



Town of

*Orleans*  
Massachusetts

## Meetinghouse Pond (Phase 2) Sewer Post-Construction Information

Property Owners Meeting –  
Frequently Asked Questions and Resources

July 28, 2025



**AECOM**

# Plan Development Stage FAQs

## ❖ What happens if I don't connect?

- Septic system will continue to discharge nitrogen to the environment
- Board of Health will require participation in Show Cause Hearing
- Fine for not connected by the deadline is \$200/day of non-compliance

## ❖ Who can complete the connection plans?

- Registered MA Professional Engineer
- Town has a list of [local engineers](#)
  - Selection is NOT limited to this list
  - List is not an endorsement or recommendation
- We advise requesting quotes from more than one engineer



# Plan Development Stage FAQs

## ❖ What information is available from the Town to support the design?

- Town sewer design
  - Tie cards
  - Standard details
- } Engineer can request from AECOM

## ❖ What are the plans used for?

- Ensures that design is compliant with Town requirements
- Establish common understanding of work for contractors' bids (pricing and proposal)
- Basis of Property Owner contract



# Plan Development Stage FAQs

- ❖ What should be included on the plans? Examples include:
    - Connection between Town Infrastructure and Building Piping
    - Abandonment of Septic System
    - Restoration Requirements
    - Modifications to Interior Plumbing
    - Easements with Neighbors
- Likely Common to All
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- May Be Needed
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- ❖ What are expectations of the Engineer?
    - Understand their client's property and present technically sound solution
    - Understand the Town's [Sewer Use Rules and Regulations](#) (SURR)
    - Provide design services
    - Provide inspection & consultation services during construction
    - Provide record plans, certification, and close-out documents per SURR



# Plan Development Stage FAQs

- ❖ How does AECOM and DPW support plan development?
  - Provide background information for the property
  - Provide plan review
    - Compliance with SURR
    - Suggestions for cost saving measures based on experience with other properties
    - Consideration for variances and special conditions
  
- ❖ Are there special requirements for businesses?
  - Food Service Establishments will need to be [Fats, Oils, and Grease \(FOG\) Compliant](#)
  - Industrial application is separate from Residential/Commercial application
  - Some businesses may require testing and sampling access



# Plan Development Stage FAQs

- ❖ Is a [grinder pump](#) necessary?
  - No – if your property has a regular gravity service
  - Yes – if your property has a low pressure service
  - Yes – if there are special circumstances
  - Your engineer can help you determine this need and size the pump appropriately
  
- ❖ Why does a property owner need to buy an [E-One](#) grinder pump?
  - Town competitively bid pump selection for quality pumps at bulk price with extended warranty
  - Prices are adjusted through published cost indexes
  - Pump commissioning and support through [F.R. Mahoney](#)
  
- ❖ Is a generator required for the grinder pump?
  - No. Grinder pumps include storage capacity that can be specified based on individual needs
  - Property owner may elect to provide backup power supply



# Plan Development Stage FAQs

- ❖ Can a bedroom be added, seats added, or use changed?
  - May need to apply for additional flow through Board of Water and Sewer Commissioners
  - Town staff to make recommendation to Board re: availability of additional capacity
- ❖ What fees might I be responsible for? Depends on:
  - Location – Inside or outside of the Service Area
  - Amount of Flow – More than past 3 years of average annual flow for property

	<b>System Tie-In Fee</b>	<b>Additional Flow Fee</b>
In Service Area	Betterment	Compensatory Privilege Fee
Out of Service Area	Privilege Fee Flow Offset Fee Capacity Offset Fee	Compensatory Privilege Fee



# Plan Development Stage FAQs

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- ❖ What do I do if the Engineer says they want the work but can't get to it in the schedule allowed?
  - Reserve a spot on the Engineer's list
  - Call another Engineer
  - Build delivery dates into your agreement with the Engineer



# Application and Construction Stage FAQs

- ❖ How does a property owner select a contractor?
  - Ask multiple contractors to provide quotes to compare:
    - Price
    - Approach
    - Schedule
  - Contractors must be licensed for sewer connection work in Orleans
    - Ensures contractors are qualified and experienced
    - [Licensed contractors list](#) is on website
  
- ❖ Who should a property owner or contractor talk to if there are questions about the connection application?
  - John Nelson is the Town's Sewer Coordinator
    - 508-240-3700, ext. 2319
    - [jnelson@town.orleans.ma.us](mailto:jnelson@town.orleans.ma.us)



# Application and Construction Stage FAQs

- ❖ How does a property owner know the system is installed correctly?
  - Engineer is required per SURR to certify installation for the property
  - DPW/AECOM will verify connection to Town's infrastructure and abandonment of the septic system
  
- ❖ How long does construction take?
  - Simple residential may only take 1-2 days
  - Large sites may take weeks
  
- ❖ When does billing for sewer service start?
  - Fixed fee billing starts at the sooner of the connection or connection deadline
  - Usage billing starts upon connection of the structure to the Town's infrastructure



# Application and Construction Stage FAQs

- ❖ Will I be able to use water during construction?
  - Engineer's design should allow maximum use of existing septic system during construction
  - Contractor's approach should take this into consideration
  
- ❖ What needs to happen after the property is connected?
  - Engineer provides connection certification and record drawings to AECOM
  - AECOM provides inspection report to Town
  - Board of Health issues Certificate of Compliance for abandonment of existing septic system
  - Property Owner can receive copies of all documentation



# Property Owner Resources



## Sewer Coordinator

John Nelson

508-240-3700 x2319

[jnelson@town.orleans.ma.us](mailto:jnelson@town.orleans.ma.us)

Connection Requirements,  
Applications, Financing



## Sewer Ombudsman

Reggie Donoghue

508-833-6967

[rdonoghue@town.orleans.ma.us](mailto:rdonoghue@town.orleans.ma.us)

Engineer Requests, Plan Review,  
Town Inspection



## Veolia – Sewer System Operator

Dan Sullivan-Xenos

508-246-6726

[daniel.sullivan-xenos@veolia.com](mailto:daniel.sullivan-xenos@veolia.com)

Fats Oils & Grease Permit



## Board of Water & Sewer Commissioners

Marinna Raucci

508-240-3790 x2349

[marinna.raucci@veolia.com](mailto:marinna.raucci@veolia.com)

Additional Flow Requests

# Property Owner Resources

- ❖ Sewer Program Coordinator
  - Connection application review
  - Funding and financing support
  - General questions
- ❖ AECOM
  - Engineer coordination
  - Plan review
  - Limited inspection
- ❖ DPW
  - Variance Review
- ❖ Veolia
  - Fats Oils & Grease (FOG)-related items
- ❖ Board of Water and Sewer Commissioners
  - Additional Flow Requests
  - Betterment Hearings
  - Sewer Use Rules and Regulations
- ❖ Board of Health
  - Order to Connect
  - Connection Hearings
  - Grants
- ❖ Assessor & Treasurer
  - Betterment issuance and financing



# Other Resources and Communications

- ❖ Town Website
  - [Wastewater Main Page](#)
  - Wastewater Citizens Communications
  - FAQs (General and Construction)
  - [Service Connections](#)
  - Sewer Use Rules and Regulations
- ❖ [Homeowners Guide](#)
- ❖ Notice to Connect
- ❖ Betterment Notice
- ❖ Other Communications

