

Notice to Waterford Utility Commission Customers

The Waterford Utility Commission (WUC) has decided to modify the manner in which it bills sewer customers to better align with the City of New London's water billing cycle. WUC customers will now be billed based on the same billing information and meter read dates that are on their current New London water bill. WUC Sewer Use bills will arrive within two weeks after receipt of their New London water bill beginning in the middle of August, instead of at the start of each quarter.

While we will continue to bill on a quarterly basis, the timing of when sewer bills are sent out is changing from the previous January, April, July and October schedule to the new schedule driven by the New London meter reading dates. This change to the timing of your sewer bill will better align with the receipt of your New London water bill so that customers will be able to see the correlation between water usage and sewer usage.

New London sends out their water bills within a couple of weeks of the meter read date. On the attached example you will notice that a meter read end date of April is billed in April. On our current schedule, WUC sends bills after a several months delay and a read end date of January could be billed in April (see attached), which is a full quarter behind. Our goal is to eliminate this delay between your water and sewer bills.

Some of our customers may receive a quarterly bill six to eleven weeks after receiving their July bill. This shortened duration between bills will be a **one-time** only catch up. Please be aware that this is NOT a double bill, instead it is two quarters worth of usage billed in two bills mailed to you within a shorter timeframe than you would normally experience.

All customers can expect to receive their quarterly bills within one to two weeks after receipt of their New London water bills moving forward.

In conjunction with this change we are implementing a new utility billing software system. With this system change WUC customers can expect to see a new bill format and some new ways that you can make your payment online and in person, including credit card payments.

Please contact our office at 860-444-5886 or email us at wuc@waterfordct.org with any questions.

EXCERPTS OF EXAMPLE BILLS FROM THE SAME LOCATION CURRENTLY

New London Bill:

Bill Date: April 18, 2023

NL Meter Read Dates from Jan 9, 2023 to April 18, 2023

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City of New London
Department Of Public Utilities
 15 Masonic Street
 New London, CT 06320
 Phone: 860-447-5222 for customer service and after-hours emergencies

Customer - Account	Amount Due
000000 - 000000	\$15.76
Due Date	Delinquent Date
04/18/2023	05/18/2023
123 EXAMPLE STREET	

1 CF = 1 unit of usage = 7.48 gallons

Meter #	Meter Size	Read Type	Read Dates		Meter Readings		Usage (CF)	Days	Average Daily Usage (gallons)
			Previous	Current	Previous	Current			
83839870	5/8"	Office Estimate	01/09/2023	04/18/2023	703	703	0	99	0
83839870	5/8"	Estimated Read	04/03/2023	01/09/2023	710	703	-700	-84	-62

WUC Bill:

Bill Date: April 5, 2023

NL Meter Read Dates from October 6, 2022 to Jan 9, 2023



Make checks payable to: **W.U.C.**
Mail payment to:
Waterford Utility Commission
 P.O. Box 310
 Waterford, CT 06385

SEWER USE BILL
PMT DUE DATE.
 04/05/2023



CUSTOMER COPY

DELINQUENT AFTER	ACCOUNT NUMBER
05/05/2023	06-0000000
BILLING DATE	TOTAL AMOUNT DUE
04/05/2023	73.00
SERVICE ADDRESS	
123 EXAMPLE STREET	

DO NOT DISPOSE OF FATS OIL & GREASE IN ANY DRAIN OR TOILET

CUSTOMER NAME

CUSTOMER ADDRESS

WATERFORD, CT 06385

**THE NEW LONDON READ DATES REPRESENT WHEN
NEW LONDON READS YOUR WATER**

FACILITY CHARGE	# OF DWELL	METER SIZE	NL METER READ DATES		METER READINGS		METER ADJ	USAGE CF	USAGE FEE	CURRENT AMT DUE
			FROM	TO	PRIOR	CURRENT				
45.00	1.00		10/06/2022	01/09/2023	0	800		800		73.00
PREVIOUS BALANCE	DELINQUENT INTEREST	LIEN	GRINDER PUMP DISC.	METER FEE	BALANCE FORWARD					
0.00	0.00	0.00	0.00	0.00	0.00					