRADFORD WALK					3091.8	3100	3.1	TRUE	FALSE					R		3.1	\$ 77.50



CITY OF NEW BRITAIN'S CLEAN WATER FUND

OUR PROCESS - Public Outreach

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New Britain passes resolution that introduces the creation of the Clean Water Fund

Published on Friday, 11 March 2022 17:00
Written by JENIECE ROMAN
By JENIECE ROMAN
@JenieceRoman

NEW BRITAIN – The city's Common Council passed a resolution Wednesday that introduced the creation of an Enterprise Fund known as the Clean Water Fund.

The fund will be part of the Stormwater Authority, Stormwater Management Program and was approved by the Common Council to deposit the revenues from fees collected by the Stormwater Authority.

Aldeman Robert Smedley told the council Wednesday that the resolution had been discussed in previous committee meetings and that there have been several conversations about the changes. In a report returned from the Consolidated Subcommittee, committee members recommended that the council vote in favor of the resolution. The resolution for the creation of the Clean Water fund passed unanimously.

Under provisions from Department of Energy and Environmental Protection (DEEP) MS4 Permits, the city of New Britain, through its stormwater management plan, samples selected storm water pipes and submits reports on the progress annually to the city's DEEP program. The city collects a clean water fee upon the interests in real property, which is subject to the fifteen percent limitation on, or alternative election to exempt, certain properties in New Britain.

The resolution also outlines that fee exemptions may be approved by the council in properties that are properties in New Britain that are owned by hospitals until July 1, 2026. The fees for hospitals shall be calculated pursuant to Public Act No. 21-115., an act concerning climate adaptation.

The law states that "In establishing fees for property in its district, the stormwater authority shall offer partial fee reduction, in the form of a credit for any property owner in its district who has installed and is operating and maintaining current stormwater best management practices that reduce, retain, or treat stormwater onsite and that are approved by the stormwater authority."

According to the resolution, the Stormwater Authority can adopt municipal regulations to implement the stormwater management program. Levied fees that are not paid in full or before thirty days to the City of New Britain after the due date will be considered delinquent. The city can implement fees delinquent property taxes and place a lien on the property.

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Go Paperless - View & Pay Bills Online Plus, Save Time by Signing Up for Auto-Pay



- Receive bills, reminders, and receipts via email.
- Personal and financial information is secure.
- Choose to pay with e-check or credit/debit card.
- Simple to view/pay bills and register.

Go To: utility.newbritainct.gov Or, Pay by Phone: (855) 423-9339

Service fees apply: \$.95 cents for e-check, 2.95% of balance for credit/debit card. Additional \$1 for pay by phone

CLEAN WATER FUND INFORMATION

The City of New Britain's Clean Water Fund fulfills a government mandate requiring municipalities to improve the quality of water that enters streams and waterways.

- Protects the taxpayer
- Residents charged based on square footage of their home
- Shares responsibility with traditionally nontaxable entities
- Businesses charged based on square footage of impervious surface area

This money will be invested into reducing pollution, soil erosion, and minimizing flooding in vulnerable neighborhoods through the NB FLUSH program

CUSTOMER INFORMATION

BILLING DISPUTES or Questions: Please contact the Water Billing Office (@ 860-826-3540) within 30 days.

LIENS: Are placed against the property if bill is not paid within 1 year. \$32 filing fee is assessed to the owner.

RECEIPTS: Enclose the entire bill with a self-addressed, stamped envelope with payment. Paying at the Revenue Office - please bring the entire bill.

CREDIT CARD/ ONLINE PAY: At utility.newbritainct.gov. Convenience Fees: Echeck - flat \$.95 cents Credit/Debit card - 2.95% of balance. Additional \$1 for pay by phone

Per CT Statute Sec 12-130a: Failure to receive any such bill or statement shall not invalidate the charge (or additional interest and fees that may accrue). Property owners are responsible for utility cost when due.

FORECLOSURE: Fees may be added if the Board of Water Commissioners deems it necessary to place account in collection with an attorney.



CITY OF NEW BRITAIN'S - CLEAN WATER FUND

OUR PROCESS – Billing & Customer Response

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Experience the NEW
Water & Sewer Billing and Collection
27 West Main St., Rm 104, New Britain CT 06051
(860) 826-3317

QUARTERLY WATER SEWER BILL

To View Or Pay Your Bill Online:
utility.newbritainct.gov
Office Hours Monday Through Friday 8:15am to 3:45pm
and until 6:45pm on the last business Thursday of the month.

ACCOUNT NUMBER	BILLED TO	SERVICE ADDRESS			
000000311390	MARY LABEL	292 EDDY GLEOVER BLVD			
CUSTOMER TYPE	AMOUNT DUE	BILL DATE	DUE BY		
SINGLE FAMILY RESIDENTIAL	64.94	08/01/2022	08/31/2022		
METER NUMBER	READING DATES	PRIOR READ	PRESENT READ	USAGE	READING TYPE
80007650	04/07/2022 07/06/2022	54000	54500	500	Actual

Usage History

Billing Date	Usage
08/01/2022	500
05/01/2022	500
02/01/2022	900
09/01/2021	1200
03/01/2021	1300
09/01/2020	1400
03/01/2020	1100

Billing Summary

WATER CHARGES	
Arrears	0.00
Interest	0.00
5/8" Meter Code 0	28.69
TOTAL WATER	28.69
SEWER CHARGES	
Arrears	0.00
Interest	0.00
Sewer Use Rate	23.75
TOTAL SEWER	23.75
CLEAN WATER FUND CHARGES	
Arrears	0.00
Interest	0.00
Clean Water Use Rate	12.50
TOTAL CLEAN WATER FUND	12.50
Total Due by	08/31/2022 64.94

Usage Summary
This Billing Period Your
Average Daily Usage was:
6

PLEASE INCLUDE YOUR ACCOUNT NUMBER ON YOUR CHECK.
PLEASE PAY BY "TOTAL DUE BY" DATE TO AVOID INTEREST PENALTY OF 1.5% PER MONTH.
PLEASE SEE REVERSE SIDE FOR OTHER IMPORTANT CUSTOMER INFORMATION.
Please return bottom portion with payment.

