



# NEWS

93 West Main Street, Clinton, CT 06413

## **CONNECTICUT WATER ANNOUNCES LATEST CUSTOMER SATISFACTION RESULTS** *Rated at World Class Levels*

**CLINTON, CONNECTICUT, February 26, 2018** – More than 90% of Connecticut Water Company customers say they are satisfied with the company. Those are the findings in the most recent customer satisfaction survey of Connecticut Water Company customers conducted by an independent research firm. Great Blue Research, contacted over 1200 randomly selected Connecticut Water customers across the state, and found that the overall customer satisfaction index is 93.4%, up slightly from the 2016 survey.

The survey measures customers' satisfaction with the company characteristics, the customer service representatives and the field service employees. Eight out of nine Field Personnel characteristics increased, pushing the average positive rating for those interactions to 97.2%. In addition, high ratings were recorded in "arriving on time for work to be performed," and "explaining things you needed to know about the work to be performed."

"We are so pleased that our customers recognize and value our service so highly. Providing safe and reliable drinking water is fundamental to what we do and what our customers should expect." stated Maureen P. Westbrook, Connecticut Water's Vice President – Customer and Regulatory Affairs. "We know that every Connecticut Water employee strives to provide our customers with excellent customer service and are happy to see that our customers say we are meeting that goal."

The average positive rating for company characteristics in 2017 was 92.9%. The largest increases were recorded for monitoring water quality and being a good neighbor in the community.

In 2017, more than half of customers recalled the company's request to customers to voluntarily conserve water during the severe drought conditions experienced in 2016 and early 2017. Among those customers, 91.1% actively attempted to conserve water as a result. The Company has focused outreach and educational efforts water conservation as a means to protect and preserve valuable water resources.

Connecticut Water has been conducting independent customer satisfaction surveys for nearly 25 years. The company uses the detailed report and recommendations to continue to enhance the customer experience. Customer comments and suggestions for improvement are welcome at any time by calling the company at 1-800-286-5700 or through the Contact Us form at [www.CTWater.com](http://www.CTWater.com).

Connecticut Water Company is a regulated public water utility serving more than 93,000 customers in 56 Connecticut communities, and it is the largest operating subsidiary of the Connecticut Water Service, Inc. (Nasdaq:CTWS). Through its regulated utility subsidiaries, CTWS serves more than 134,000 water customers, or about 450,000 people in 80 communities across Connecticut and Maine, and more than 3,000 wastewater customers in Southbury, Connecticut.

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