

Happy Holidays



CONNECTICUT ONSITE WASTEWATER RECYCLING ASSOCIATION
SUPPORTING CONNECTICUT AND OUR ENVIRONMENT

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December 2013

Season's Greetings

Letter from the President

Dear COWRA Members,

I want to thank all of you who came to this year's annual meeting at Mohegan Sun. I thank our vendors for their generous support at this year's meeting. I hope all our members, will remember those suppliers who support us each year.

I hope all of you had a good time at the meeting. I always enjoy spending time with our members and I look forward to seeing all of you next year. I trust that many of you added to your fortunes in the Mohegan Casino after our dinner meeting.

I wish all of you a Happy Holiday Season and a wonderful New Year.

Sincerely,
Frank R. Talarico

New Member Profile

COWRA WELCOMES

Todd Willis joined us from **New London County Septic, Service Inc.** Todd's company is a family owned business located in Ledyard CT. Todd specializes in commercial and residential septic tank pumping.

Other services include: systems installations, pumping/cleaning, sewer line installations, proprietary installations, grease trap, cameras / videos, water jet and drain cleaning. Todd's company also offers landscaping, excavation, foundations, and drainage. New London County Septic Service is a 24-hour full-service company. Although Todd has been in the septic business for many years he founded New London County Septic Services, Inc. in 2013. To learn more about Todd's company visit him on the web at www.nlcountyseptic.com

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COWRA Brochures are available to our Members at \$33.72 per 100, including shipping

New Members Profile Continued

Blake Johnston of Oreno Systems, Inc. joined us this November. Blake is the Northeast Area Sales Manager for Oreno Systems. Oreno Systems has been producing quality, affordable, sustainable wastewater treatment products since 1981. Blake's product line includes: pumps, septic tanks, baffles, filters and water treatment systems. You can reach Blake about his products by emailing him at bjohnston@oreno.com or call him at (860) 501-5969. For a complete list of products visit Oreno on the web at www.oreno.com.

DEEP Phosphate Pollution Meeting

In May 2013 COWRA sent a letter to Commissioner Daniel Esty regarding the DEEP position to control phosphorus and pathogen loads to the environment. In July 2013 COWRA received a letter from Deputy Commissioner Macky McCleary in response to this letter. You will find both letters enclosed as inserts in this newsletter.

On September 30, 2013 Board Members Dave Potts and Frank Schaub attended the DEEP Phosphate Pollution Meeting and participated at that meeting on behalf of COWRA, with their program to reduce phosphate pollution in Connecticut's rivers, lakes and the Long Island Sound. The largest generator of point discharges to the waters of our state are the many sewage treatment plants regulated by the DEEP. The largest segment of attendees was from the municipalities with identified phosphate pollution problems who had already organized in representative groups and established working relationships with DEEP staff.

The second source of phosphate pollution was "non point" discharges and that covered the broad range of contributing sources such as storm water, septic systems, flocks of geese, wild and domesticated animals, fertilizer applications from farms and golf courses, cleaning agents and other non "pipe discharge into the stream" types of pollution

Phosphates from either source feed the algae and aquatic weeds in our watercourses causing water quality and esthetic problems that affect public recreational use of waterways, fish and shellfish. DEEP has been working with the Feds and will probably get grants to monitor and reduce the phosphorus discharges in CT. It is Frank Schaub's opinion that the vast majority of funds will go to the sewage treatment plants and public education and not reach the septic system level unless they are the big DEEP-approved >5k/day discharges. Unfortunately (but really fortunately), our small septic systems, when properly placed above groundwater, do not cause phosphorous pollution and probably will not warrant much attention or any funding for evaluation or enhanced treatment of phosphates. DEEP has a twin-edged sword in that when they want to push for public sewers in lakeside or ocean-front communities, our tiny septic systems are considered major polluters by discharging nitrates and phosphates. But when monies come around

for studies or water treatment, our systems are now classified as insignificant and get no attention.

DEEP has divided the interested parties into three groups: the municipal generators, the non-point crew, and the assemblers of recommendations who will present solutions worthy of enactment. Obviously, COWRA would be most interested in the non-point aspect so Dave Potts and Frank Schaub sat in with that group. The group will probably meet twice monthly and have less than a year to come up with the best solutions to reduce the quantity of non-point discharges reaching our waterways. COWRA will continue to send representatives to those meetings.

