



93 West Main Street
Clinton, CT 06413
(800) 286-5700
www.ctwater.com

November 2020

Dear Customer:

We are pleased to let you know that Heritage Village Water Company has recently merged with Connecticut Water Company. There is no change to your water service or rates, and there will be no employee layoffs because of the merger—you can expect a seamless transition.

Heritage Village Water Company has been a sister company to Connecticut Water Company since 2017, but until now has been a stand-alone utility for legal and regulatory purposes. Over the past three years, we have shared people and resources to operate as efficiently as possible and best serve customers. On September 30, Heritage Village Water Company customers became customers of Connecticut Water Company after the Connecticut Public Utilities Regulatory Authority approved our request to combine the companies.

There are a number of administrative and regulatory benefits for customers because of this merger, including combined regulatory and tax filings; single payroll and accounts payable functions; and consolidated websites and customer communications for customers in Connecticut. These efficiencies equate to lower costs for customers than if Heritage Village Water Company had remained a stand-alone company.

Connecticut Water Company is based in Clinton, Connecticut, and now has 105,000 water customers in 60 towns across the state, and 3,000 wastewater customers in Southbury, Connecticut. We are part of a national water and wastewater utility company, which gives us strong financial resources to continue to invest in drinking water and wastewater infrastructure and a deep bench of technical expertise in drinking water treatment, distribution, and customer service. At the same time, we know water is local, and our Connecticut board of directors and local management team are responsible for decisions affecting our customers here in Connecticut.

The biggest change you may notice will be the elimination of the Heritage Village Water Company's website. All the content from the Heritage Village Water website has been moved to the Connecticut Water Company's website (www.ctwater.com). Don't worry about remembering the new website address. Anyone visiting www.HeritageVillageWater.com will automatically be redirected to the Connecticut Water website.

We use the same online bill pay service, so you'll continue to access your account information and pay your bill without any changes. Connecticut Water is also on Facebook, Twitter, Instagram, and YouTube. You'll find links to these on the home page.

The meter, water use and sewer charges of Heritage Village Water have not changed since April 2016. As part of our merger, we committed to keeping those rates in effect for Heritage Village and Connecticut Water customers until January 1, 2021. We are honoring that commitment.

All of us at Connecticut Water, including those valued employees who joined from Heritage Village Water, are committed to serving you. If you have any questions, please be sure to call us at (800) 286-5700 or e-mail us at customerservice@ctwater.com.

Sincerely,

A handwritten signature in blue ink, appearing to read "Maureen P. Westbrook".

Maureen P. Westbrook
President and CEO
Connecticut Water Company