

## **Frequently Asked Questions about the Water Infrastructure And Conservation Adjustment (WICA) Charge**

**Q: What is WICA?**

**Q: How is the WICA charge applied to customers' bills?**

**Q: How much will the WICA change my bill?**

**Q: When will the charges appear on my bill?**

**Q: Will the WICA charge always be on my bill?**

**Q: How will customers benefit from the WICA program?**

**Q: What is WICA?**

**A:** A Water Infrastructure and Conservation Adjustment (WICA) is an interim rate adjustment that covers the costs of replacing existing water system infrastructure. These small, semi-annual adjustments will improve service to customers and lessen the impact on customers' rates.

**Q: How is the WICA charge applied to customers' bills?**

**A:** The Public Utilities Regulatory Authority (PURA) reviews completed projects and their costs before a WICA charge is reflected on customers' bills. The WICA charge may be adjusted semi-annually and the increase would be applied to the total bill of each customer.

**Q: How much will the WICA change my bill?**

**A:** The maximum surcharge allowed by the law is 5% per year or a maximum of 10% between general rate case filings. However, Connecticut Water anticipates our WICA projects will represent an increase of 2 to 3% per year. A 2% WICA charge would add about 95-cents a month to a typical water bill, or about \$2.85 per quarter.

**Q: When will the charges appear on my bill?**

**A:** The WICA charge may be included on water bills as approved eligible infrastructure projects are completed and in service for the benefit of customers.

**Q: Will the WICA charge always be on my bill?**

**A:** There will be a separate line item on customers' bills when there is a WICA charge. Any future WICA charges will be shown as a separate line on customers' bills as WICA eligible projects are completed and approved by the PURA.

**Q: How do customers benefit from the WICA program?**

**A:** The WICA charge enables Connecticut Water to accelerate the replacement of aging water system infrastructure and sustain valuable water resources. It will ensure future generations of customers continue to have reliable water service. In addition, these infrastructure investments support economic development and create jobs.