Article by Carrie LeSage

The following article is from Carrie LeSage of Tank Track, LLC. Carrie and Joe LeSage are developing a new software program for the CT Septic Industry.

New Software Program: A new project is underway in New England to serve septic service businesses. Joe and Carrie LeSage are working with a team to develop a simple computer program for septic haulers, called Tank Track. Their family-owned company is based in New Hampshire and the program has been designed at the request of NH-based haulers. The program is still under development, and interested COWRA members are invited to give feedback and share opinions.

The project began in March of 2013, with lots of phone calls to septic businesses. Of the businesses surveyed, the majority shared that they were frustrated with office efficiency. They were spending many hours each week re-typing and re-writing information. For many businesses, the computer software available seemed intimidating and overly risky due to high up-front cost and complex features. In response to this feedback, the Tank Track team has been working closely with septic business owners to develop a simple program that will help septic businesses save time.

Program Details: The Tank Track program is web-based and securely accessible from any Internet connection. Its user-friendly design allows users to manage customer information, track property details, upload plans, schedule appointments, assign trucks, map routes, manage reminders, and generate pumping and dumping data for reporting. Users can customize job form fields and print any page easily. Optional integration with QuickBooks lets users enter customer information only once. Users can import files from other programs. No contract required; customer support included. Mobile app coming soon.

How to Get Involved: The program is undergoing testing and will be released over the next couple of months. Many details are still being fine-tuned, so if you are interested in helping to shape the final product, your feedback is welcome. Contact Carrie LeSage at carrie@tank-track.com with any questions or comments. To learn more about the project and sign up for email updates, please visit www.tank-track.com.

COWRA's 2013 Annual Meeting

On November 16, 2013 COWRA held its Annual Meeting at the Mohegan Sun Convention Center, Uncasville CT.



COWRA held this year's 2013 Annual Meeting, at the Mohegan Sun Convention Center. Our members enjoyed a wonderful meal and the company of other members. Members visited with our vendors who spent time



explaining their product lines. Our vendors generously supplied products and gifts for our door prizes. A brief business meeting was held to discuss the events of the past year. Frank Talarico, COWRA's President, spoke briefly, regarding the DEEP Phosphate Pollution meeting.



David Evans spoke regarding legislation affecting the wastewater industry that arose during the year. David has been protecting the interests of our members for over twenty years by monitoring those laws proposed before the CT legislature.

COWRA thanks David Evans of Evans Associates for speaking to our members and for taking such good care of our organization over the many years.

Carrie LeSage of Tank Track, LLC spoke regarding the new software product they are developing. They have produced a software program that will help companies organize their customers' data in a user-friendly software program.

Blake Johnston of Orenco Systems, Inc. introduced himself as the North East Sale Manager for Orenco Systems, Inc., and briefly spoke about their product line for the wastewater industry.

Annual Meeting Vendors

COWRA would also like to thank the following vendors who displayed their products and were on hand to explain their products to our members. We thank all our vendors for their support of our organization and for their many generous donations of door prizes.



We thank Infiltrator Systems, who sponsored our meeting.

Infiltrator Systems, Inc. (ISI) is the world's leading manufacturer of plastic leachfield drainage chambers for environmental onsite wastewater solutions. Their chambers, a direct replacement for stone and pipe leachfields, have revolutionized the septic industry. They provide cost-effective, efficient method for handling residential and commercial wastewater.

ISI is the only chamber company that both manufactures its own products and sells to its customers through national distribution. Our trained sales reps work in the field to provide product, installation and technical support.

ISI systems are approved in all 50 states and all 10 Canadian provinces with up to a 50% smaller footprint as compared to stone and pipe systems. There are over 1.5 million Infiltrator systems installed and more than 42 million chambers in-ground worldwide. Our systems have stood the test of time with a history of performance since 1987. Today, one in four septic systems in the U.S. is an Infiltrator chamber system.

Infiltrator Systems Inc. has revolutionized the onsite septic industry. What began in our Founder's own backyard as a great idea for a new leachfield drainage technology is now a worldwide environmental solution for the onsite wastewater industry. Developed in 1987, their products improve the performance of onsite septic systems by delivering greater infiltrative capacity and long-term reliability. Our technology is based on fundamental principles of physics, soil science and geology and it offers performance advantages that have furthered the industry's goals of protecting public health, improving water quality and conserving precious natural resources.

