



2021 Rate Increase Information

Connecticut Water only seeks rate increases as needed so that we can continue to invest in infrastructure that delivers safe and reliable water service to our customers and communities.

It may seem counter-intuitive, but planned infrastructure investments save money and improve reliability, reducing costly emergency repairs and inconvenient service interruptions. Continual investment in drinking water systems is the best way to maintain a sustainable water system to serve current and future customers with safe drinking water and reliable service.

Why now?

We understand there is no good time to increase rates. We have had a long-standing practice of avoiding rate applications unless absolutely necessary. We have taken steps to control costs to minimize the current request and have proposed new measures to support customers with financial needs. Any approved change in rates will not go into effect until summer 2021.

Since Connecticut Water's base rates were last approved in 2010, we have invested \$265 million that is not being paid for in customer rates on treatment facilities, critical infrastructure, and cyber security, to improve service and reliability across the state that is not yet paid for in customer rates.

\$265 million

invested in treatment facilities, critical infrastructure, and cyber security

Our investments have provided:



Safe, reliable supply of water for hand-washing, public health and hygiene



Enhanced flow of water to fire hydrants for public safety



Supported economic and community development in the region

What does the proposed increase mean for you and your water bill?

2019 typical residential customer average

3,782

gallons per month



2021 estimated increase from your current bill

\$10.62

per month

35¢

per day



Get More Information on the Application or Process

Visit [CTWater.com/ratecase](https://www.ctwater.com/ratecase) for more information about the 2021 rate increase, including how to provide input and participate in the process.

How Does a General Rate Case Application Work?

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1 Connecticut Water submitted an application for amended rates to the Public Utilities Regulatory Authority (PURA).

2 PURA has up to 200 days from the filing to review the application, hold public and evidentiary hearings, and issue a decision. PURA will only set new rates after careful examination of the evidence on the company's costs of providing water service and proposed rate design.

3 PURA will set the final rates. Those final rates may or may not be as outlined in Connecticut Water's proposal.

4 The Office of Consumer Counsel and the Attorney General represent customers' interests in the process.

5 Customers will be notified by mail with the schedule for the public hearing and opportunities to comment on the rate request.

Pura.ct.gov docket number: 20-12-30

CT Water's Rate Application Includes:

A 15 percent discounted rate for income eligible customers proposed through the Water Rate Assistance Program, the first of its kind for water service providers in Connecticut.

A higher cost rate tier to promote water conservation. This applies to residential customers who use more than 15,000 gallons per quarter (likely those who have irrigation systems and water lawns extensively).

Payment Assistance Program Information

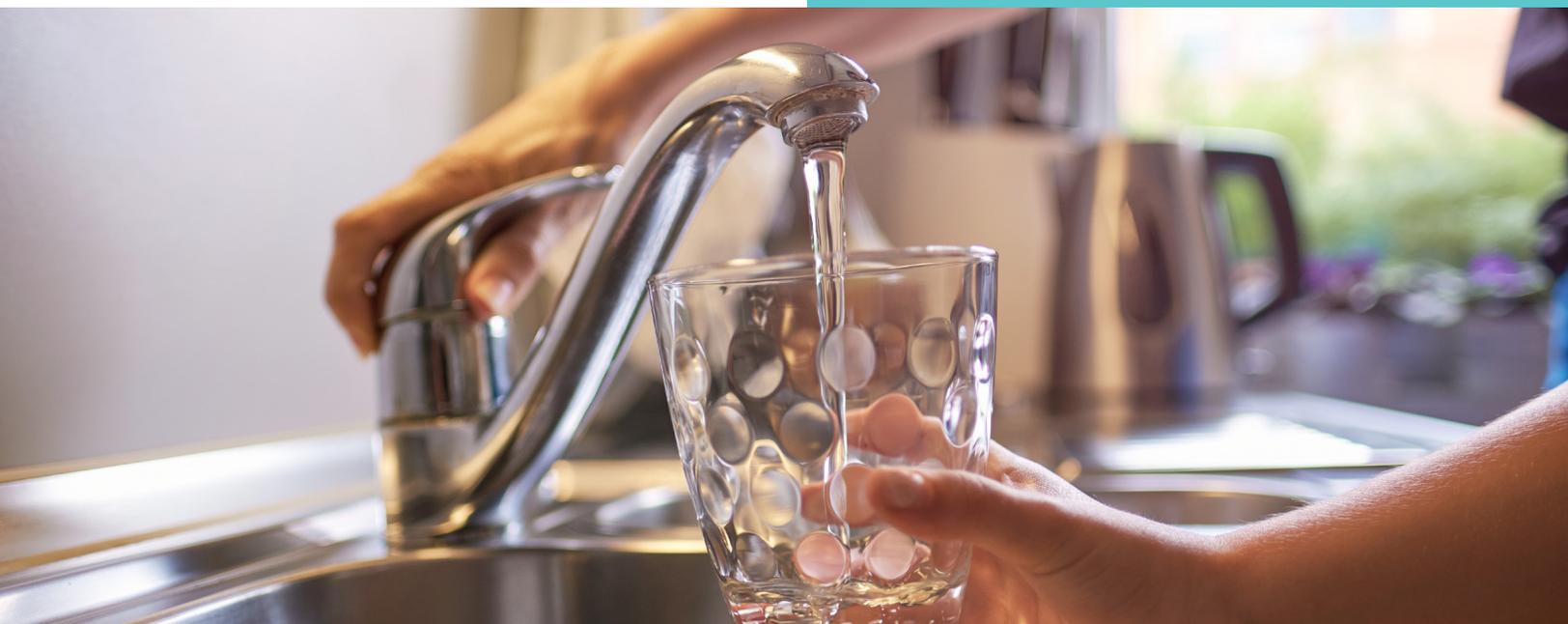
We recognize that COVID-19 has created financial struggles and unprecedented uncertainty. We also understand just how critical water is for public health and safety, and we want to ensure our customers facing financial challenges receive the assistance they need.

Ongoing Payment Assistance Information:

Our H2O – Help 2 Our Customers Assistance Program will remain in place for income-eligible customers and those experiencing hardship. Visit ctwater.com/H2O for more information.

We are a proud partner of Operation Fuel, who provides customer assistance support for a number of utilities state-wide.

Visit operationfuel.org for more information.



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