

Customer Information

October, November and December 2026



Office Hours: 8:00 a.m. to 5:00 p.m.
Monday through Friday

Customer Service: 203-949-2660

Emergency After Hours: 203-265-5055

377 South Cherry Street
Wallingford, CT 06492

Wastewater Collections System

The Wallingford Sewer Division Collections Crew plays a vital role in protecting public health, environmental protection, regulatory compliance and providing exceptional customer service. Vital tasks of the Collections Crew include routinely televising (CCTV inspection) and high velocity flushing of sanitary sewer mains, inspecting manholes, and repairing and maintaining the sanitary sewer pipes and manholes. Based on the CCTV inspection of the sewer mains and inspection of the manholes the Collections Crew works with the Water and Sewer Divisions Engineering Section to develop recommendations for cured-in-place pipe (CIPP) lining and manhole spin sealing. Proactive maintenance preserves the ratepayers' significant investment in sewer infrastructure by extending the life of sanitary sewer pipes and manholes while reducing costly emergency repairs.

In addition, staff respond to sanitary sewer emergencies, investigate customer concerns, coordinate with contractors and utilities, and support development by maintaining a reliable wastewater collections system that serves the needs of the Town's residents, businesses and industries.

Sewer Division Quick Facts:

- 8 MGD wastewater treatment plant
 - Average daily flow of 5.1 MG
 - Advanced tertiary phosphorus treatment
- 12 pump stations
- 198.6 miles of gravity sanitary sewers
- 5,477 manholes
- 11.1 miles of force main
- 33 full-time Sewer Division employees
- \$12.35 MM FY 2026-27 budget
 - Fully ratepayer supported
- Inflow and Infiltration removal program





Kona's Corner

Help us fill some bowls with love

Master's Manna is collecting donations of cat and dog food to help local pets and the families who love them.

If you are able, please consider donating unopened, unexpired wet or dry cat and dog food. If possible, to make transporting and distributing donations easier please bring smaller bags of dry food.

Master's Manna is located at 428 South Cherry Street and is able to receive donations Monday through Friday between the hours of 9 a.m. and noon (please telephone 203-678-3042 to schedule a donation drop off outside of these hours).

What types of donations does the shelter need?

In addition to wet and dry, unopened and unexpired cat and dog food, the Wallingford Animal Shelter is always in need of old (but clean) towels, blankets, sheets, comforters, etc. The Shelter is also in need of items such as cat litter, cat and dog toys, nylabones for large dogs, laundry detergent, and bleach.

The Wallingford Animal Shelter is located at 5 Pent Road. A donation bin is located outside in the front. Please do not leave items outside the bin.

Every bag, every can and every act of kindness matters.



Steps to Avoid Frozen Pipes

- Maintain an interior temperature of at least 55°F.
- Repair any broken windows and doors and insulate walls near water meters and pipes.
- Be sure heat can circulate around meters and pipes.
- Regularly check pipe insulation for dampness. Wet insulation is worse than no insulation at all.



Water Conservation Tips

1. Turn off the faucet while brushing your teeth.
2. Only run the washing machine and dishwasher when you have a full load.
3. Use a low flow shower head and faucet aerators.
4. Fix leaks.
5. Install a dual flush or low flow toilet, or install a conversion kit on your existing toilet.
6. Don't overwater your lawn or water during peak periods, and install rain sensors on irrigation systems.
7. Install a rain barrel for outdoor watering.

Payment Locations:

Tax Office Room 209
Wallingford Town Hall
45 South Main Street
9:00 a.m. – 4:15 p.m.

Drop Box
Wallingford Town Hall
Adjacent to Prince Street entrance

Water and Sewer Divisions
377 South Cherry Street
8:00 a.m. – 5:00 p.m.