



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



Community



Family



Health



Safety



Environment

Connecticut Water provides high-quality water and excellent customer service to more than 105,000 customers, or more than 360,000 people, across the state in 60 towns, including the customers of the former Avon Water Company and the Heritage Village Water Company. Heritage Village provides both water and wastewater services.

Connecticut Water has a Connecticut headquarters and a strong local management team and its own board of directors, while being part of SJW Group. As part of the larger organization, we have financial and technical resources that benefit customers, communities and employees.

Connecticut Water is regulated by the Public Utilities Regulatory Authority (PURA) for rates and quality of service.



### QUICK FACTS

Water is essential to sustain life, our economy and our communities. Our families require clean, safe drinking water for their health. Our communities need it for public safety, fire protection, recreation and economic development. We know how important it is to provide our customers with high-quality drinking water and reliable service. Our strong local leadership team of employees is always ready to serve our customers and communities.

#### Employees

We employ over **220 professionals, many with licenses and certifications from the Connecticut Department of Public Health** to ensure that we provide high-quality water and responsive service to customers every day.

#### Customers

We serve **105,000 customers including** 93,000 residential customers, 7,350 commercial and industrial accounts, and state and municipal facilities (fire safety, schools and public buildings) in 60 towns.

#### Water Systems

**Sixty-three non-interconnected water systems** create a combined supply capable of more than 60 million gallons per day available to serve our customers and communities:

- **12 active surface water sources** (rivers, lakes and reservoirs)
- More than **200 wells** (groundwater supplies)
- **25 water treatment facilities**, including 5 major surface water treatment facilities
- System sizes serve from **4 to 36,000 customers**.

#### Community Impact

The company and our employees engage in volunteer activities, and over **\$128,000 was donated in 2020**, supporting local charitable organizations, food banks, fire departments and schools. Donations are not funded by customers.

We are among the top 10 taxpayers in many of our service towns and paid more than **\$10.6 million in state and local taxes in 2019**.

### OUR SERVICE AREA TRULY SETS US APART. WE PROVIDE SERVICE TO ALL OR PART OF THESE 60 TOWNS ACROSS THE STATE.

Ashford	Enfield	Plymouth
Avon	Essex	Portland
Beacon Falls	Farmington	Prospect
Bethany	Griswold	Somers
Bolton	Guilford	Simsbury
Brooklyn	Haddam	South Windsor
Burlington	Hebron	Southbury
Canton	Killingly	Stafford
Chester	Killingworth	Stonington
Clinton	Lebanon	Suffield
Colchester	Madison	Thomaston
Columbia	Manchester	Thompson
Coventry	Mansfield	Tolland
Deep River	Marlborough	Vernon
Durham	Middlebury	Voluntown
East Granby	Naugatuck	Waterbury
East Haddam	Old Lyme	Westbrook
East Hampton	Old Saybrook	Willington
East Windsor	Oxford	Windsor Locks
Ellington	Plainfield	Woodstock





## INVESTMENT IN INFRASTRUCTURE

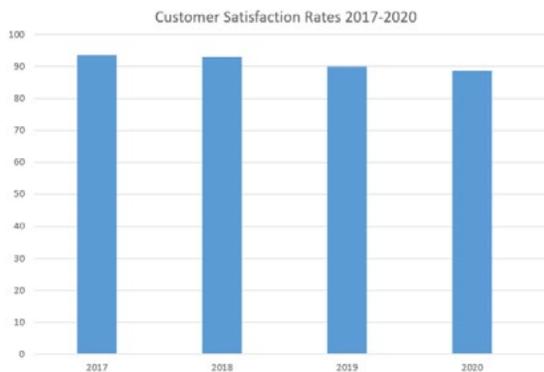
The company has a long history of investing in the water systems to meet the water supply needs of current customers and to honor a responsibility to future generations. These investments in water treatment, storage and distribution will ensure reliable service and drinking water for the customers and communities we serve.

- \$63.7 million of investments in the 2020 capital budget for Connecticut Water Company systems.
- \$225 million invested in infrastructure projects since 2010 that are covered in Connecticut Water rates.
- Over \$175 million has been invested to replace more than 150 miles of aging or undersized water main since 2009.
- A \$36 million drinking water treatment facility in Rockville that will provide water service for current and future customers in northern Connecticut; completed in 2017.



## CUSTOMER SATISFACTION

Customer satisfaction surveys conducted by an independent research firm on behalf of Connecticut Water show World-Class customer satisfaction levels—consistently over 90%.

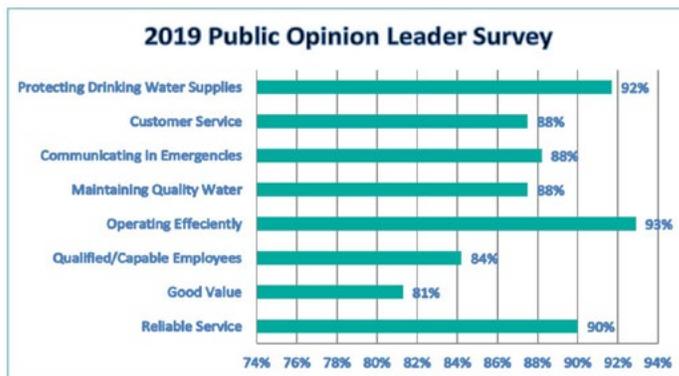


**89%** Customer Satisfaction in 2020



## PUBLIC OFFICIAL SATISFACTION

Surveys of public officials at the state and local levels by an independent research firm on behalf of Connecticut Water reflect high levels of satisfaction with the company in several areas, including communication, relationship with local management team, community outreach, coordination of construction projects and water conservation efforts.



## ENVIRONMENTAL STEWARDSHIP

Connecticut Water is proud of its history of environmental stewardship and the activities across the entire breadth of the organization in the areas of sustainability, environmental stewardship, water conservation, energy management and social awareness, including:

- The 2020 purchase of 154 acres of land adjacent to the Shenipsit Lake Reservoir for permanent protection of the public water supply source.
- A partnership with Save the Sound to establish a process for local land trusts and land conservation organizations to have opportunities to acquire certain water company lands for permanent protection as open space.
- Water Drop Watchers, an education program for third grade students on the water cycle and water conservation, which meets state curriculum standards.

Connecticut Water has received awards and recognition for industry leadership in areas across the organization that benefit customers, employees and the environment.

- Connecticut Department of Environmental Protection Green Circle Award for increasing public access at some of our properties and for implementing technological/process changes that improved water quality (three-time recipient)
- NAWC Management Innovation Award and Stevie Award for Customer Service Innovation for Customer Protection Program.
- Connecticut Construction Industry Association Safety Award for workplace safety programs (16 years)
- EPA Partnership for Safe Water Directors Award for two of our water treatment facilities (20 Years)
- Rockfall Foundation 2016 Environmental Award.
- Connecticut Construction Industry Association Community Service Award (three-time recipient)