

Water touches everything we **LOVE** about Connecticut and everything we **CARE** about.



Community



Family



Health



Safety



Environment

Investing in Reliable, Safe Water

Providing reliable, safe drinking water to you depends on having good drinking water infrastructure. In 2020, Connecticut Water has budgeted more than \$50 million for the infrastructure that delivers water to you.



More than half of that will go to replacing water mains that were installed more than 75 years ago – some are more than 100 years old. Pipeline replacement projects are done through our

Water Infrastructure and Conservation Adjustment, or WICA, program. Water mains are costly to replace because they are buried 6 feet or more underground. But it is more costly to wait to replace water mains when they fail. Customers may lose service and water is being wasted when pipes need to be replaced.

You'll see a line for WICA on your billing statement. Using WICA, we have been able to replace more than 145 miles of water main since 2008 at a cost of \$175 million. We have about 1,700 miles of water main in Connecticut - that's enough to wrap around the Connecticut border more than five times!

We're also investing in upgrades to treatment systems and water storage tanks and in new pipeline that will connect our water systems together for more reliable service.

Visit www.ctwater.com/projects for 2020 projects.

Protecting Our Water Supplies

As part of our efforts to protect the quality of the water we deliver to your tap, we conduct site inspections at properties within the watersheds that drain into our surface water supplies. There are 5,600 parcels in our water supply watersheds, and they're inspected on a rolling schedule for any potential risks to water quality.

2019

2,828 total inspections

98.87%
of properties passed inspection.

- Animal Structures Poor Manure Management
- Active/Evidence of Gas or Oil Leak
- Septic Failure/ Sewer Disposal
- Erosion
- Chemical Spill/ Improper Storage
- Other

Violations Identified

Connecticut Water is working with property owners, the Connecticut Department of Public Health and other state and local agencies to resolve all violations; many have already been resolved. 2,830 parcels are scheduled for inspection in 2020.

90% Customer Satisfaction in 2019

Thank you to the customers who took the time to take our customer satisfaction survey, conducted by phone and email semiannually. We look forward to continuing to provide you with **world-class levels of customer service.**

H₂O – Help 2 Our Customers Program

We understand the realities that our customers face when experiencing financial hardship. Our H₂O – Help 2 Our Customers Program provides financial assistance and/or payment plans to help customers maintain uninterrupted water service during these times. For more information and eligibility requirements, please visit www.ctwater.com/H2O.

Water Drop Watchers

We're completing the third school year of Water Drop Watchers, an award-winning program taught by Connecticut Water employees in elementary school classrooms across the state.

The lesson, which meets state curriculum requirements and is linked to Connecticut Science Standards and Next Generation Standards, has been provided at no cost to over 2,700 students in 161 classrooms at 46 schools in 15 towns within our service area to date.

Students engage in hands-on activities taught by Connecticut Water employee volunteers to learn

about the water cycle, the small percentage of Earth's water that's potable and how to conserve water at home.

Water touches everything we care about, and we enjoy volunteering in classrooms to share the importance of water with students.

For more information, visit www.ctwater.com/wdw.



Water Conservation Tips

You can help conserve our precious natural resources.



REPAIR leaky toilets

Check for leaks by putting food coloring in the tank; if the food coloring seeps into the bowl without flushing, there is a leak.

Potential Savings: 73,000 gallons/year



COVER UP your pool

Pool covers not only keep out leaves and debris, but they also reduce up to 95% of evaporation.

Potential Savings: 20,000+ gallons/year



CONSIDER a low-flow toilet

Modern toilets use just 1.6 gallons per flush versus older models that use 3.5 gallons per flush.

Potential Savings: 15,000 gallons/year



RUN full loads in the dishwasher

Go ahead and fill 'er up! Full loads of laundry and dishes save water AND energy.

Potential Savings: 3,400 gallons/year



TURN OFF the tap

Running water while brushing teeth, shaving and dish washing all adds up; turn off the tap when you don't need the water.

Potential Savings: 3,000 gallons/year for toothbrushing alone



WATER EARLY, not often

Lawns develop short root systems when watered every day. Water in the morning 1-2 times a week to maximize root health and avoid water loss from evaporation.

Potential Savings: 6,750 gallons per watering day avoided for a .25-acre lawn

Water Rates and Billing

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

The rates we charge for service are approved by the Connecticut Public Utilities Regulatory Authority (PURA) after the company demonstrates all 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.

Basic Service Charge

This daily rate covers the cost associated with basic operation, billing and customer service.

+

Connecticut Department of Public Health Safe Drinking Water Fee

This is a pass-through charge from the state of Connecticut to support the DPH Drinking Water program.

24

Hours A Day
of safe, reliable water

+

Water Usage

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

+

For Less Than

1¢

Per Gallon

+

PURA-Approved Surcharges or Credits

such as Water Infrastructure and Conservation Adjustment or Water Revenue Adjustment are applied on a percentage basis on customers' bills.

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

