



Customer Guide to Your Water Service

Welcome to Connecticut Water!
We are here to serve you...



The core of our mission is *"passionate employees delivering life sustaining, high quality water service to families and communities..."* To that end we are proud to:

- Have dedicated, trained employees who operate and maintain our water system and work to meet our customers' needs.
- Deliver world-class customer service. Our customers have consistently rated our service about 90 percent in annual surveys conducted by an independent research firm.
- Treat and test water at the source, during and after the treatment process, and in the distribution system to verify that it meets or is better than 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 lands as open space and aggressively protecting our wells and reservoir supplies.

**Customer Service and
24-Hour Emergency Assistance**
1-800-286-5700

Convenient Payment Options

Your water bill is due upon receipt and payment may be made by any of the following methods:

Sign up at www.ctwater.com for E-billing or make a payment with a Visa or Master card, debit card, or through your checking account.

Pay by credit card by phone by calling a customer service representative at 1-800-286-5700.



Mail a personal check in the envelope enclosed with your bill. Please remember to write your account number on the check and include your bill payment stub.

Pay in person at many convenient retail locations across the state, including Big Y, Kmart, Price Chopper, Rite Aid, Shop Rite, Stop & Shop, and Walmart. There are more than 20,000 locations in the U.S. that will accept payment of customers' water bills.

For more information, including a list of payment locations, visit our website, www.ctwater.com > Customers > Rates and Billing.

GO PAPERLESS

Sign up for Electronic Billing

Connecticut Water's E-billing program saves you time, money and helps protect the environment.

1. Eliminate paper clutter, reduce check writing and save a stamp. Pay at your convenience.
2. Enrolling is easy and free. Once enrolled, you will get an email notifying you when your bill is issued.
3. You can set up automatic payments, which can save you even more time and eliminate late payments.

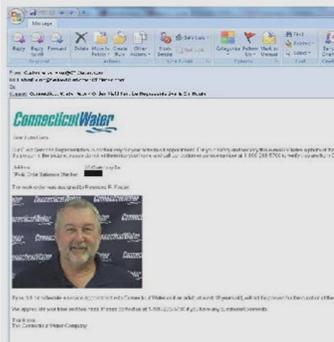


Sign up at www.ctwater.com

Customer Notification

Connecticut Water uses our Web site: www.ctwater.com, Facebook (www.facebook.com/CTWtr) and Twitter (www.twitter.com/CTWater) to communicate with customers. In addition, we use a notification service to quickly notify customers using phone, e-mail, and text messages when there is an important issue affecting water quality or service. Please make sure that you receive these notifications by ensuring we have up to date contact information. If you haven't already provided us with your phone, email, or mobile contact information, please call our customer service department at 1-800-286-5700 with that information.

Be Sure Before You Open the Door



At Connecticut Water, we are pleased to be a leader among the water utilities with our efforts to protect our customers with our award winning program, *Be Sure Before You Open the Door*.

The program uses automated features of our customer information system to generate an email to the customer with a photo of our service person when on route for a scheduled appointment. You can feel better knowing who to expect *before* our employee knocks on your door for the service appointment. The emailed photo is the same photo that our people have on their company issued ID, which has a unique background and holographic image over the photo to make it more difficult for imposters to duplicate.

An automated phone reminder call is generated the day prior to the appointment so you have the opportunity at that time to reschedule if necessary.

It may seem like a simple thing, but we are pleased to be able to provide our customers with more information to enhance their safety. Please help us with this communication tool by giving us your email information.

Water Rates and Billing

We are proud to deliver you a safe, reliable supply of water 24 hours a day, 365 days a year. To do so requires an investment in our water systems and trained personnel who operate the systems and provide service to our customers.

We work hard to manage our costs and deliver you water for less than 1 penny per gallon! A residential customer with average water usage of 15,000 gallons per quarter gets the water to meet their daily needs for less than \$2 per day. We think that's a great value and hope you do as well.

Our residential customers are typically billed on a quarterly basis and larger volume users such as commercial, industrial and municipal and fire protection accounts are billed monthly. Bills are due and payable upon receipt.

