

Welcome to **Connecticut Water.**

We're here to **serve** you.



We're “passionate employees delivering life sustaining, high quality water service to families and communities...”

As such, we're proud to:

- Operate and maintain our water system with **dedicated employees**, licensed in water treatment and distribution and available to meet our customers' needs 24 hours a day, 365 days a year.
- Deliver **world-class customer service** as defined by our customers who have consistently rated our service at about 90% in annual surveys conducted by an independent research firm.
- Treat and test your water at the source, during and after the treatment process, and in the distribution system to verify that it **meets or is better than what is required by state and federal drinking water standards.**
- Invest in treatment facilities, storage tanks, water mains and other infrastructure needed to **deliver a dependable supply of water.**
- **Maintain critical open space lands** and aggressively protect our wells and reservoir supplies.

Customer Notifications

We use an emergency notification system to alert customers when there is an important issue affecting water quality or water service.

Make sure we have the best contact information for you by providing it to us at 1-800-286-5700 or online at www.ctwater.com/notification.

Convenient Payment Options



Pay Online at www.ctwater.com

Sign up for e-billing or make a one-time payment using your Visa or Mastercard, debit card or checking account. Save time and money and help protect the environment with our e-billing program featuring the convenience of automatic payments.



Pay by Phone: 1-800-286-5700

Customer service representatives based in Connecticut are available Monday through Friday from 8:00am to 4:30pm to take payments by Visa, Mastercard, debit card or your checking account.



Mail a Personal Check

For your convenience, an envelope is enclosed with your bill. Please include your bill stub and write your Connecticut Water account number on the check



Pay In Person at Many Locations

More than 20,000 convenient retail locations including Big Y, Price Chopper, Rite Aid, Shop Rite, Stop & Shop and Walmart. The full list of payment locations is available at www.ctwater.com. Select “Customers” and then “Payment Options.”

Water Rates and Billing

We work hard to manage costs and deliver you **safe, reliable water**.

Basic Service Charge
This daily rate covers the cost associated with basic operation, billing and customer service. The size of the water meter determines the amount of the Basic Service Charge.

PURA-Approved Surcharges or Credits
such as the Water Infrastructure and Conservation Adjustment (WICA), Water Revenue Adjustment (WRA) are applied on a percentage basis on customers' bills.

Water Usage
Water usage is based on the number of gallons used, multiplied by the approved rate.

CT Department of Public Health Safe Drinking Water Fee
This is a pass-through charge from the state of Connecticut to support DPH Safe Drinking Water. The water company may bill the new fee as a line item on customers' bills without requiring a separate rate approval process.

24
Hours A Day
of safe, reliable water

For Less Than
1¢
Per Gallon

We work hard to manage costs and deliver you water for less than a penny per gallon! An average residential customer gets the water to meet their daily needs for less than \$2 per day.

The rates we charge for service are approved by the Connecticut Public Utilities Regulatory Authority (PURA) after the company demonstrates all of our costs and what should be approved in customers' rates. Rate schedules that apply to your system are available on our website or by calling a customer service representative at 1-800-286-5700.

Be Sure Before You Open The Door

At Connecticut Water, we are pleased to be a leader among water utilities with our efforts to protect our customers.

Our award-winning program, *Be Sure Before You Open the Door*, will send an email to our customers with a photo of the service person en route for a scheduled appointment.

You can feel better knowing who to expect *before* our employee knocks on your door. The emailed photo will match the photo on the service employee's company-issued ID, which has a unique background and holographic watermark.

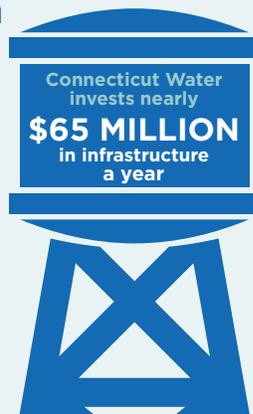
Your safety is important to us. To take advantage of this program, please be sure we have your email address.



A lot goes into delivering **high quality water** from the source to you.

PROVIDING SAFE AND RELIABLE WATER SYSTEM OPERATIONS 24/7:

- 18 surface water supplies
- 200+ groundwater wells
- 22 treatment facilities including 5 major surface water treatment facilities
- 1,700 miles of water main
- 9,700 fire hydrants
- 98,000 service lines
- 170,000 water quality tests per year



It takes a **TEAM** to provide **safe reliable service** to Connecticut communities.

- 200+ water professionals to serve you
- Licensed and certified by State of Connecticut
- Over 1,600 customer appointments per month
- 120,000 customer calls per year
- Provide timely, accurate customer information
- After hours and emergency response
- Preventive maintenance and contingency plans minimize service interruptions



Connecticut Water is **committed to preserving our environment** for current and future generations.

Protection of
**OPEN SPACE
AND WATERSHED
LANDS**

**WATER
CONSERVATION**
education and
programs

**INFRASTRUCTURE
INVESTMENTS** to
reduce systems
water loss

**SUSTAINABLE
DESIGN** of
buildings and
facilities



Water Conservation Tips

You can **help conserve** our **precious natural resources**.

