We know that the recent media coverage of water quality incidents at various utilities across the country has raised questions for our customers and could undermine confidence in your drinking water quality. We can assure you that delivering safe drinking water to our customers and communities is our highest priority.

Regular water quality testing is done in all of Connecticut Water’s water systems and continues to show that the water delivered to our customers is in compliance with state and federal drinking water standards and is safe to drink. Ongoing sampling is done for a host of water quality standards, with more than 170,000 samples tested annually at state-certified laboratories.

Our water quality testing data is regularly reviewed for potential changes or trends and any customer water quality complaint is escalated to professionals in our water quality team. Connecticut Water’s annual water quality report includes important information about your water system and water supply. Our water quality reports can be found on our website at www.ctwater.com > Customers > Water Quality Report.

We will mail the report to customers who request it. Contact our customer service team at 1-800-286-5700 if you would like a copy.

Protecting Drinking Water Sources and Delivering Quality Water

Connecticut Water works with local communities to be sure that local land use regulations and development plans protect our watersheds and aquifer recharge areas. Further, our watershed inspectors inspect watershed and aquifer areas regularly to identify any issues that could affect the quality of our source water. The water is then treated by licensed professionals who are certified by the State of Connecticut Department of Public Health. The proper treatment is determined by careful analysis of the water’s chemistry.

The water is then tested throughout the treatment process and in the distribution system, which represents the water delivered to your tap. In addition to the passionate employees who protect our sources and treat the water, we have another team of employees who maintain our electronic control systems. These are skilled technicians who have years of experience in working with water analyzers, chemical feeders and other computer control systems.

From source to tap and all along the way, the safety and security of the water delivered to customers is at the forefront of everything we do!

More than 25% of our customers have already signed up for ebilling. Care to join them?

E-billing saves you time, money and helps protect the environment.

1. Enrolling is easy and free. Once enrolled, you will get an email notifying you when your bill is issued.
2. You can set up automatic payments, which can save you even more time and eliminate late payments.

Sign up at www.ctwater.com

Sign Up for Electronic Billing Today!

Convenience • Security • Savings • Accessibility
Helping Customers Conserve Water Resources

Connecticut Water has enough supplies to meet our customers’ needs, but we always encourage the wise use of water and conservation of our precious natural resources.

Warm weather usually means an increase in water use as customers turn their attention to lawns, gardens, pools and other outdoor uses. Additional outdoor use can significantly impact your water bill, so please check our website at www.ctwater.com > Conservation, for water saving tips for outdoor water use.

Check the water calculator on our water conservation page at www.ctwater.com/conservation. Answer a few brief questions on your home and water use habits and the calculator will show you things you can do inside and outside to use less water.

Investing in Infrastructure to Serve Our Customers

The return of warmer weather means that water main replacement projects will again be in high gear. In 2016, Connecticut Water will invest more than $18 million to replace older or undersized water mains around the state through the Water Infrastructure and Conservation Adjustment (WICA) program. Investing in infrastructure and installing new pipe improves reliability, enhances water quality and can improve the amount of water available at hydrants for firefighting.

We have a number of projects planned this year. An updated list of projects is available on our website at www.ctwater.com/projects. You can also sign-up for e-mail and text alerts on the status of these projects, such as when lane closures are planned.

Opening Our Lands to the Public

Being a good steward of the environment means sharing the beauty of our natural resources. We are able to balance the need to protect the water quality of our supply sources while opening designated lands to the public to enjoy for hiking. You are free to visit and enjoy the scenic beauty of two Connecticut Water hiking trails.

Killingworth: Our Killingworth Reservoir Hiking Trail is open from the third Saturday in April through the end of October between sunrise and sunset. This scenic trail is located within two of the Connecticut Water Company’s watershed properties. On the 2.5-mile round-trip journey, hikers will experience relatively flat terrain with some minor hill climbing. The trail entrance is located on Roast Meat Hill Road in Killingworth just south of the Platt Nature Center.

Tolland: Our Shenipsit Lake Reservoir Trail is open year-round from sunrise to sunset. A 2-mile Blue-Blazed portion of this trail follows an old railbed near the Shenipsit Lake Reservoir and is considered easy to moderate in difficulty. The trail entrance is located on Route 74 in Tolland near the Vernon line across from RockVern Electric. This trail is maintained in partnership with the Connecticut Forest and Parks Association (www.ctwoodlands.org).

Connecticut Water offers guided Trails Day hikes on both of these trails each June. For more information on these trails please visit www.ctwater.com > Stewardship > Serving Communities. For information on Trails Day visit www.ctwoodlands.org.

Holidays

May 30 – Memorial Day

Customer Service and 24-hour Emergencies 1-800-286-5700

If you have comments or suggestions, send an e-mail to PublicAffairs@ctwater.com.