

RECEIVED
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PUBLIC WORKS DEPT.

Bristol, CT
25 November 2012

To whom it may concern in Bristol Water Department

My name is Grace Krupa. I currently live on 34 Ebert Drive in Bristol and I am in a process of building a new house on 15 Delmar Drive also in Bristol. Recently, I received a "Water/Sewer Bill" from the **Bristol Water Department** for my unfinished house on 15 Delmar Drive. To my great surprise it was for \$77.75. It would be understandable if anyone lived in that house and a lot of water was used; however, as of yet no one does and a Certificate of Occupancy was not yet granted to this property by the City of Bristol. When I analyzed this bill further I noticed that the water charge which came from a water meter was for using 25 cubic feet of water, which with the current rate came up to \$0.58 charge for water usage. I was amazed to see that corresponding sewer charge was for 2500 cubic feet of sewer with description of "Sewer Based on Winter Quarter" which at the current rate came up to be \$41.92 charge for sewer. Just a few months ago, I paid \$1315.00 for connecting this house to the main sewer and water line. Not only was I charged for an erroneous amount of sewer but I was also charged \$15.25 for "Sewer Service Charges" and \$20.00 for "Water Service Charge". I am asking for correction of this bill and removing all sewer related charges and both service fee charges. All these charges are associated with a house which is not yet approved for occupancy, which no one lives in, and in which the plumbing system is not fully functional.

Thank you for addressing my concerns,

Grace Krupa



Bristol Water Department

119 Riverside Avenue
 PO Box 58
 Bristol, CT 06011-0058
 (860) 582-7431
www.bristolwaterdept.org



WATER/SEWER BILL

BILL NUMBER
161805

ACCOUNT NUMBER
0318845000

BILLING DATE	DUE DATE
11/01/2012	11/30/2012

AMOUNT DUE	\$77.75
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**PLEASE MAKE CHECK PAYABLE TO
 BRISTOL WATER DEPARTMENT**

21 6257

JAN & GRACE KRUPA
 39 EBERT DR # 57
 BRISTOL, CT 06010



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✂ Detach and return the portion above with your payment ✂



Bristol Water Department

119 Riverside Avenue
 PO Box 58
 Bristol, CT 06011-0058
 (860) 582-7431
www.bristolwaterdept.org

ACCOUNT NUMBER
0318845000

BILLING DATE
11/01/2012

WATER/SEWER BILL

Customer Copy
 Keep this portion for your records

LOCATION OF SERVICE 15 DELMAR DR

Read Date	Current Read	Previous Read	Cubic Feet Used	DESCRIPTION OF SERVICE	Unit Rate	Current Charge
10/11/2012	25	0	25	WATER CONSUMPTION	0.023100	\$0.58
10/11/2012			2100	WATER SERVICE CHARGE		\$20.00
10/11/2012				SEWER BASED ON WINTER QUARTER	0.019960	\$41.92
10/11/2012				SEWER SERVICE CHARGE		\$15.25

PREVIOUS BALANCE	ADJUSTMENTS	PENALTIES/LIENS	PAYMENTS	BALANCE FORWARD
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

PLEASE PAY THIS AMOUNT **\$77.75**

All bills are due and payable on the first day of the regular billing period. Penalty charges will be added if the account remains unpaid 30 days from the billing date. Non-receipt of issued bill not deemed excuse for failure to pay. The postmark will serve as the date received. Liens will be filed on the City Land records if account remains unpaid for a period of 6 months from the billing date.

Payment may be made by mail, in person at our office, or on-line at www.bristolwaterdept.org. Our office accepts most major credit and debit cards. For your convenience a drive-up window is available at our office and a drop slot is located in our front door for after hours payments.

IF YOU HAVE ANY QUESTIONS CONCERNING YOUR BILL OR THE SERVICES WE PROVIDE, PLEASE FEEL FREE TO CONTACT OUR OFFICE AT 860-582-7431

CUSTOMER MESSAGES

*** GO PAPERLESS! ***

SIGN UP TO GO PAPERLESS & RECEIVE ALL FUTURE BILLS VIA E-MAIL.
 VISIT OUR WEBSITE @ WWW.BRISTOLWATERDEPT.ORG TO REGISTER.

