

October 30, 2025

Dear Anne Marie and Christine,

Re: 8 Smith Pond Way, Gales Ferry- Water Service Leak after Shut-off Valve

This letter is follow up to our initial contact and letter regarding the water service leak that is past the shut-off valve, toward the house, at 8 Smith Pond Way. Per Section 8 of WPCA Utilities Rules and Regulations, repairs to water services after the shut-off valve are the responsibility of the customer.

As the contract operator for Ledyard Water Pollution Control Authority (WPCA), Groton Utilities has discussed this leak with the WPCA. At their instruction, Groton Utilities will install a meter pit at the property line. The cost of this installation will be borne by the WPCA, not you as the customer. This work is planned for Friday November 7. The meter, which is currently in the basement, will be relocated to the pit. GU will provide a “spacer” piece to install in place of the meter in the basement. **With the new meter pit installed by GU, the service leak will be accounted for in your monthly billing, so we highly encourage you to make the necessary repairs and upgrades to the customer-owned service pipe.**

In order to assist with locating the leak after the shut-off valve we have re-scheduled the GU leak detection team to investigate on **Thursday November 6th**. At this time we will attempt to determine the location of the service line from the shut-off valve, approximately 100 feet, to the house since no record exists of the installation location. After the line is located the aim is to use leak detection equipment to narrow down the location of the leak. This information will aid your contractor’s repair or replacement.

When plastic water services fail (or leak) at one location along the service, we find it prudent to share this guidance with the customer, for efficiency and to limit future spot-repairs, the utility encourages the customer to consider replacing the *entire* section of the plastic pipe from the shut-off to the building. A full replacement with materials and depth meeting Specification may additional future “spot repairs” with additional excavation and inspection costs.

Whichever extent of repair you choose, the service must be repaired according to GU Spec by the owner or their contractor. The individual performing work is responsible for coordinating with GU to ensure the work follows GU Water Specification and for scheduling the required inspection. The Ledyard WPCA allows thirty (30) days for repairs to be made. If no progress is made during the thirty-day period GU will initiate a non-compliance shut-off.

Please reach out to me or GU General Manager of Water, Michael Weber, with any questions. We are available to communicate with you and your contractor and provide additional information for the repair or replacement and inspection requirements.

GROTON UTILITIES

Kate Blacker
Water Project Manager

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