



## Conservation News and Tips

### Water Conservation and the Water Drop Challenge

Connecticut Water has adequate water supplies to meet our customers' needs but we always encourage water conservation and the wise use of water resources.

Nearly 5,000 residential customers are participating in the Water Drop Challenge to reduce the amount of water they use. Even if you have not joined the Challenge, you can do your part to help save water resources.

## Outdoor Water \$aving Tips

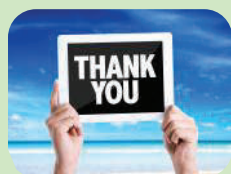
### Lawn watering tips:

- ◆ The best time to water a lawn is early morning. You can also save by watering at night or on cloudy days.
- ◆ Water the lawn only when needed, such as when footprints become visible.
- ◆ Restrict use of automatic sprinklers during periods of heavy rains. Use automatic shutoff device to prevent the irrigation system from operating during rainstorms or disable the timer and operate the system manually.
- ◆ Position sprinklers to avoid watering pavement and sidewalks.
- ◆ Use a soaker hose or trickle irrigation system in the garden.
- ◆ Skip the automatic irrigation system, water by hand to save water and money.
- ◆ To learn more watch our Youtube video [Cost of Lawn Watering](http://www.youtube.com/user/ctwaterco) at [www.youtube.com/user/ctwaterco](http://www.youtube.com/user/ctwaterco)



### Other ways to save water outdoors:

- ◆ Plant drought tolerant grass, plants, shrubs and flowers that thrive in drier conditions. Consider planting a [xeriscape garden](#). To learn more go to our webpage [www.ctwater.com/conservation](http://www.ctwater.com/conservation)
- ◆ Water shrubs longer and less frequently since they have deeper root systems.
- ◆ Use a solar cover on pools to minimize evaporation.
- ◆ Less frequent lawn mowing will encourage deeper root growth which will help retain water.
- ◆ Wash your car on your lawn. Turn the hose off while scrubbing.



### Enroll in Ebilling – A True Win-Win

Enroll in CT Water's Ebilling to help the environment and support area food pantries. At the same time, have a chance to win yourself an iPad for enrolling.

Ebilling is convenient, cost effective and good for the environment. It saves paper and waste by not having to produce and dispose of paper bills, and it saves the cost of postage for both customers and CT Water.

Every customer who is enrolled in Ebilling as of October 31, 2016, will be entered into a drawing for an iPad. So if you have already signed-up for Ebilling, you are already in the drawing! In addition, CT Water will donate \$1 to area food pantries across the state for every new Ebilling enrollment between now and the end of October.

Customers are not required to enroll in Ebilling. CT Water will continue to offer paper bills for those who prefer to receive their bill in the postal mail. Enrolling in Ebilling costs nothing and it's beneficial to both the environment and the communities we serve.



Serving 300,000 customers  
in 56 CT communities



## Customer Bill Information to Help You Know About Your Water Usage

We heard from our customers that you want to have more information about your own water usage. We have redesigned our bill so that it now provides 9 quarters of usage history in gallons to allow you to track your household water consumption. <sup>1</sup>

In addition, it also indicates your average daily usage in gallons and your cost per day. The cost for safe, reliable water is a great value with the average household paying just \$1.76 per day. <sup>2</sup>

You can make your own personal commitment to conserving water, a precious natural resource, and to saving money. If you have any questions about reading your bill, please contact customer service at 1-800-286-5700.

## Partnering with Communities to Protect Open Space

Over the past 15 years, Connecticut Water has donated or sold to communities at less than market value more than 1,000 acres of land for open space & recreation. We have partnered with local leaders to permanently protect the lands which are no longer needed for water supply or utility purposes.

The Company still retains ownership of more than 6,000 acres of land in watershed and aquifer areas which protect the quality of our drinking water supplies.

Preserving and protecting open space land is consistent with our mission to be stewards of the environment and to preserve natural resources for current and future generations.



**WATER BILL**  
Invoice Date: 04-19-2016

### Your Balance With Us

<b>Customer:</b>	
<b>Account Number:</b>	
Previous Account Balance:	\$0.00
Payments during the period:	\$0.00
Current Charges:	\$160.23
<b>Amount Due:</b> <i>by 05/19/16 to avoid interest charges</i>	<b>\$160.23</b>

### Detailed Account Activity

<b>Premise Served:</b>	
Customer Type:	Residential
Billing Period:	01/08/16 to 04/08/16
Billing Frequency:	Quarterly
Usage-Gals	15,000
Avg Daily Use-Gals	165
Type of Reading:	Actual

Current Charges	Meter Size/#	Meter Reading	# Days/Usage	Rate	Amt
Daily Basic Service	5/8"		91	.340000	30.94
Water Usage	59491273	377	15000	.007907	118.61
WICA				.051200	7.66
Revenue Adjustment Charge				.020200	3.02

Current Charges **\$160.23**

**Your Average Water Cost = \$1.76 per day <sup>2</sup>**  
Your Average Water Use = 165 Gallons per day

**Contact Information**  
Customer Service: 1-800-286-5700 \* Linebacker: 1-888-205-1073  
For payment options, go to [www.ctwater.com](http://www.ctwater.com) or see back of your bill.

### Go Paperless and Win-Win

Going paperless by signing up for eBilling and choosing the 'paperless' option. Every customer enrolled in paperless billing by October 31, 2016 will be eligible for our iPad drawing. In addition, a \$1 donation will be made to a local food pantry for each paperless enrollment received between now and the end of October. Click 'Pay Your Bill' at [www.CTWater.com](http://www.CTWater.com) for details.



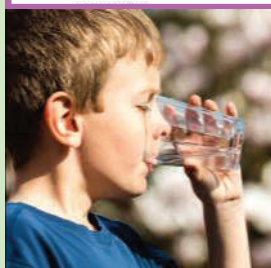
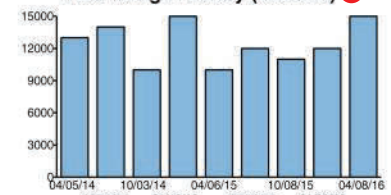
### Construction Updates

We are investing more than \$18 million in 2016 to replace old and undersized pipe. You can get updates on our water main projects near where you work or live. You can also sign-up for e-mail and text alerts so that you know when we have planned work that could affect traffic. Visit the 'Current Projects' page of our Web site at [www.CTWater.com/Projects](http://www.CTWater.com/Projects) for more information.



Connecticut Water's most recent annual water quality report is available on our Web site at [www.ctwater.com/WQReportWestern](http://www.ctwater.com/WQReportWestern). The report summarizes the results of water quality testing done in our Western water system that serves your home. Printed copies are available at no cost on request by calling 1-800-286-5700.

### Your Usage History (Gallons) <sup>1</sup>



## Annual Water Quality Report

Connecticut Water's annual water quality report, which explains several important facts about your water system and water supply is available on our website at :

[www.ctwater.com](http://www.ctwater.com) > Customers > Water Quality Report.

Contact customer service at 1-800-286-5700 if you would like a copy.