- Install water-saving devices in faucets, toilets and appliances.
- Check every faucet and toilet for leaks. Even a slow drip can waste a lot of water each day.
- Take short showers and shallow baths.
- Turn off the water while brushing your teeth, washing the dishes or washing your hands.
- Run full loads in the washer for dishes/clothes. Washing partial loads can waste electricity and water.
- Keep a jug of drinking water in the refrigerator so that you won't have to run the tap until it's cold.
- Water the lawn and garden as little as possible and only in the early morning and evening.
- Choose plants that don't need much water.
- Don't let the hose run when washing a car. Use a bucket of water to wash the car and then run the hose to rinse it.

Customer Rights

We recognize economic times can be tough, and we're prepared to work with our customers in the event that you have a problem paying your water bill, or if you or someone in your family is seriously ill.

If there is a **SERIOUS ILLNESS** in your home, please contact us. We will coordinate with you and your physician to make equitable arrangements to pay your past-due bills and stay current on bills issued while the illness continues.

If you have a question, complaint or dispute on all or part of a bill, contact us at 1-800-286-5700. If the matter is not satisfactorily resolved by a customer service representative or manager, you may ask for the company review officer to consider the problem. Copies of our rates, special charges, customer rights, and rules and regulations are all available online at www.ctwater.com.

Shutoff For Nonpayment

We never want to terminate a customer's water service, but sometimes it is the only way to resolve a delinquent bill and ensure that our paying customers are not burdened by expenses incurred from others' unpaid bills.

If a bill remains unpaid 30 days after it is issued, interest charges will be added on the balance and water service will be subject to our termination procedures as follows:

- Reminder notice is sent if a bill is unpaid after 30 days,
- Shutoff notice is mailed if the bill remains unpaid 33 days after the reminder notice (63 days after original bill), and
- Water service may be terminated if payment is not received within the 15 days following a shutoff notice being issued.

If service is terminated for nonpayment, any outstanding balance plus additional charges (turn-off/turn-on fees) will have to be paid before water service is restored. Please notify us promptly if you have forwarded payment that has not yet been applied to your account so we can investigate to avoid any unnecessary interruption to your service.

Protect yourself, your family and your home with **emergency water and plumbing protection plans.**

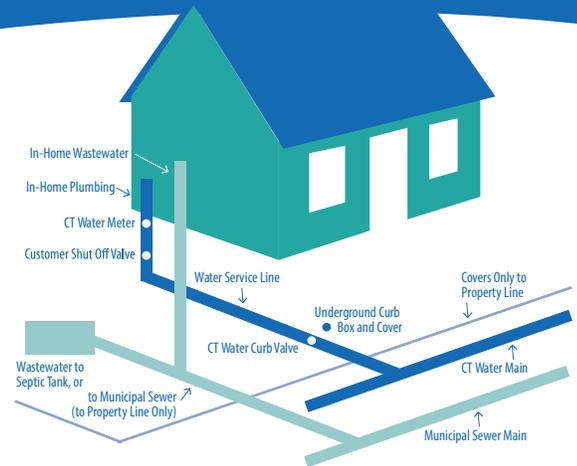
Linebacker® Protection Plans Provide Peace of Mind For As Little As 24¢ Per Day

Connecticut Water provides a safe, reliable supply of quality water to our customers and we want to ensure your family has access to water. The company is responsible for and will make repairs to:

- water distribution main in the street
- service from the water main to your property line
- installation and maintenance of the water meter

However, the homeowner is responsible for:

- the piping from the property line into the home
- all household plumbing
- the wastewater line to the septic or sewer system



Connecticut Water's **trusted Linebacker® Protection Plans** have been protecting our customers for years. **For about 50 cents a day, you can have complete peace of mind** that repairs to breaks in your water service line, wastewater or in-home plumbing will be covered. You can get up to \$12,000 covered annually for water line repairs alone. Save yourself time and money with our optional Linebacker® Protection Plans.

COMPLETE

52¢/day

\$15.84 per month

Covers:

Water Service Line
+
Wastewater Line
+
In-home Plumbing

PLUS

42¢/day

\$12.84 per month

Covers:

Water Service Line
+
Wastewater Line

BASIC

24¢/day

\$7.30 per month

Covers:

Water Service Line



New Customers: Enroll Today and Get 6 Months Free!

As a new residential customer, we invite you to take advantage of a special introductory offer for 6 months of free Linebacker® coverage, provided you enroll in the next 90 days and elect to have Linebacker® Protection Plan added to your water bill.

After the first 6 months, the applicable charge for your plan choice will appear on your water bill. You may cancel coverage at any time with no further obligation.

Enrollment is easy!

Visit www.linebacker-plan.com to enroll online or call 1-888-205-1073. **Use promo code NEWCWC.**

This offer is subject to the program terms and conditions provided on www.linebacker-plan.com. Connecticut Water does not sell customer information to any outside parties. However, our affiliates, including New England Water Utility Services Inc., will utilize customer information to market products and services to you based on information collected by Connecticut Water. You have the right to limit our affiliates from using your information to market to you. To limit marketing offers, please contact us by phone at 1-888-205-1073.