Today, Infiltrator is a worldwide company with nearly 400 employees. With innovative products and services, ISO-9002 certified manufacturing facilities, creative recycling solutions and the development of new subsidiaries, Infiltrator is poised to offer a total approach to water quality. The future lies in a global effort to identify new technologies and to improve water quality and wastewater management worldwide.

We thank Carrie and Joe Lesage of Tank Track LLC.



Tank Track LLC is the story of a family-owned business. In 2013 they began to explore the best way to serve the septic services industry. They placed hundreds of phone calls to the owners of different septic business, with one question in mind:

“what is the most frustrating problem you face in your business every day?”

Most people they spoke to told them how frustrated they were with wasted time and inefficient methods in the office. They had better things to do than spend their precious hours typing and re-typing the same addresses, shuffling and reshuffling the same papers and trying to find information in the depths of the filing cabinet drawers. And, they didn't want to spend thousands of dollars on fancy software that might be take weeks to learn.

With the help they gained from the information that came from these phone calls they created a simple program to help septic service companies manage their customers and schedules, which would save lots of time. They are now providing a vital service to the septic industry.

The features of Tank Tracks program include:

Customer Information at your Fingertips, this help you to easily find a customer's information when they call. You can search by property address or customer name, or narrow your search by criteria you choose. Never lose property service history even when the contact person moves.

Manage your Scheduling such as assigning appointments, choosing the truck for a specific job, keeping tabs on the tank capacity of each truck and comparing the septic volume for each consecutive stop.

Plotting Your Routes. You can print route maps and directions for each driver's route, including dumping stops.

Access your business from anywhere. You will never have to make a trip back to the office to access your business files. Connect from any computer in the world with a simple Internet connection. Mobile app coming soon!

Painless Reporting and Reminders. You decide how often each property should get serviced and let Tank Track keep track of who is due for an appointment reminder. And, check in on data you may need for your own records or for compliance with state reporting requirements.

Tank Track software easily integrates with Quick Books.

It is tailored for the septic business with a simple design that makes it easy for you to provide good old fashion service for more information about Tank Track, LLC. Visit them on the web at www.tank-track.com.

We thank Blake Johnston form Orenco Systems, Inc.



Orenco designs and manufactures affordable, sustainable wastewater technologies for individual properties and whole communities — properties and communities that are not hooked up to city sewers or whose sewers are failing or at capacity.

Orenco was founded in 1981 in response to widespread failures in Oregon's onsite wastewater systems. Since then, the company has grown to become a wastewater industry leader, with hundreds of employees and more than 500 points of distribution in North America, Australasia, Europe, Africa, and southwest Asia. Our products and technologies have been installed in 60 countries, on virtually every continent.

Orenco wastewater solutions include; Wastewater collection systems (watertight fiberglass tanks, effluent sewers), In-tank pump and filtration systems (pumping packages, effluent filters), Advanced treatment systems (AdvanTex textile filters, sand filters, nitrogen-reduction systems, UV disinfection systems), alarms, controls, remote telemetry, OEM controls, and miscellaneous products such as septic tank risers, tank lids, tools, fittings, adhesives.

Orenco has been designing and manufacturing affordable, "green" wastewater systems for more than 30 years ... decades before "green" became popular. Our technologies are highly energy-efficient and allow treated effluent to be returned harmlessly to the environment for re-use via subsurface irrigation or for groundwater recharge via drain field, lagoon, or constructed wetland.

Their research and technologies appear in numerous publications, including Crites & Tchobanoglous' Small and Decentralized Wastewater Treatment Systems, Metcalf & Eddy's Wastewater Engineering: Treatment, Disposal, and Reuse, and S.M. Parten's Planning and Installing Sustainable Onsite Wastewater Systems.

Research, product development, manufacturing, and sales support are handled out of their 26-acre (10.5-hectare) facility in Sutherlin, Oregon, USA. Orenco's engineers and scientists have more than 500 years of wastewater experience among them, and they are regularly asked to give presentations and workshops all over the world.

We thank Jim King who joined us from Eljen Corporation Eljen Corporation was established in 1970.



Eljen has developed innovative environmental products and solutions for onsite wastewater treatment, erosion control and stormwater industries.

