

Connecticut Water Company
93 West Main Street
Clinton, CT 06413

Customer Service: 800.286.5700



June 21, 2021

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

Dear Valued Customer:

Connecticut Water Company (CWC) will be replacing water main in your neighborhood starting on or about July 6, 2021. The work hours will be 7 a.m. to 4:30 p.m., Monday through Friday. We expect that the project to be complete by the end of September.

This work to improve your water system is possible because of 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 you and future generations of customers will continue to experience high-quality, reliable water service.

During the project, we will also be replacing our portion of the water service line that runs from our water main toward 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 to plan accordingly. Most interruptions are brief, lasting less than a few hours. It is not necessary that anyone be present at the time of the replacement.

Please use caution in the construction work zone. Our work will involve 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. Restoration work, 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.

Our team has adopted precautions to work safely during the pandemic. If you see those on the job, we ask you to maintain a minimum distance of six feet. This helps us protect the people who help ensure that clean, safe water reaches your tap 24 hours a day, 365 days a year. Additional information can be found at ctwater.com/projects. Specifics, including scheduled service interruptions, will be communicated by phone, text and e-mail messages. You will only receive these notifications if we have your contact information. Please visit ctwater.com/notification to provide your contact information for future notifications.

Thank you for your patience and understanding as we work to improve our infrastructure to better serve our customers. If you have any questions concerning this project, please contact Art Plante, Project Coordinator, at 860-292-2855.

Sincerely,

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

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



Florence Avenue Water Main Replacement Project, Ellington

PROJECT DETAILS

About the project: Connecticut Water will replace about 2,000 feet of existing 6" pipe from the 1930's with 8" ductile iron pipe. This project will increase available water flow to the area and improve system reliability and fire protection. One fire hydrant will be replaced as part of the project, along with connections to 30 homes.

Location: Florence Ave from Orchard Street to Ellington Ave

Approximate Start Date: July 6, 2021

Approximate Completion Date: September 30, 2021

Work Hours: 7:00am – 4:30pm, Monday – Friday

Any planned necessary service interruptions will be communicated directly to impacted customers at least 24 hours prior to the interruption.

Please make sure we have your up-to-date contact information by calling 1-800-286-5700 or updating online at ctwater.com/notifications.

Connecticut Water will invest over \$70 million in 2021 on water treatment, storage and distribution infrastructure projects throughout the state.



The company's water mains span more than 1,700 miles in Connecticut, and some are older than 100 years. Our goal is to replace 1% of our water mains annually.

Maintaining water systems that provide safe, reliable water service is our responsibility to current customers and future generations.

