



Veolia Environnement is the world leader in environmental services. With operations on every continent and nearly 320,000 employees, we provide customized solutions to meet the needs of municipal and industrial customers in four complementary segments: water, environmental services, energy and passenger transportation.

Founded over 150 years ago, Veolia Environnement is a truly global operator with unmatched human capital, technological capabilities and business references. We are ideally positioned to deal with the contemporary trends of urban growth and more stringent environmental requirements.

**Veolia Water**

Veolia Water specializes in water and wastewater services for municipal and industrial clients, deploying specific solutions tailored to local needs worldwide. The division has more than 150 years of experience managing public water and wastewater services under public-private partnerships. Our expertise also includes the capabilities of our research and development teams and our subsidiary, Veolia Water Solutions & Technologies, which continually develops analytical, treatment, wastewater and recycling techniques that span the entire water cycle.

*Our program includes:*

- Management of water and wastewater services for municipal and industrial clients.
- Design/build of technological solutions and the infrastructure necessary to deliver water and wastewater services.
- Global resources provided locally to our clients through best-practice exchanges deployed on behalf of the millions of people the division serves each day in 60 countries.
- Quality services in public health protection, leak reduction, improved productivity (plants and pipelines) and water conservation.

**Veolia Environmental Services**

Turning waste into a mineral, organic or energy resource, Veolia Environmental Services manages municipal and industrial waste processes, from flow logistics upstream to technologically advanced treatments downstream. The only global operator to provide a complete range of waste management services, Veolia Environmental Services covers the entire waste cycle, including urban cleaning services, soil and site remediation, collection, sorting, transfer, treatment and recycling/recovery.

*Their services include:*

- Environmental and flow logistics services – including cleaning, site remediation, pipe systems maintenance, collection, consolidation and transfer – for local authorities and businesses.
- Hazardous and non-hazardous waste sorting, treatment and recycling, composting, landfilling and physical-chemical treatment.
- Conversion of waste to energy, organic matter and recycled raw materials.

**Veolia Energy**

Veolia Energy provides custom, sustainable energy services and facility management solutions to a wide range of industries. Veolia Energy's services encompass operating and maintaining heating and cooling networks, providing facility management services, and managing all energy utilities for customers.

*Their services include:*

- District Energy (heating and cooling) networks.
- Management of all technical installations and electrical systems inside a building.
- Combined heat and power/cogeneration and trigeneration.
- Comprehensive building management, incorporating energy purchases, site management, logistics and landscaping.
- Climate control and power equipment installations, industrial maintenance.
- Public lighting.

**Veolia Transportation**

Veolia Transportation partners with local authorities and is a major environmental stakeholder. Its public transit services provide urban transportation and greenhouse gas reduction solutions and help improve quality of life.

Veolia Transportation is also interested in industrial markets, including rail freight lines, airport hub services and managing rail branch lines and their logistics for industry.

*Their services include:*

- Management of urban, regional and national public transit systems under public-private partnerships.
- All types of vehicles, including buses, motor coaches, trains, metro systems, light rail, trolleys, ferries and taxis.
- Freight transportation and associated logistics.

Report prepared by Veolia Water North America – Northeast, LLC at North Haven, Connecticut: 1115 West Chestnut St, Suite 303, 02301, Telephone: (508) 894-0044



2010 ANNUAL REPORT

**Town of North Haven, Connecticut  
Wastewater Facilities  
Operation & Maintenance Services Partnership**



# Proven performance and ongoing commitment

The Town of North Haven traces its roots back to the 1780s, and today is recognized among the top 100 places to live in the U.S.

North Haven has grown to a population of over 22,000, and is home to numerous commercial and manufacturing firms including: Anthem Blue Cross & Blue Shield and the US Surgical Corporation.

Veolia Water North America – Northeast, LLC is proud to be a part of maintaining the quality of life in the community by providing reliable, high-quality and cost-effective wastewater management services since 1991.

Our philosophy centers on delivering effective and efficient budget management and maintenance programs, and, over the life of this partnership, Veolia Water has focused on providing the best value services for the operations, maintenance and management (O&M) of the Town's wastewater treatment facilities. We have also worked with the Town to guarantee a site-specific preventative maintenance program to protect your capital investment in the newly upgraded wastewater plant.

Veolia Water is proud of our accomplishments under this long-term O&M partnership with the Town.

The focus of this report is on providing you with an overview of the work of the dedicated team of professionals at North Haven. As with all of our O&M projects, Veolia Water's approach to delivering services to the Town is based on the successful application of human resources and technology to provide for the most effective operations possible.

Over the past 19 years, Veolia Water has worked for the benefit of the Town and your citizens by implementing cost-effective management techniques designed to optimize plant O&M.

The work of our dedicated O&M team has relieved the Town and your managers of the day-to-day burden of the wastewater operations, all while consistently delivering compliance with local, State of Connecticut and federal regulations.

We look forward to building on the successes of this two-decade old wastewater partnership, meeting the challenges that we both face in maintaining the quality of service that your citizens have come to expect, as well as to being a part of the Town of North Haven's history for years to come.