Eljen Corporation created the world's first prefabricated drainage system for foundation drainage and erosion control applications.

In the mid-1980s, they introduced their Geotextile Sand Filter products for the passive advanced treatment of onsite wastewater in both residential and commercial applications. Today, Eljen is a global leader in providing innovative products and solutions for protecting our environment and public health.

Eljen Corporation is committed to advancing the onsite industry through continuous development of innovative new products, delivering high quality products and services to their customers at the best price and building lasting partnerships with their employees, suppliers, and customers.

Eljen products include the Eljen GSF Geotextile Sand Filter, a passive advanced Treatment Technology. Their Mantis GSF Geotextile Sand filter is a revolutionary leach field that is easy to install. The Mini/Max Absorption System encourages recycling of pretreated effluent. It minimizes the footprint and eases access and installation in difficult-to-reach locations. Eljen Prefabricated Drainage Systems are the industry's first Non-Aggregated Drainage Systems. They have developed improved water management on slopes which comprise two systems for both surface and subsurface water control.

Eljen Waterproofing Protection and Drainage systems provide a major advantage over other technologies. To learn more about these products and other Eljen products please visit them on the web at www.eljen.com

We thank Robert Klybas, Hunter Ward and Kevin Brown, who joined us from of Blake Equipment Company



Blake Equipment is in the business of **"Fire and Water"** - providing mechanical systems, controls and services to industrial, municipal, commercial and power generation markets wherever there is a need to pump, heat and treat

water or steam. From design through the life of systems, Blake Equipment has championed customers in Connecticut and Western Massachusetts for over 70 years with design support, sales, parts and service of "Best in Class" products and value.

Whether you're installing a pumping system, proprietary septic system, replacing existing equipment, or required maintenance and repair work, Blake Equipment will keep you on-line and keep you there with maximum efficiency, always at the most competitive price.

Civil Pumps and Plumbing. Blake Equipment Co. has served facilities, contractors, and municipalities for over 70 years with "Solutions for Peak Performance" to help manage a wide range of pumping and plumbing needs. Whether a part, pump, system retrofit or emergency service is needed Blake Equipment Company is there for you!

Blake installs Waste Ejector Systems for municipal, commercial, industrial and institutional applications. Blake Equipment provides the best in class packaged ejector systems in simplex or duplex design.

Blake Equipment employees are the industry's best factory trained and licensed technicians, so you can expect the best technicians available when you need service. Each of their technicians is fully licensed to work on equipment. Their technical licenses include: Number 1-6 Oil Master Burner License, Natural Gas License, Propane License, Electrician License, Plumbers License, and ASME Code Piping.

Investing heavily in training continues to be a main goal for Blake Equipment. Blake provides factory authorized training to their technicians on all of their product lines and many additional manufacturers. Blake prides itself in providing superior customer service. For more information about Blake Equipment Company visit them on the web at www.blakeequip.com.

Bruce Houser joined us from Polylok Zabel



Polylok began in 1984 and is a supplier of plastic injection molded products for the precast concrete and onsite wastewater industries. Their home office is in Wallingford CT,

though they have partnerships with several supply houses across the United States and Canada. Polylok designs, manufactures and ships their products from their Wallingford location. Polylok holds over 45 patents and produces over 100 products for the precast, drainage and onsite wastewater industry.

Polylok has a full time engineering and design team that continually focuses on improving their existing products and developing new ones. Yet, at the same time, Polylok keeps costs down by combining their business office with their manufacturing and warehousing facility.

From its inception, Polylok has been a company focused on delivering innovations to the precast, drainage and onsite wastewater industries. In 1995 Polylok introduced the Equalizer. This product changed the installation of septic tanks for many installers. The Equalizer is used to self-regulate the flow of effluent to the leach field.

Their PL-122 Filter is designed for residential and light commercial use. Its patented filter ball serves two purposes: it deflects gases in the tank and it automatically inhibits the flow of solids into the leaching fields.

Polylok's D-Box seal accepts multiple pipe sizes while ensuring watertight performance. One of the D-boxes offered by Polylok allows for multiple inlets and outlets, has stabilizing feet to prevent frost from lifting it up and ensures watertight performance with the Polylok D-Box Seal.

In 2005 Polylok introduced the Orifice Diffuser that evenly disperses effluent while reducing the possibility of clogging distribution lines.

