



# Fact Sheet

## Crystal Rates

Pay your bill online by check or credit card at [www.ctwater.com](http://www.ctwater.com)

Rates and any applicable surcharges for water service for Connecticut Water are approved by the Public Utilities Regulatory Authority (PURA). Approved rates for all of the Connecticut Water systems are available on our Web site [www.ctwater.com](http://www.ctwater.com).

The charges for all customers include a **Basic Service Charge** and a **Commodity Charge** and any **Applicable Charges or Credits**.

- **Basic Service Charge** is applied each billing period to help cover certain fixed costs such as meter reading, testing and replacement, bill preparation and processing, etc. The basic service charge is based on the meter size at your account. *These Basic Service Charges are applied even if there is no consumption at a premise during a particular billing period.*
- **Commodity Charge** is based on the amount of water used during the billing period times the applicable charge for your customer class (residential, commercial, industrial, public authority and seasonal). The commodity charge shows on the bill in units of gallons or cubic feet depending on how the meter installed at your premises records the usage.
- **Applicable Charges or Credits** are those PURA approved charges applied on a percentage basis to the total of the Basic Service Charge, Commodity Charge and miscellaneous service charges as noted below. These may include:

**Water Infrastructure and Conservation Adjustment (WICA).** The WICA recovers the costs for eligible infrastructure projects and the WRA ensures that water utilities do not over-collect or under-collect the revenues that were approved in rates by PURA. The WICA may be adjusted every 6 months.

**Water Revenue Adjustment (WRA).** The WRA is reviewed annually and may be a charge or credit on customers' bills based on actual revenues collected in the prior year. WRA is applied to miscellaneous service charges and service fees.

**CT Department of Public Health (DPH) Safe Drinking Water Fee.** This new charge is a result of a law passed by the Connecticut legislature in 2017 that established a Safe Drinking Water Assessment fee for all public water systems in the state. This fee was established to help fund the Connecticut Department of Public Health (DPH) so they can maintain their Safe Drinking Water Program and meet their obligations under the Federal Safe Drinking Water Act, as other state and federal funding has been reduced. This is a pass through charge to the state.

Most customer bills are issued once per quarter, though larger volume users including commercial and industrial customers may be billed once per month. The number of days in a billing cycle may vary slightly, but your service charge and consumption reflect the actual usage and days in the billing period for your account.

### BASIC SERVICE CHARGES

Meter Size	Quarterly	Monthly	Daily Rate
5/8"	\$ 35.51	\$ 11.83	\$0.389
3/4"	\$ 53.26	\$ 17.76	\$0.584
1"	\$ 88.75	\$ 29.58	\$0.973
1-1/2"	\$ 177.55	\$ 59.18	\$1.946
2"	\$ 284.07	\$ 94.69	\$3.114
3"	\$ 532.63	\$ 177.54	\$5.837
4"	\$ 887.72	\$ 295.91	\$9.728
6"	\$1,775.43	\$ 591.81	\$19.458
8"	\$2,840.70	\$ 946.90	\$31.131
10"	\$4,261.72	\$1,420.57	\$46.703

### COMMODITY CHARGES ALL CONSUMPTIONS

Customer Class	Crystal	Gallup	Gallup
	Per 1,000 Gallons	Per 1,000 Gallons	Per 100 Cubic Feet
Residential	\$6.583	\$8.115	\$6.069
Commercial	\$5.309	\$6.802	--
Industrial	\$3.630	\$6.903	--
Public Authority	\$5.047	\$6.903	--

## SCHEDULE OF SPECIAL CHARGES

The PURA Decision authorizes separate Fire Protection Charges as well as a number of Special Charges for various non-routine services.

SERVICE TURN ON / OFF & METER CHARGES	
Service Turn Off – Normal Hours	\$43
Service Turn On – Normal Hours	\$43
Service Turn Off – After Hours	\$65
Service Turn On – After Hours	\$65
Service Turn On – Large Meter $\geq$ 2" – Normal Hours	\$43
Service Turn On – Large Meter $\geq$ 2" – After Hours	\$65
Turn On Service at Curb – Normal Hours	\$43
Turn On Service at Curb – After Hours	\$65
Frozen Meter Charge – Normal Hours	\$54
Frozen Meter – After Hours	\$81
MISCELLANEOUS FEES & CHARGES	
Bulk Water Account Activation	\$54
Bulk Water Commodity Charge	Commercial Metered Rate
Unauthorized Hydrant Use	\$215
Unauthorized Water Use	\$215
Curb Box Repairs – Equipment Required	\$323
Curb Box Repairs – Hand Dug	\$108
Cross Connection Notice Fee	\$43
COLLECTION FEES	
Returned Check Fee	\$30
Late Payment/Interest Fee*	1.5% per month

PRIVATE FIRE PROTECTION CHARGES				
		Crystal		Gallup
Service Size	Connection	Per Quarter Per Connection	Per Quarter Per Connection	Per Quarter Per Connection
2" Service Connection		----		\$ 51.59 each
3" Service Connection		----		\$116.33 each
4" Service Connection		\$257.65 each		\$161.79 each
6" Service Connection		\$585.57 each		\$379.76 each
8" Service Connection		\$1042.28 each		\$671.22 each
10" Service Connection		\$1,627.83 each		\$1036.13 each
12" Service Connection		\$2,342.19 each		\$1,474.53 each

PUBLIC FIRE PROTECTION CHARGES	
Hydrant Charge (per month)	\$20.60 each
LINEAR FOOT CHARGE (per month)	
Brooklyn	\$0.10436
Thompson	\$0.10436
Gallup	\$0.10436
Plainfield - Central Village, Moosup & Wauregan	\$0.04229
Killingly - Except the Borough of Danielson	\$0.05237
Borough of Danielson	\$0.21299
Private Right of Way	\$0.08349

\*Note: Late payment/interest charges are applied to amounts past due 30 days or more at a rate of 1.5 percent per month. Interest charges will appear on customer notices and subsequent bills based on the amount outstanding and time past due.

If you need additional information on this topic or have specific questions, please feel free to contact the Connecticut Water customer service team at 1-800-286-5700.



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