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Connecticut Water Earns High Marks from Customer Satisfaction Survey

2,000 customers surveyed by independent research firm on top expectations

More than 91% of customers say expectations are met

Clinton, Conn., Feb. 27, 2019 – Connecticut Water Company, Avon Water Company and Heritage Village Water Company, the water utilities for customers across 59 Connecticut towns, today announced the results of its most recent customer satisfaction survey, which was commissioned to better understand what customers expect from their water service. The results revealed that the expectations of more than 91 percent of customers were being met all or most of the time.

The survey, which polled more than 2,000 customers over the past nine months, identified the three top expectations that customers have of their local water utility:

Expectation	Rank
Clean water that is safe to drink	#1
Reliable, adequate supply of water	#2
Lower rate or no rate increase	#3

“It is interesting to note that despite the expectation of lower rates or no rate increase, customers appreciate that they are getting a good value for the cost of water service,” stated Maureen P. Westbrook, Connecticut Water’s vice president of customer and regulatory affairs. She added, “When customers learned they pay about a penny per gallon for clean, safe drinking water, nearly 90 percent said that was a very good, or good, value.”

The purpose of the telephone survey was to learn the top customer expectations and how well the companies were meeting those expectations. The companies conduct customer satisfaction surveys every six months to determine what the companies are doing well and, more important, where they can make improvements. Connecticut Water has been surveying its customers since 1991.

During the telephone survey, customers were asked in an open-ended question to identify three expectations they have regarding service from the Connecticut, Avon and Heritage Village water companies. Further, customers who had been in contact with the companies’ office and field service teams were asked about the service they received.

More than 90 percent of those customers were satisfied with office service and nearly 98 percent were satisfied with field service. “High customer satisfaction scores are a direct result of the experience and commitment of our employees. We appreciate what they do every day to deliver safe, reliable service to our customers and communities,” Ms. Westbrook added.

(More)

Connecticut Water customers also overwhelmingly support the company’s Water Infrastructure and Conservation Adjustment (WICA) program, which replaces aging water mains. They were asked the following questions, and whether they strongly or somewhat strongly agreed:

Statement	Strongly & Somewhat Strongly Agree
A reliable public water system with an abundant supply of water is important to support local communities and provide for the public safety by meeting firefighting needs.	81.6%
WICA construction activities improve water system reliability, enhance firefighting capabilities, and conserve water and energy.	70.1%

Since 2007, through the WICA program, Connecticut Water has replaced more than 123 miles of water main, which had an approximate age of 75 years. In addition to improving reliability and water quality, replacing old pipe reduces the loss of water from leaks and breaks, reduces the environmental impact of pumping and treating that lost water, and can improve the amount of water available to fire hydrants in the system.

The customer satisfaction survey was conducted by GreatBlue Research, an independent research firm, based in Cromwell, Connecticut. GreatBlue conducts customer satisfaction surveys for utility and nonutility clients around the country.

About Connecticut Water, Avon Water and Heritage Village Water:

The companies are local water utilities regulated by the Connecticut Public Utilities Regulatory Authority, which combined provide water service to more than 104,000 customers in 59 Connecticut towns, and wastewater services to 3,000 customers in the town of Southbury, Connecticut.

The towns served are Ashford, Avon, Beacon Falls, Bethany, Bolton, Brooklyn, Burlington, Canton, Chester, Clinton, Colchester, Columbia, Coventry, Deep River, Durham, East Granby, East Haddam, East Hampton, East Windsor, Ellington, Enfield, Essex, Farmington, Griswold, Guilford, Hebron, Killingly, Killingworth, Lebanon, Madison, Manchester, Mansfield, Marlborough, Middlebury, Naugatuck, Old Lyme, Old Saybrook, Oxford, Plainfield, Plymouth, Portland, Prospect, Simsbury, Somers, Southbury, South Windsor, Stafford, Stonington, Suffield, Thomaston, Thompson, Tolland, Vernon, Voluntown, Waterbury, Westbrook, Willington, Windsor Locks and Woodstock.

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