

## Tunneling Technology: Used for the First Time in United States



Above: Internal view of the curved portion of the Homestead Avenue Interceptor Extension installed using trackless pipe tunneling technology, which represents the first time this has been completed in the U.S. Below: MDC, AECOM and NE Remasco staff stand above the receiving pit where the tunnel boring machine broke through right on target.



The MDC has completed a portion of its Homestead Avenue Interceptor Extension (HAIE) sewer project using an innovative "trenchless" construction method to avoid underground utilities, minimize disruption to local businesses and commuters, and save time and money. Using a state-of-the-art construction method known as tunnel boring, a curved 150-foot portion of a 600-foot section of the interceptor sewer, beginning at the intersection of Church and High Streets, was tunneled entirely underground – thus limiting the need for road excavation required in traditional open-cut construction. Tunneling for the curved section of the project began on May 10 and was completed on May 19. MDC contractors estimate that the project would have taken approximately 30 days to complete using open-cut construction.

While micro-tunneling along a straight path has become more common, the MDC

project marked the first time this technology was used in the United States to micro-tunnel along a curved path. Northeast Remasco Construction, MDC's contractor for the project, believed that micro-tunneling was well suited for this section of the project. The tunnel was designed by project engineer AECOM.

## MDC Announces New Command Center



The MDC held a ribbon-cutting ceremony and open house in June to celebrate the completion of major improvements to the MDC's Command Center.

The newly upgraded Command Center merges the MDC's Dispatch and Customer Service Departments, a measure that establishes a single, centralized location for information on all facets of the MDC's water and sewer infrastructure, as well as customer service and billing records. All MDC customers will now have a single phone number to call (860) 278-7850 – regardless of the nature of their questions or concerns. Improved technology at the Command Center, including a large bank of wall monitors which display relevant data such as river levels, overflow alarms, utility locations and GIS mapping are part of the effort to provide real-time data and optimize response time to any problem.

The Command Center will operate 24 hours per day, seven days per week. Customers with billing questions or a service emergency can call (860) 278-7850 and follow the prompts to reach the appropriate office.

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### Serving:

- Bloomfield**
- East Hartford**
- Hartford**
- Newington**
- Rock Hill**
- West Hartford**
- Wethersfield**
- Windsor**

## Remaining 2010 MDC Household HazWaste Collection Dates:

(All collections are held on Saturdays from 8 a.m. – 1 p.m.)

DATE	TOWN & LOCATION
Aug. 14	Simsbury Henry James Memorial School, 155 Firetown Road
Aug. 21	Bloomfield Public Works Building, 21 Southwood Road
Aug. 28	Rocky Hill Rocky Hill WPCF, 80 Goff Brook Lane
Sept. 11	Ansonia Public Works Complex, North Division Street
Sept. 18	Ellington Town Garage, 21 Main Street
Sept. 25	West Hartford Public Works Garage, Oakwood Avenue Extension off New Park Ave
Oct. 2	Middletown Moody School, 300 Country Club Road
Oct. 9	South Windsor High School, 161 Nevers Road
Oct. 16	East Hartford East Hartford WPCF, 65 Pitkin Street
Oct. 23	Hartford Hartford WPCF, 240 Brainard Road
Oct. 24 (Sunday)	Bloomfield Tikvah Chadosoh Synagogue, 180 Still Road
Oct. 30	Windsor Locks/E. Granby Public Works Garage, 6 Stanton Road, Windsor Locks

Notes: Collections, locations and dates are subject to change. Please call your town or the HazWaste Hotline (860-278-3809) to confirm collections.

## MDC News

### Consumer Tip: SAVE MONEY & WATER!

Have you recently noticed an increase on your water bill and wondered where the money went?

If you answered yes, it might be from water leaking in your toilet. Follow the steps below to reduce unnecessary water flow and money going down the drain.

First, begin by listening closely for a "hissing" sound and visually checking for a stream of water running into the bowl.

You can also add a small amount of food coloring into the tank and see if the water color changes in the bowl. If it does, check the rubber flapper in the tank for slime buildup or wear and tear. The flapper may not be secured properly to stop the tank water from flowing into the bowl.

Also, lift the tank lid and check the overflow pipe, which is in the center of the tank. If you notice the water line is up to the rim of the open overflow pipe, water could be running down the drain without you ever noticing it. Also, there is a fill line on the overflow pipe and the water should fill and stop at that line when you flush the toilet (1 inch below). If after flushing you notice the water not shutting off at the line, consider the age and condition of the toilet, as it may be time to repair or replace it.



## Inside the MDC

### Treatment Plant Construction Begins...



Photo Courtesy of Waters Planning, Photography and USAs.

Construction begins on the Clean Water Project (CWP) at the state's largest wastewater treatment plant—the Hartford Water Pollution Control Facility (HWPCF). The MDC will invest over \$400 million into expanding wet weather capacity and improving nitrogen removal, which will ultimately provide Connecticut with a cleaner, safer environment.

The first project, now completed, was the demolition of the foundation of the former compost facility, which was necessary to make way for the construction of the new aeration and final settling tanks.

These final settling and aeration tanks are under construction and can be seen by commuters on I-91. While the existing system was modified in 2008 to provide the capacity for partial nitrogen removal, the additional aeration volume gained by the two new aeration tanks, and the additional sludge volume within the two new final settling tanks, will provide treatment capabilities to potentially achieve the final 2014 permit limits for the HWPCF as contained in the General Permit for the Discharge of Nitrogen issued by the DEP.