These are just a few of the innovative products that Polylok, in their commitment to their customers, has introduced to the wastewater industry. For more information on their product line visit them on the web at www.polylok.com.



We thank Harry Plander who joined us from Tuf-Tite.

Since 1984, Tuf-Tite, located in Lake Zurich IL, has been manufacturing quality drainage and septic products for the wastewater industry.

Tuf-Tite manufactures a full line of patented drainage and septic products which are the industry leaders in each application. From their innovative Distribution Boxes, which have become the industry standard, to their Patented Effluent Filter, which can prolong the life of a septic field significantly, each of their products is engineered and manufactured to perform better and longer than others on the market.

Their products include: Septic and drainage products, risers, drop boxes, distribution boxes, tank seals, riser lids, riser adapter rings, boots and mandrels.

Tuf-Tite believes that, in the septic environment, no other material can match High Density Polyethylene in delivering a lifetime of trouble-free services. That is why Tuf-Tite Distribution Boxes are injection-molded using only premium HDPE, which contains no filler or foam.

Solids entering a septic field can significantly reduce the life of the field, resulting in premature failure of the entire system. Tuf-Tite's solution to this is their EF Series Effluent filter, which filters solids down to 1/16", increasing the life of a system. These filters are designed to extend the life of a drain-field by preventing solids from leaving the septic tank. They fit into a 4" or 6" tee baffle, which in many cases is already attached to the outlet pipe.

These filters will operate efficiently for several years or more before requiring removal or cleaning. However, it is suggested that the unit be cleaned every time the tank is pumped.

Tuf-Tite offers a complete solution for Precast Septic Tank applications. All their products are corrosion-resistant, durable and strong. Their Septic Tank Risers are available in 12", 16", 20", and 24" diameters. Their Safety Pan fits anywhere in the Riser Stack or may be cast directly into the tank lid and used without a Riser.

Tuf-Tite Offers the most advanced, easy to install effluent filters in the industry. They have two series (Residential and Commercial) and have a filter to fit every system.

Tuf-Tite offers solutions for almost every application and is proud to offer free shipping to anywhere in the country. For more information about Tuf-Tite and for a complete list of their product line please visit them on the web at www.tuf-tite.com.

We would like to thank Brian McCutcheon United Concrete Products.



Unfortunately, they could not be at our Annual Meeting this year, however they generously donated a door prize for our annual meeting.

United Concrete specializes in precast concrete products. They are located in Yalesville, CT. They were founded in 1954.

United is a family-run business that offers a diversified line of municipal and state-approved products. Their 73,000 square foot facility enables United Concrete to service commercial and residential customers, as well as manufacture custom products.

For over 50 years, United Concrete Products has offered a wide range of environmentally conscious precast concrete products to the wastewater industry. United Concrete has over 250 products for both residential and commercial use.

Their in-house steel fabrication shop, Beauchemin Steel, enables them to take a new product from concept to production and reduce development time. United Concrete products include septic tanks, leaching galleries, manholes,

utility product yard drains, oil / water separators and pump stations, to name a few. Whether the customer's needs are large or small, United Concrete is ready to work it out for its customers.

United Concrete can provide Septic Tanks from 1000 Gallon to 4000 Gallon with Regular, Low-boy and Heavy Duty tanks in those sizes. They provide Low Profile Leaching Galleys (also HS-20) from 12" to 24" and from 12" to 24", 4'x4'x4' and 4'x8'x4' Galley Leaching Chambers, both sizes also come in HS-20. Igloo Galley Leaching chambers are available and 2200 and 900 Gallon Dry Wells. Pump Chambers are available from 1000 Gallon Pump Chamber HS020 – 4500 Gallon Pump Chamber HS-20. Grease Traps can be purchased from their 1000 Gallon Regular Grease trap or 1000 – 4500 Gallon Grease Trap HS-20.

These are just a few of the quality products that United Concrete Products provides to our industry. For more information about these products or for a complete list of their products, including downloads of engineering data, visit them on the web at www.unitedconcrete.com.

COWRA 2014 Installer School

COWRA is accepting applications for our 2014 Installer School. Students enrolled in the Installer School are automatically enrolled in the Pumper/Cleaner School. Both Schools will be held at Wesleyan University in Middletown CT. Classes for the Installer School will begin on Thursday January 16, 2014 and run for 6 consecutive Thursdays.