*1111 Main St
 att sewer dept*

Water Department Office Hours: Monday-Friday 8:00 am to 4:30 pm
 Drive-up Window: Monday-Friday 8:00 am to 4:00 pm

Fax

860 589-791



Bristol Water Department

119 Riverside Avenue
PO Box 58
Bristol, CT 06011-0058
(860) 582-7431

Second Notice

Remit Portion

Please write your Account Number on your check and enclose this portion of bill with your payment.

2ND NOTICE

Service Address	Bill Date	Account # - Customer #	Notice Date	Amount Due
15 DELMAR DR	11/01/2012	0318845000 - 440	12/01/2012	\$80.75

Check here for change of billing address only and note changes below.

JAN & GRACE KRUPA
39 EBERT DR #57
BRISTOL, CT 06010

00006042013100161805700000077750

✂ Detach and return the portion above with your payment ✂



Bristol Water Department

119 Riverside Avenue
PO Box 58
Bristol, CT 06011-0058
(860) 582-7431

Second Notice

Customer Copy

Keep this portion for your records

Customer Name		Service Address		
JAN & GRACE KRUPA		15 DELMAR DR		
Service Address	Bill Date	Account # - Customer #	Notice Date	Amount Due
15 DELMAR DR	11/01/2012	0318845000 - 440	12/01/2012	\$80.75

Our records indicate that we have not received payment on your account. Perhaps you have forgotten or have misplaced the bill.

Please send payment to:
BRISTOL WATER DEPARTMENT
P.O. BOX 58
BRISTOL, CT 06011-0058

Or you may visit our website www.bristolwaterdept.org and register where you may use your savings or checking account or a credit/debit card for payment.

If you have any questions about this bill, please call our office at 860-582-7431

PAYMENT IS DUE UPON RECEIPT OF THIS NOTICE

IF YOU HAVE ALREADY MADE THIS PAYMENT, PLEASE DISREGARD THIS NOTICE.

Payment may be made by mail, in person at our office, or on-line at www.bristolwaterdept.org. Our office accepts most major credit and debit cards. For your convenience a drive-up window is available at our office and a drop slot is located in our front door for after hours payments.

IF YOU HAVE ANY QUESTIONS CONCERNING YOUR BILL OR THE SERVICES WE PROVIDE, PLEASE FEEL FREE TO CONTACT OUR OFFICE AT 860-582-7431

CUSTOMER MESSAGES

OUR RECORDS INDICATE YOUR 11/01/2012 BILL IS PAST DUE. PENALTIES HAVE BEEN APPLIED. PLEASE REMIT PAYMENT. THANK YOU.

Water Department Office Hours: Monday-Friday 8:00 am to 4:30 pm
Drive-up Window: Monday-Friday 8:00 am to 4:00 pm

DATE: 8/22/2012

Water Pollution Control

In accordance with "Policy for Assessment of Sanitary Sewers in Bristol, Connecticut adopted by vote of City Council, December 10, 1984, **THIS IS TO NOTIFY** you that a sewer connection fee in the amount of \$1,125.00 has been received from BELL CITY for house No. 15 Lot No. 22A on the NORTHERLY side of DELMAR DRIVE Contractor must return to the Public Works Office for an excavating permit. This is a/an New house.

*Jan + Grazyna Krupa
39 Ebert Dr # 57
Bristol*

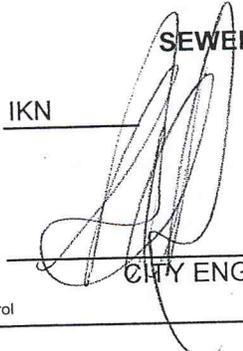
NOTICE:

ISSUANCE OF THIS SEWER PERMIT ACTIVATES SEWER USAGE BILLINGS

SEWER AUTHORITY

Cash or Check No. 8740

Per IKN



CITY ENGINEER