

Connecticut Water Company
93 West Main Street
Clinton, CT 06413

Customer Service: 800.286.5700



March 22, 2021

«Mailing_Name»
«Mailing_Line_1»
«Mailing_Line_2»
«Mailing_City», «Mailing_State» «Mailing_Zip»

Re: Neck Road Water Main Replacement, Phase II

Dear Valued Customer:

Connecticut Water Company (CWC) will be replacing water main in your neighborhood beginning on or about the week of March 29, 2021. The work hours will be 7 a.m. to 4:30 p.m., Monday through Friday. We expect that the project will be completed by the end of July.

This work to improve your water system is possible through our Water Infrastructure and Conservation Adjustment (WICA) program. WICA funds enable us to accelerate the replacement of aging water system infrastructure and sustain valuable water resources. These projects ensure that you and future generations of customers will continue to experience high-quality, reliable water service.

Our team members have adopted extra safety precautions including wearing face coverings and appropriate personal protective equipment to continue working on these improvements. If you see CWC employees or contractors, we ask that you please help protect their health and safety by providing them with at least 6 feet of distance. This helps us protect the people who make sure that clean, safe water reaches your tap 24 hours a day, 365 days a year.

As part of the project, we will also be replacing our portion of the water service line that runs from our water main to approximately the curb line. It may be necessary to briefly interrupt your water service during that time. We will notify you at least 24 hours in advance of planned interruptions so that you can plan accordingly. Most interruptions are brief, lasting less than a few hours. It is not necessary that anyone be present at your home or business at the time of the replacement.

We also ask that you use caution in the construction zone. Our work will involve excavation of trenches that may be up to 6 feet deep. Our contractor will take all required safety measures to ensure the work area is safe, including appropriate signs, barricades and traffic control. At times traffic lanes may be restricted. For everyone's safety, we ask that all members of your household, as well as any visitors keep clear of the work area.

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Restoration work in the area, such as repaving of driveway aprons and restoration of grass along the curb line will take place when the project is fully completed. Due to seasonal constraints around paving and planting, the restoration work may take place several weeks after we have moved through your area.

Updated information on this project can be found on our website at www.ctwater.com/projects. Additional information, including scheduled service interruptions, will be communicated through phone, text and e-mail messages. You will only receive these notifications if we have your contact information. Please visit www.ctwater.com/notification for convenient ways to provide your contact information for future notifications.

Thank you for your patience and understanding as we work to improve our water main infrastructure to better serve customers. If you have any questions concerning this project, please contact Adam Cost, Project Coordinator, Distribution System Engineering, at 860-664-6156.

Sincerely,

A handwritten signature in blue ink, appearing to read "Rose M. Gavrilovic".

Rose M. Gavrilovic, P.E.
Manager, Distribution System Engineering