



# Fact Sheet

## Crystal

Pay your bill online by check or credit card at [www.ctwater.com](http://www.ctwater.com)

### SCHEDULE OF APPROVED RATES

Rates for water service for Connecticut Water Company were approved by the Department of Public Utility Control (DPUC) in Docket 09-12-11 effective July 14, 2010

The charges for all customers include a **Basic Service Charge** and a **Commodity Charge**. The Basic Service Charge is applied each billing period to help cover certain fixed costs such as meter reading, testing and replacement, bill preparation and processing, etc. *These Basic Service Charges are applied even if there is no consumption at a premise during a particular billing period.* The Commodity Charge is determined by the amount of water used during the billing period. The commodity charge shows on the bill in units of gallons or cubic feet depending on how the meter installed at your premises records the usage.

Most customer bills are issued once per quarter, though larger volume users including commercial and industrial customers are generally billed once per month. The number of days in a billing cycle may vary slightly, but your service charge and consumption reflect the usage and billing period for your account. Your bill is the combination of the Basic Service Charge for the meter size at your account, the amount of water used during the billing period times the Commodity Charge for your customer class, as well as any other special charges or interest due on your account.

Meter Size	Quarterly	Monthly	Daily Rate
5/8"	\$28.83	\$9.61	\$0.316
3/4"	\$43.24	\$14.41	\$0.474
1"	\$72.06	\$24.02	\$0.790
1-1/2"	\$144.15	\$48.05	\$1.580
2"	\$230.64	\$76.88	\$2.528
3"	\$432.44	\$144.15	\$4.739
4"	\$720.73	\$240.24	\$7.898
6"	\$1,441.46	\$480.49	\$15.797
8"	\$2,306.34	\$768.78	\$25.275
10"	\$3,460.05	\$1,153.35	\$37.918

#### COMMODITY CHARGES ALL CONSUMPTION

Customer Class	Crystal	Gallup
	Per 1,000 Gallons	Per 1,000 Gallons
Residential	\$5.344	\$6.588
Commercial	\$4.310	\$5.523
Industrial	\$2.947	\$5.604
Public Authority	\$4.098	\$5.604

## SCHEDULE OF SPECIAL CHARGES

The DPUC Decision authorizes separate Fire Protection Charges as well as a number of Special Charges for various non-routine services.

<b>SERVICE TURN ON / OFF &amp; METER CHARGES</b>	
Service Turn Off – Normal Hours	\$40
Service Turn On – Normal Hours	\$40
Service Turn Off – After Hours	\$60
Service Turn On – After Hours	\$60
Service Turn On – Large Meter $\geq$ 2" – Normal Hours	\$40
Service Turn On – Large Meter $\geq$ 2" – After Hours	\$60
Service Turn On at Curb – Normal Hours	\$40
Service Turn On at Curb – After Hours	\$60
Frozen Meter Charge – Normal Hours	\$50
Frozen Meter – After Hours	\$75

<b>MISCELLANEOUS FEES &amp; CHARGES</b>	
Bulk Water Account Activation	\$50
Bulk Water Commodity Charge	Commercial Meter Rate
Unauthorized Hydrant Use	\$200
Unauthorized Water Use	\$200
Curb Box Repairs – Equipment Required	\$300
Curb Box Repairs – Hand Dug	\$100
Cross Connection Notice Fee	\$40

<b>COLLECTION FEES</b>	
Returned Check Fee	\$30
Late Payment Fee*	1.5% per month

\*Note: Late payment/interest charges are applied to amounts past due 30 days or more at a rate of 1.5 percent per month. Interest charges will appear on customer notices and subsequent bills based on the amount outstanding and time past due.

<b>PRIVATE FIRE PROTECTION CHARGES</b>		
	<b>Crystal</b>	<b>Gallup</b>
<b>Service Connection Size</b>	<b>Per Quarter Per Connection</b>	<b>Per Quarter Per Connection</b>
2" Service Connection	----	\$41.89 each
3" Service Connection	----	\$94.45 each
4" Service Connection	\$209.18 each	\$131.36 each
6" Service Connection	\$475.42 each	\$308.33 each
8" Service Connection	\$846.22 each	\$544.96 each
10" Service Connection	\$1,321.62 each	\$841.23 each
12" Service Connection	\$1,901.61 each	\$1,197.16 each

<b>PUBLIC FIRE PROTECTION CHARGES</b>	
Hydrant Charge (per month)	\$17.45 each
<b>LINEAR FOOT CHARGE (per month)</b>	
Brooklyn	\$0.08840
Thompson	\$0.08840
Gallup	\$0.08840
Plainfield - Central Village, Moosup & Wauregan	\$0.03582
Killingly - Except the Borough of Danielson	\$0.04436
Borough of Danielson	\$0.18041
Private Right of Way	\$0.07072

If you need additional information on this topic or have specific questions, please feel free to contact Connecticut Water Company customer service staff at 1.800.286.5700.

Connecticut Water Company  
Crystal Office  
321 Main Street  
Danielson, CT 06239

