



# Delivering Benefits to Customers and Communities

As our parent company, Connecticut Water Service, and SJW Group come together, we will build on our shared commitment to service for the benefit of our customers and communities. There will be access to enhanced systems, skills and best practices across the new combined organization that will support the delivery of exceptional water service.



At the same time, our experienced local management and employee teams will be here in Connecticut to serve the customers in our 59 service communities. Our leadership team will continue to establish priorities and ensure we are responsive to our customers and local needs.

## Bill credit for all Connecticut customers



Customers will have an immediate benefit of a one-time bill credit following the close of the transaction.

The bill credit will be approximately \$13 for a residential customer using the state average of 14,000 gallons of water per quarter.

There will also be a 5% bill credit on municipal fire accounts to minimize the pressure on local budgets.

There will be no increase in basic service or water usage rates before January 1, 2021.

The company may continue to adjust, as approved, Connecticut Department of Public Health fees, Water Infrastructure and Conservation Adjustment ("WICA"), Water Revenue Adjustment ("WRA") or other PURA approved surcharges or credits.

## A comprehensive set of commitments for Connecticut



Community involvement and increased charitable giving in our service communities.



Leadership in water resource protection, conservation and safeguarding water company lands.



Job protection and creation in Connecticut.



Increased investment in Connecticut infrastructure.

# Connecticut Water is a company with people from Connecticut serving in the interest of Connecticut.

We are dedicated to serving our customers and communities. The delivery of life sustaining, high quality water and exceptional service is a priority for Connecticut Water.



Water touches everything we CARE about.



Community



Family



Health



Safety



Environment