

From: Hart, Amy <harta@grotonutilities.com>

Sent: Thursday, August 20, 2026 2:34 PM

To: water pollution control authority <wpcal.ledyard@ledyardct.org>

Cc: ftjones@prodigy.net <ftjones@prodigy.net>; swadecki@comcast.net <swadecki@comcast.net>; jerryrmorris@gmail.com <jerryrmorris@gmail.com>; James A. Ball <jimaball@earthlink.net>; Monir Tewfik <monirtewfik@gmail.com>; Stan Juber <stanjub@gmail.com>; Capon, J Anthony <tcapon@pitt.edu>; Ian Stammel <asst.finance.director@ledyardct.org>

Subject: RE: 1010 Long Cove Road Grand View Mobile Home Park

Good afternoon Ed,

This is something we have been planning to discuss with you. After CUSI implemented WPCA's newly approved rates, the billing department has spent a significant amount of time working with their support team to ensure two things:

1. That bills are calculating correctly based on the rates provided, and
2. That we fully understand how each calculation functions within the system.

Regarding your WPCA customers with master meters (approximately ten accounts), these customers have historically been billed for additional units. This is a common practice to ensure fairness and cost recovery; however, additional units are typically billed at a reduced rate. For example, Groton Utilities master-metered customers are charged at one half of the monthly basic service charge for each additional unit.

Under the prior WPCA rate structure, master-metered customers were charged the minimum residential usage rate multiplied by the number of additional units. Meter size was not a factor. With the new rates, the minimum charge is now based on meter size, and CUSI is correctly calculating charges as the master meter's base rate multiplied by the number of additional units.

This change has significantly increased bills for these customers, doubling some base charges and leading to confusion and frustration. We are unsure how much consideration was given to these accounts during the rate-setting process or what the intended methodology for additional units should be under the new structure.

At this time, billing is functioning exactly as defined by the rates provided and billing history of additional units. If additional units are intended to be billed differently, please supply the appropriate documentation so we can have CUSI update the configuration accordingly.

Thank you,

Amy C. Hart

Billing Manager

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860.446.4008 harta@grotonutilities.com
grotonutilities.com

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From: water pollution control authority <wpca.ledyard@ledyardct.org>

Sent: Thursday, August 20, 2026 7:52 AM

To: Siano, Danielle <sianod@grotonutilities.com>

Cc: ftjones@prodigy.net; swadecki@comcast.net; jerryrmorris@gmail.com; James A. Ball <jimaball@earthlink.net>; Monir Tewfik <monirtewfik@gmail.com>; Stan Juber <stanjub@gmail.com>; Capon, J Anthony <tcapon@pitt.edu>; Ian Stammel <asst.finance.director@ledyardct.org>

Subject: 1010 Long Cove Road Grand View Mobile Home Park

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Good Morning Danielle - I got a call from Jeff Connolly who is the supervisor of the Grand View Mobile Home Park on Long Cove road concerning a bill issue. Their water configuration is a 2 inch line/meter that serves 37 mobile homes - as none of them have a meter. It appears we billed them as though each one has a meter. If I use our new rate structure they should be billed at 16 x \$4 or \$64. They typically use 100,000 gallons per month and at a residential rate of 0.0115 per gallon (they used about 111,000 gallons last month) = \$1276.50 plus \$64 = \$1340.50. My understanding is that they got a bill for \$3800. So to be consistent with FoxRun we should make the part all residential served by a single meter.

Let me know if the math is correct and assigned rates are right.

Thanks!

Ed Lynch, WPCA
Mobile 646-732-9224

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