

Straight from the Tap **Connecticut Water**



Sign up for E-billing and/or pay your bill online by check or credit card at www.ctwater.com

7 Ways to Conserve Water Outdoors

Connecticut Water has ample water supplies to meet our customers' needs, but we always encourage the wise use of water and promote the conservation of water. Using water efficiently outdoors conserves a precious natural resource and can save on your water bill.



Here are some easy things to do around the home:

- Water your lawn early in the morning.
- Keep track of how long you water. Set a kitchen timer as a handy reminder.
- Water the lawn only when it needs it, such as when footprints become visible.
- Position sprinklers to avoid watering pavement and sidewalks.
- Use a broom instead of a hose to clean driveways and sidewalks.
- Use native plants that require less water.
- Use mulch as a ground cover to reduce water evaporation in the soil while reducing the number of weeds that compete for soil moisture.

Additional water conservation ideas and a link to a water saver calculator that you can use to figure your own opportunities for savings can be found on our Web site at www.ctwater.com/conservation.

Sign up at www.ctwater.com



Scan to enroll



Sign Up for Electronic Billing Today!
Convenience • Security • Savings • Accessibility

Delivery Service and Value

Water is central to everything we care about – our families, communities, and businesses. Water supports health, public safety through fire hydrants and creates opportunities for economic growth.

The cost of water delivered to your tap is less than a penny per gallon. A lot of value is packed into a single cent -- Water that is safe to drink and available whenever you need it.



How does the worth of our water compare to other things you buy?

A medium cup of coffee at your favorite coffee shop is probably about \$2.00. At Connecticut Water, that same two dollars will get you the water you need for your day including a shower, a couple of loads of laundry (or more), water for food preparation, drinking and brushing teeth, and several flushes. That's enough water to make more than 1,800 14-ounce cups of coffee.

We would like to hear from you how a reliable supply of safe drinking water is a value for you at just a penny per gallon. A random entry will be drawn for a \$25 L.L. Bean Gift Card in October from anyone who shares their ideas. Send your examples to PublicAffairs@ctwater.com. We may share some on our Facebook page at www.facebook.com/ctwtr.

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.

Maintaining the Proper Level of Chlorine

We hear from customers wanting to know more about chlorine in their drinking water. Here are some basics about this disinfectant that is added to protect water quality.

What can I do if I don't like the taste or smell of chlorine?

The taste and smell of chlorine can easily be removed by refrigerating tap water in a sealed container, preferably glass. Some plastic bottles can add their own taste to the water. Having a bottle of ice water in the fridge also helps conserve water because you don't have to let the tap run for the water to get cold.

Why is chlorine added? Chlorine has been added to drinking water in America to protect public health for more than 100 years, and it prevents waterborne diseases such as cholera, typhoid fever, and dysentery. Connecticut Water is required by state and federal public health officials to add chlorine to all reservoir water supplies. Groundwater supplies may also be chlorinated. Chlorine has properties that allow it to continue protecting water as it travels from the treatment facility to your home.



How much chlorine is added? We add as little chlorine as possible to our water while still maintaining an adequate level to protect the water. State and federal water quality standards allow up to 4 parts

per million (ppm) of chlorine in drinking water. Because of our high quality source water and treatment we work to maintain about 1 ppm or less in our water systems.

Water Quality Report Available

We are proud to serve you and provide the results of your water quality testing in our Annual Water Quality Report. The report provides a summary of water quality testing done in 2016 and includes useful information on drinking water. You can find the report on Connecticut Water's Web site at www.ctwater.com/waterquality. Printed copies are available at no cost by calling our Customer Service team at 1-800-286-5700.



Our website is more accessible

Connecticut Water's new website is built to be viewed easily on smart phones, tablets, and desktops. If you haven't visited in a while please give it a look.

We are also continually working to put up content that customers will find helpful.

- Water conservation tips – www.ctwater.com/conservation
- Water quality information – www.ctwater.com/waterquality
- Construction projects – www.ctwater.com/projects

A link to pay your bill online.

You can search our website if something isn't where you thought it would be.



E-Billing Safe, Convenient and Good for the Environment

More than one-third of Connecticut Water customers have signed-up for E-billing so far. They enjoy the convenience of paying their bill online and save money on postage. Many have also enrolled in 'Auto Pay' that automatically pays the amount due with a linked credit or debit card, or a bank account. You get to choose the maximum amount that is preauthorized and your payments are delivered on time.

There's an environmental benefit of going paperless e-billing – less paper and ink consumed and fewer trips to the post office to mail the payment. Give it try – you can always go back to paper if it isn't right for you.

Holidays

July 3rd & 4th
September 4th



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

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