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. Your bill for water service is based on three charges:

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

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

Connecticut Department of Public Health Safe Drinking Water Fee—This 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. All public water systems will be required to pay the state the assessment in this current budget year. As this is a pass through charge, the water company may bill the new fee as a line item on customers' bills without requiring a separate rate approval process. The charge for Connecticut Water customers for the DPH Safe Drinking Water Fee will be less than 1 penny a day or about 30 cents per month.

PURA approved surcharges or credits such as the Water Infrastructure and Conservation Adjustment (WICA), Water Revenue Adjustment, or other rate adjustment mechanisms which are applied on a percentage basis on customers' bills. Further explanation of any such charges or credits is included on the bill or on the rate fact sheet on our website.





Customer Rights

We recognize these can be challenging economic times and are prepared to work with our customers should 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 our office and 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 all or part of a bill, you should contact the company at 1-800-286-5700. If the matter is not satisfactorily resolved by a Customer Service representative or their manager, you may ask for the Company Review Officer to consider the problem. Please contact us so that we may assist with any questions or concerns.

Copies of our Rates, Special Charges, Customer Rights, and Rules and Regulations are available on our website, www.ctwater.com.

Shut Off for Non-Payment

We never want to terminate customers' 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;
- shut off 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 shut off notice being issued.

If service is terminated for nonpayment, any outstanding balance plus additional charges for the turn off and 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. We will investigate to avoid any unnecessary interruption to your service.

Water Conservation Tips

Connecticut Water has adequate water supplies to meet our customers' needs, but we always encourage the wise use of water to promote the conservation of our precious natural resources. Here are some ways to help you conserve water:

- ◆ 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, rinsing the dishes or washing your hands.
- ◆ Fill the dishwasher and clothes washer with dirty dishes and clothes. Washing partial loads can waste electricity and water.
- ◆ Keep a jug of drinking water in the refrigerator, then you won't have to run the water to cool it.
- ◆ 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 hose to rinse it.



See how much water you can conserve inside and outside your home with our **Water Calculator**.

Visit our website at www.ctwater.com/conservation

Residential Customer Protection Plans

Protect yourself, your family, and home with emergency water and plumbing protection plans from Connecticut Water. When your line breaks, you can be left without an essential part of your everyday: **Water.**

Connecticut Water provides a safe, reliable supply of quality water to our customers and we want to ensure your family access to water. While you may not think about your water service line, waste water disposal, and your in-home plumbing often, we do.

We are responsible for and will make repairs to the water distribution main in the street, the service from the water main to your property line, and the installation and maintenance of the water meter. However, the piping from the property line into the home is the responsibility of the property owner as is all household plumbing and 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 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.

**New Customers
Enroll Today!
Get 6 Months Free**

Linebacker Package	Cost to You	COVERAGE		
		Water Service Line	Wastewater Line	In-home Plumbing
Complete	52 cents a day \$15.84/month	✓	✓	✓
Plus	42 cents a day \$12.84/month	✓	✓	
Basic	24 cents a day \$7.30/month	✓		

As a new residential customer, we invite you to take advantage of a special introductory offer to receive 6 months' free Linebacker coverage provided you enroll in the next 90 days and elect to [have Linebacker protection service added to your water bill](#). You may choose 6 months free of **Linebacker Complete**, **Linebacker Plus** or **Linebacker**. After the first 6 months of free Linebacker, the applicable charge for your plan choice will appear on your water bills. You may cancel coverage at any time with no further obligation. This offer is subject to the program Terms and Conditions, provided on our Web site, www.linebacker-plan.com.

Linebacker

New Customer - Get 6 Months Free

Enrollment is Easy

1. Visit www.linebacker-plan.com to enroll online
2. Or call **1-888-205-1073**

Use Promo Code [NEWCWC](#)



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 telephone at 1-888-205-1073.



Watch our YouTube Channel at www.ctwater.com
to learn more about the Linebacker Protection Plans.

