



Fact Sheet

South Coventry

Pay your bill online by check or credit card at 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 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.

BASIC SERVICE CHARGES

Meter Size	Quarterly Charge	Monthly Charge	Daily Charge
All Meters	\$30.64	\$10.21	\$0.336

COMMODITY CHARGES

Customer Class	Per 100 cubic feet	Per Thousand Gallons
Residential - All Consumption	\$6.318	\$8.424
Commercial/Industrial		
BLOCK 1 = First 3,333 cubic feet/month First 10,000 cubic feet/quarter	\$6.318	\$8.424
BLOCK 2 = Excess of 3,333 cubic feet/month Excess of 10,000 cubic feet/quarter	\$3.827	\$5.103

SCHEDULE OF SPECIAL CHARGES

The Department of Public Utility Control (DPUC) Decision authorizes separate Fire Protection Charges as well as a number of Special Charges for various non-routine services.

SERVICE TURN ON / OFF & METER CHARGES	
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
MISCELLANEOUS FEES & CHARGES	
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
COLLECTION FEES	
Returned Check Fee	\$30
Late Payment Fee*	1.5% per month

PUBLIC FIRE PROTECTION CHARGES	
Hydrant Charge (per month)	\$17.45 each
Linear Foot Charge (per month)	\$0.08840
Private Right of Way - Linear Foot Charge (per month)	\$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 800.286.5700

Connecticut Water Company
Northern Office
25 North Road
East Windsor, CT 06088

*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.

