

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



Community



Family



Health



Safety



Environment

Investing in Reliability

There is no substitute for clean, safe water on tap. That's why we continually invest in our water systems.

No Connecticut Water customer lost their water service because of the widespread power outage during and after storm Isaias. At one point in the storm's aftermath, more than 100 of our critical facilities were running on back-up generators. There were a few customers that lost water service because uprooted trees damaged the water service lines and we did our best to help them.

Hardening our infrastructure by investing in the replacement of aging water mains, water storage facilities, spare components for treatment and pumping are all part of our plan to keep water flowing during storms and natural disasters.

Our people are most important. Their passion and knowledge are our greatest asset. We don't know when the next storm will strike, but our systems and people will be ready.



Construction During COVID-19

July may have been our busiest construction month ever with more than 45 projects working around the state – most are water main replacement projects. It's especially impressive during a pandemic.

Our employees and the local contractors we hire have adapted to extra COVID-19 precautions. The work they are doing enhances the reliability of water service and water quality, and they are doing it safely – protecting their own health and that of the public.

Remember, if you see our people in the field, please give them at least six feet of space to do their work.

By the end of the 2020 construction season, we estimate that more than 16 miles of water main will have been replaced this year, with an average age of 75-80 years.

Visit ctwater.com/projects for a list of current water main replacement projects.



OUR EMPLOYEES ARE PRACTICING
SOCIAL DISTANCING
TO KEEP US ALL SAFE



Please provide
them with at least
6 feet of distance.

Do we have your up-to-date contact info?

To receive alerts about service issues or water utility work in your area, consider signing up for our notifications at ctwater.com/notifications.

We understand the financial realities that COVID-19 has placed on our communities and customers, and we want to help. We've donated \$25,000 to food pantries in our communities this year and offer bill payment plans and financial assistance to help our customers with our H2O – Help 2 Our Customers Program. For more info visit ctwater.com/H2O.

School Water Bottle Filling Station Grants Provide Safe Hydration for Students

Connecticut Water recently announced the recipients of our Water Bottle Filling Station Grant Program, through which Connecticut Water supplied 15 schools in 8 districts with touchless water bottle filling stations.

While the program was launched prior to the pandemic, as students returned to schools this fall, it has become more important than ever to offer hygienic, touch-free opportunities for hydration during the day.

This grant program is just one part of Connecticut Water's ongoing support of local communities. This year, we've doubled our charitable contributions to local organizations. More than \$25,000 has been donated to state and local food assistance programs in 2020 helping to meet the increased number of food insecure residents of the state following COVID-19. A separate Firefighter Support Grant Program provided \$15,000 in funding to fire departments in Connecticut Water service communities.

For more information on these grants and our community involvement, visit ctwater.com/community.



DID YOU KNOW?



In the summer months a typical residential customer uses about 30% more water than in the other months of the year.

The enclosed bill includes a portion of your summer water use. Between watering plants and lawns, washing cars, filling pools etc., this can add up. You may be spending more time at home this year as well, due to COVID-19, adding to water use.

For tips on how to conserve, visit our website at ctwater.com/conservation

Economies of Scale

Connecticut Water welcomes customers of our sister companies, Avon Water and Heritage Village Water companies, into our newly combined organization. Together Avon and Heritage served about 10,000 water and 3,000 sewer customers while Connecticut Water serves about 105,000 customers. The Connecticut Public Utilities Regulatory Authority recently approved our application to combine them into Connecticut Water Company. Bringing these companies into Connecticut Water does not affect the rates or service for any customer and there will no changes affecting employees. It provides the benefit of spreading technology purchases and administrative costs, such as regulatory, tax, accounting, human resources, communications, and customer service over a larger customer base.



We work hard to protect your water at the source. Whether that's through watershed inspections of properties near our reservoirs, the purchase of open space like the 154 acres we recently purchased in the Shenipsit Lake Reservoir Watershed, employee cleanup events, or our work with municipal Planning and Zoning departments to ensure new development does not impact water quality, we're always working to make sure your water sources are clean and safe.

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