Topics for the Installers School include: Septic Tanks: design, structure, function; watersheds and drainage profiles; Soils: physical characteristics, profiles and types, identification; Site Conditions: deep hole and percolation testing, plumbing and pipe configuration; Distribution Systems; Leaching fields; Trenches, Dry wells, Galleries; Curtain Drains; Biomat; Septic Failures; Transit work and Surveys; Septic Design: MLSS, plans and sketches, forms, etc.

The School will cover all sections of 19-13-B103 and 19-13-B100a of the CT Public Health Code, Technical Standards and the Design Manual for subsurface sewage disposal systems. Example questions of the type encountered on the Installer exam will be covered. Practical exercises will be assigned for class work and field-encountered problems will be discussed. Students will need to obtain a calculator and an engineer's ruler for the course.

COWRA 2014 Pumping/ Cleaning School

COWRA is accepting applications for our 2014 Pumper/Cleaner School. This course will be held on February 20, 2014 at Wesleyan University in Middletown CT. Topics included are- Septic Tanks: design, structure, function; Watersheds and Drainage Profiles; Outlet filters; Port-o-lets, etc.

The school will specifically cover sections of the CT Public Health Code 19-13-B103 General Provisions (pages 5

and 6 in the code) and 19-13-B100a, as well as the Technical Standards Section V on Septic Tanks (pages 28-32 in the code), Chapter 9 on Septic Tanks and Grease Traps from the Design Manual.

The majority of the questions on the Pumper/Cleaning exam come from the parts of the Code, the Technical Standards and the Design Manual.

Materials for School

The materials you will receive include updated CT Public Health Code 19-13-B103 & Technical Standards for Subsurface Sewage Disposal Systems (SSDS), Design Manual for SSDS, a Study Guide & other handouts.

The Cost of the Installers School is \$245.00 tuition fee for COWRA members & their employees. Non-members tuition fee is **\$450.00**. Manuals are included in the cost of each course.

The Cost of the Pumper/Cleaner class for students **not** taking the Installer course is **\$80.00**.

Pumper & Cleaner Environmental Expo Indianapolis IN, February 24th through February 27th 2014

The annual Pumper and Cleaner Environmental Expo is the world's largest annual convention and trade show for liquid waste management and sewer / drain cleaning professionals. This year there will be over 80 seminars for attendees to choose from.

The education day is scheduled for Monday February 24th 2014 and will be devoted entirely to continuing education. Seminars will continue on Tuesday February 25th 2014 and Wednesday February 26th 2014.

Those attending this year's Expo will benefit from the extensive education program and will be able to view the wide range of equipment and new technology that will be displayed at the show. To learn more about the Pumper/Cleaner Expo and how to register to attend please visit them on the web at www.pumpershow.com or call Julie Gensler, Trade Show Coordinator at 866 933-2653.

Dates to Remember

COWRA Membership Renewal Forms must be received by **February 15, 2014**, to guarantee your updated listing in our Consumer Directories. Please return the form promptly. **Installer and Pumper/Cleaner School applications** must be in by January 10, 2014 to avoid a late fee.

Membership Renewal

COWRA members were mailed the 2014 membership renewal form last week. We ask our members to be prompt in returning their updated forms and membership dues. It is through the membership dues that we are able to provide valuable services to our members. We thank our members for their continuing support of our organization.

COWRA
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**The Grims of Herb Shaw Sanitation
at the 2013 Annual Meeting**

FORWARDING SERVICE REQUESTED

UPDATES!! Registration Information for 2013 and 2014 State Installers & Cleaners-Exams:
You **MUST** contact the Department of Public Health to register for the Installers & Cleaners Exams.
Attendance at the COWRA Installer School **DOES NOT** register you for the State exam.
Please contact D.P.H. at 860-509-7296 for any information pertaining to your results and license.
You may also contact them by going to www.dph.state.ct.us/licensure/apps/subsew.pdf

2013 Examination Schedule Subsurface Sewage Installer/Cleaner

Exam Date	Application Deadline
December 9, 2013	November 22, 2013

The State has not determined the exam schedule for 2014

Connecticut Onsite Wastewater Recycling Association
For a copy of COWRA's 2014 Study Guide please call (860) 267-1057)