In addition, construction of a new ultra violet (UV) disinfection system will be underway. The current gaseous chlorine system will be replaced with a new UV disinfection

system that will use UV light to disinfect the wastewater, instead of using chemicals. Design activities have also begun on additional Biological Nutrient Removal (BNR) upgrades for the plant, which will enhance nitrogen removal at the HWPCF. In June 2010, the MDC purchased a 4.3 acre parcel of property located at 235 Brainard Road, which will be used for the required expansion of the HWPCF.

The MDC is also constructing a heat recovery system, which will provide up to one-third of its electrical needs. The system will take the waste heat from the incinerators and use it to generate steam and electricity to run at the HWPCF.

The \$400 million investment into the expansion and improvements of the HWPCF will achieve compliance with regulatory requirements for the protection of water quality in the Connecticut River and is an integral part of the MDC's \$2.1 billion Clean Water Project. When the expansion is complete, the HWPCF will meet the new nitrogen reduction requirements and treat an additional 110 million gallons per day (MGD) of combined sewage flows bringing the total capacity to 200 MGD.

For more information on the Clean Water Project visit the MDC's website at [www.themdc.com](http://www.themdc.com)

## Did You Know?

# MDC: Outreach Liaisons Keep Community Informed

It was a typical day for Carla Williams, as she tucked a clipboard under her arm and walked across Tower Avenue. Car horns honked and friendly waves followed her as she crossed the street – clearly she was a familiar face in the area.

As an Outreach Liaison for the Metropolitan District Commission's \$ 2.1 billion Clean Water Project, Carla's mission is to keep the community informed of the progress of construction in their area. In addition to circulating notices and mailers, Carla makes daily rounds to ensure people have a chance to ask questions or express concerns face-to-face. It's a full-time job when construction is in progress and she is on-call 24 hours a day if a problem arises.

A couple of miles away, Karraine Moody and her team are already well-versed in working with neighborhood residents. Their section of the project, at Albany Avenue and Edgewood Street, is about half complete. In addition to going from door to door and making phone calls to schedule work inside customers' homes, outreach team members staff an MDC neighborhood Information Center every weekday from 9 to 5. Outreach liaisons also do some of the hands-on work in residents' homes, checking the plumber's work after the sewer connection is complete and working with the inspector to make sure all of the work is done according to specification. Karraine meets with the contractor every Friday to prepare for the coming week, keeping her team informed of the latest developments.

The process of gaining access to customers' homes to keep the project on track is a complex one, and the team works hard to accommodate residents' schedules. It also helps that outreach staff are from the neighborhood, putting familiar faces on the project. The team's efforts have resulted in 100% compliance in the neighborhood, including access to connect all laterals and the removal of 29 mature trees. A completion celebration is being planned to say thank you to the community when the project is complete later this year.



Carla Williams, Outreach Liaison Team Leader



Karraine Moody, center, Outreach Liaison Team Leader with community outreach staff.

### Mid-Term Project Survey Reveals Excellent Results!

When you hear you're doing a great job it's natural to want to sit back and take a breath... relax even. But the communications team at the MDC, comprised of MDC staff and consultants, knows with the multitude of active projects taking place there will be no time to relax our efforts.



Recently a mid-term project survey was conducted on the Edgewood Street Sewer Separation Project. The survey, developed to measure the effectiveness of the communication efforts and overall construction activity and safety on the project, yielded great results. All but two of the 86 properties completed the survey and 84% of the responses ranged from good to excellent.

Communication and outreach in communities where projects are taking place has played a key role in their success. When residents are well informed they are more likely to be cooperative with contractors and accepting of the disruption in their neighborhoods. This allows contractors and consultants to progress through their work which in the end can save time and money.

Thank you to all of the residents, property and business owners in the Edgewood Street Project area for taking the time to give us your feedback. We will continue to serve the communities in our project areas with the same commitment and dedication to keeping YOU informed.

## Stay Informed with the MDC...

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## Inside the MDC

### MDC's Citizens' Advisory Committee: A Model for Public Participation



CAC members on tour at the Hartford Water Pollution Control Facility with Tom Tyler, Assistant Manager of Water Treatment.

In 2004, when the MDC began its initial planning for the multi-year

Clean Water Project, community collaboration was set as a top priority.

With a strong desire to go beyond the limits of the typical public hearing, the MDC created the Citizens' Advisory Committee (CAC) with a goal of making the region's citizens partners in the massive reconstruction of the aging sewer system.

The CAC is composed of representatives from the MDC's eight member towns, as well as environmental groups like the CT River Watershed Council, Riverfront Recapture and Park River Watershed Alliance, and serves as a liaison between local communities and constituents and the MDC.

Becoming part of the process early on allowed the CAC to become well educated and acquainted with the complexities of the project so they could formulate the proposed solutions to have the least impact on residents while providing a legacy with community improvement. Through the years, the CAC has had a significant impact on some of the Clean Water Project engineering decisions.

Once the early planning phases for the project were completed, the CAC played a pivotal role in the 2006 referendum which voters in the MDC towns overwhelmingly approved. The CAC actively educated their communities on the importance of the Clean Water Project, and its impact on the environment and the quality of life in the region.

Today CAC members continue in their role as liaisons between local residents, businesses and the MDC. Its members continue to monitor the progress of the project, and how the public monies they asked their neighbors to approve are being spent.

The CAC's role is a model for public participation in government projects.