



TOWN OF BERLIN
Water Control Commission
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Introduction of a New Billing Process for
Berlin Water Control Commission Customers

To: Berlin Water Control Commission (BWCC) Customers

From: Ray Jarema, Water Control Manager and Bruce Laroche, BWCC Chairman

Dear Customer,

We are pleased to tell you about changes being made to the billing process of the Berlin Water Control Commission (BWCC). Beginning with your next bill due out in November, you will have access to new, convenient payment options that include E-billing, one-time on-line payments, and payments at thousands of retail locations across the country. Of course, postal mailing of payments will still be accepted.

The additional options are the result of a process undertaken by the BWCC to replace its existing billing process that is outdated, cumbersome, and has little software support. The BWCC conducted a bidding and interview process and ultimately selected Connecticut Water Company, operating as New England Water Utility Services, Inc. (NEWUS), to provide billing services. Please know that this change did not affect the staffing of the BWCC.

Connecticut Water currently provides billing services to 103,000 of its own customers in 59 communities across Connecticut, and provides water and wastewater-related services to several State and Municipal clients like the BWCC.

Also, effective November 20, 2018, **WATER/SEWER BILL PAYMENTS WILL NO LONGER BE ACCEPTED AT THE TOWN HALL , OR ON THE INVOICE CLOUD ON-LINE PAYMENT SYSTEM.**

The initial billing period may be slightly longer in order to efficiently implement the new billing features. We will still have a quarterly billing cycle.

Our intention is that the new billing process will improve efficiency and processing of water/sewer bills. The quarterly billing will be made by NEWUS and it will have a new bill which will have a new look. We anticipate there may be some challenges as we transition billing systems. There will obviously be a learning curve for everyone, but we believe issues will be dealt with quickly and will improve our billing process.