## BOARD OF SELECTMEN

Michael J. Freda, First Selectman

Timothy M. Doheny, Second Selectman

Stephen Fontana, Third Selectman

**SCOPE OF SERVICES:**

- Operate, Maintain and Manage
- Sewer Connection Inspection Services
- Biosolids (Sludge) Disposal - 440 dry tons per year
- Swimming Pool and Emergency Generator Maintenance
- "Call Before You Dig" Program Administration

**FACILITIES:**

- 4.5-MGD Advanced Secondary Activated Sludge Wastewater Treatment Plant
- 9 Pump Stations
- 110 miles of Collection System

**POPULATION SERVED:**

- 22,000



*Veolia Water looks forward to continuing to be a part of the North Haven community, working with you to build on the successes that we both have enjoyed over the past 19 years.*

# PERFORMANCE AND COMMITMENT

The Town of North Haven's wastewater treatment facilities consist of a 4.5-million-gallon-per-day advanced secondary activated sludge treatment plant.

In the past year flows have averaged 3.59 MGD, which amounts to over 1.3 billion gallons treated annually.

The North Haven wastewater treatment facility also



achieved outstanding results regarding its NPDES permit, meeting all of discharge criteria.

Through our partnership with the Town of North Haven, Veolia Water has continued to provide high-quality effluent, with strict adherence to State of

Connecticut Department of Environmental Protection regulations, expert process control, preventive maintenance, corrective maintenance and staff training.

## Looking to the future

One of the key goals of this partnership between the Town of North Haven and Veolia Water remains to constantly improve on the level of service that we can provide to both meet growth needs and maintain the quality of this service.



We continuously work to improve service quality by applying lessons-learned from Veolia Water's other O&M partnerships with municipal clients in New England, North America and internationally. This effort is supported by providing this O&M project with access to the leading technical, management and other resources that are available within our company.

## Veolia Water's O&M Team at North Haven



## OPERATIONS REVIEW

### Safety – protecting workers and the community

Veolia Water operates the North Haven wastewater operations seven days per week, 365 days per year, with a staff of 10.

All of Veolia Water's employees are routinely evaluated on their training progress, level of responsibility, reliability and work efficiency, and they are compensated accordingly. Operations, maintenance and management training programs are emphasized for all employees.

Additionally, all Veolia Water employees are encouraged to upgrade their skills and achieve higher levels of certification through the training programs, certification bonuses and tuition reimbursement programs that our company offers.

The safe completion of projects is the obligation of every Veolia Water employee, and ongoing and effective safety training programs are vital components contributing to a successful operation. The North Haven wastewater treatment plant holds monthly safety meetings and other activities for the entire staff in order to introduce new policies and update existing procedures.

The success of the operation of the North Haven wastewater treatment plant is based on teamwork supported by an effective cross-training program. This approach has improved staff efficiency through better skills and increased motivation.



*Veolia Water's O&M performance at North Haven was recognized with the Northeast Regional, as well as the National (North American), operations excellence, OPEX, awards.*

## Asset Management – protecting the City’s investment in the wastewater facilities



Over the years that this partnership has been in place, Veolia Water has maintained a strong commitment to the Town of North Haven, working to diligently complete the repair and maintenance activities covered under the O&M scope.

Work that has been completed within this asset management program includes: developing problem area lists, preventative jetting of the collection system, providing assistance to the Public Works Department in cleaning stormwater collection system blockages, emergency call-ins regarding blockages and preventative maintenance for lift stations.

Veolia Water is also committed to controlling odors from the plant and lift stations. While odors are a normal by-product of a wastewater operation, we take very aggressive steps to prevent odors from being a nuisance to our neighbors. There have been no odor complaints attributed to the plant for the past 17 years.

### Delivering Safe and Compliant Operations:

- Outstanding Compliance – 100% compliance rate, obtaining results well below the State of Connecticut’s NPDES permit limits over the past five years.
- Predictable Costs – With only the costs of CPI adjustments and additional City-requested services added to the new budget to keep sewer rates fair and equitable-- North Haven has the lowest sewer use rates of towns in the surrounding area.
- Maintaining an Excellent Safety Record – 16 years with no lost-time accidents.
- Training and Certification – Aggressive employee training program, including operator certification training, which has resulted in four employees receiving their wastewater certification in the last year.

### Providing for System Longevity:

- Providing for System Longevity through Preventive, Predictive and Corrective Maintenance - 13,538 preventive maintenance actions and 8,759 corrective or other repairs performed since 1991.
- Controlling Costs - Through project financing and other recommendations, saved the Town \$100,000 on anaerobic digesters rehabilitation project. Veolia Water continues to work with the Town on capital projects, such as the gas compressor replacement and primary clarifier upgrades, offering cost-effective solutions.
- Using Resources Effectively - Provided added value “no cost” projects, including many in-house projects to reduce capital project costs.

### Ongoing Commitment to the Community

- Sponsoring site tours and education programs.
- Making donations to local groups and programs, including the High School PTSA “Project Graduation: and annual scholarship fund” and the Fire Department, Police Department Benevolent Association
- Sponsoring local, events, including the summer program “Music Under the Stars” and the annual fishing derby.

Aeration Tank



Safety



Pump Station

