

Straight from the Tap **Connecticut Water**



Pay your bill online by check or credit card at www.ctwater.com

Providing good service and value for the cost

At Connecticut Water we consider it a privilege to serve families and communities in Connecticut. Connecticut Water customers rate us highly on water quality and customer service. Our 2016 Customer Satisfaction Index, as measured by an independent research firm, shows more than 9 in 10 customers are satisfied or very satisfied. Customers recognize we provide good service & value for the cost which is delivered to the tap at less than a penny a gallon.



We also provide value to many communities in the form of public fire protection by maintaining pipes, storage tanks and treatment systems that can provide hundreds of gallons per minute from hydrants on our water systems for firefighting.

Connecticut Water also provides revenue to the communities we serve. In 2016, Connecticut Water paid \$8.8 million in taxes to the State of Connecticut and local communities through income, payroll, and local property taxes. We are among the top 10 taxpayers in many of the communities we serve. As a local business in the community, we help fund essential local services such as education, public safety and local public works.

35% of our customers have already signed up for e-billing.

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

Controlling Costs and Holding Rates Stable



As state and local budgets are being squeezed, we want you to know that Connecticut Water is working to control costs and hold base water rates stable.

Over the past 5 years Connecticut Water employees have reduced our operating expenses

by \$4 million through an ongoing focus on cost control and improving efficiencies. These savings have made it possible for us to offset increasing expenses such as fuel, energy, taxes, insurance, and medical benefits without seeking a general rate increase.

We evaluate every suggestion thoroughly to be certain it will not adversely affect water quality or service to our customers.

Investing in Infrastructure to Serve Our Customers

In 2017, 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, conserves precious water resources, 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 sign-up for e-mail and text alerts on these projects.



Opening Our Lands for Recreation

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 in Killingworth and Tolland. For additional details on recreation at these locations please visit www.ctwater.com > Stewardship > Serving Communities. For information on Trails Day visit www.ctwoodlands.org.



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 visit watershed and aquifer areas regularly to identify any issues that could affect the quality of our source water.

The water is 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.

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!



Conservation Update

We continue to have adequate water resources to meet the water supply needs of customers. Thanks to careful planning over the years, many of our more than 60 water systems around the state have multiple water sources and robust infrastructure that gives us operational flexibility. Over the past few years, annual precipitation has been below average. In 2016 the deficit was more than 12 inches, and slightly lower than normal precipitation has continued through the winter of 2017.



While our water resources are being replenished from the precipitation we are getting, it is at a slower rate than we normally see and we continue to request voluntary water conservation to ensure we will have adequate water supplies for public health and safety needs should dry conditions persist into the summer. We are requesting all customers voluntarily reduce usage by 10%. We are doing our part by flushing water mains only when supplies are adequate or as necessary to maintain water quality or operational needs.

Please check our website at www.ctwater.com for update information on conservation requests.

Xeriscaping Information

Xeriscaping is landscaping an area so that it requires little or no irrigation, usually by planting native, drought resistant plants. For more information, check out our xeriscape brochure at www.ctwater.com/conservation.



Holidays

May 29th – 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.