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Water & Sewer Billing and Collection
27 West Main St., Rm 104
New Britain CT 06051

Account Number 000000311390
Due Date 08/31/2022
Total Amount Due 64.94

SERVICE AT: 292 EDDY GLEOVER BLVD
MARY LABEL
292 EDDY GLEOVER BLVD
NEW BRITAIN, CT 06053

Please make check payable and remit to:
NEW BRITAIN WATER DEPT
PO BOX 2080
HARTFORD CT 06145-2080

311390 0000006494 6


WATER CHARGES	
Arrears	0.00
Interest	0.00
5/8" Meter Code 0	28.69
TOTAL WATER	28.69
SEWER CHARGES	
Arrears	0.00
Interest	0.00
Sewer Use Rate	23.75
TOTAL SEWER	23.75
CLEAN WATER FUND CHARGES	
Arrears	0.00
Interest	0.00
Clean Water Use Rate	12.50
TOTAL CLEAN WATER FUND	12.50

First Bills Mailed to customer the beginning of this past July (2022)



CITY OF NEW BRITAIN'S CLEAN WATER FUND

OUR PROCESS – Billing & Customer Response


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27 West Main St., Rm 104, New Britain CT 06051
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**QUARTERLY
WATER SEWER
BILL**

To View Or Pay Your Bill Online:
utility.newbritainct.gov
Office Hours Monday Through Friday 8:15am to 3:45pm
and until 6:45pm on the last business Thursday of the month.

ACCOUNT NUMBER	BILLED TO	SERVICE ADDRESS
000000121040	CHURCH	

CUSTOMER TYPE	AMOUNT DUE	BILL DATE	DUE BY
RELIGIOUS INSTITUTION	2102.82	10/01/2022	10/31/2022

METER NUMBER	READING DATES	PRIOR READ	PRESENT READ	USAGE	READING TYPE
33195905	06/06/2022 09/05/2022	192900	194000	1100	Actual

Usage History

Billing Date	Usage
10/01/2022	1100
07/01/2022	1900
04/01/2022	800
01/01/2022	2900
07/01/2021	2200
01/01/2021	1600
07/01/2020	2500

Usage Summary
This Billing Period Your
Average Daily Usage was:
12

Billing Summary


WATER CHARGES	
Arrears	71.22
Interest	4.28
5/8" Meter Code 0	46.92
TOTAL WATER	122.42

SEWER CHARGES	
Arrears	90.25
Interest	5.41
Sewer Use Rate	52.25
TOTAL SEWER	147.91

CLEAN WATER FUND CHARGES	
Arrears	883.13
Interest	66.23
Clean Water Use Rate	883.13
TOTAL CLEAN WATER FUND	1832.49

Total Due by 10/31/2022 2102.82

PLEASE INCLUDE YOUR ACCOUNT NUMBER ON YOUR CHECK.
PLEASE PAY BY "TOTAL DUE BY" DATE TO AVOID INTEREST PENALTY OF 1.5% PER MONTH.
PLEASE SEE REVERSE SIDE FOR OTHER IMPORTANT CUSTOMER INFORMATION.
Please return bottom portion with payment.


Experience the NEW
Water & Sewer Billing and Collection
27 West Main St., Rm 104
New Britain CT 06051

Account Number 000000121040
Due Date 10/31/2022
Total Amount Due 2102.82

SERVICE AT: 140 BROAD ST

CHURCH
NEW BRITAIN, CT 06053-4104

Please make check payable and remit to:
NEW BRITAIN WATER DEPT
PO BOX 2080
HARTFORD CT 06145-2080

121040 0000210282 9

Billing Summary

WATER CHARGES	
Arrears	71.22
Interest	4.28
5/8" Meter Code 0	46.92
TOTAL WATER	122.42

SEWER CHARGES	
Arrears	90.25
Interest	5.41
Sewer Use Rate	52.25
TOTAL SEWER	147.91

CLEAN WATER FUND CHARGES	
Arrears	883.13
Interest	66.23
Clean Water Use Rate	883.13
TOTAL CLEAN WATER FUND	1832.49

Total Due by 10/31/2022 2102.82

Have dealt
some larger
bills with
some upset
customers



CITY OF NEW BRITAIN'S CLEAN WATER FUND

OUR PROCESS – Billing & Customer Response

There's been some errors in data & we did need to revisit some peoples bills & make adjustments, but will over 15,000 bills and many non-typical situations that was to be expected.



CITY OF NEW BRITAIN'S CLEAN WATER FUND

OUR PROCESS – Lessons Learned

- Could have used more time for the roll out (4 months)
- Some customers were very upset, but a lot of people understood the reasoning and were supportive
- We started right off the bat with a full budget. You don't need to go this way.
- This was a good move and we'd do it again