

## Connecticut Water's Water Rate Assistance Program a First in the State

Discount on water bill for income-eligible customers complements the company's other assistance programs

**CLINTON, Conn. — November 4, 2021** — Connecticut Water is pleased to announce its new Water Rate Assistance Program (WRAP). Approved by Connecticut's Public Utilities Regulatory Authority, the assistance program is a first of its kind rate design among the state's water companies, which provide a 15% discount on the water bills of income-eligible customers.

WRAP complements Connecticut Water's other assistance programs which include H<sub>2</sub>O – Help 2 Our Customers program offering payment plans and bill reductions for income-eligible customers or those experiencing a one-time financial hardship, and its partnership with Operation Fuel. In addition, the Company will offer COVID-19 Extended Payment Plans, which offer no down payment, no interest payment plans that can be extended for up to 24 months as required by PURA through the end of the Governor's declared state of emergency.

Customers can apply for any and all of the programs in combination.

"We know that water is essential to everyday life. From hydration to sanitation, water is an important resource," said Connecticut Water president Maureen Westbrook. "While we work to keep the price of water service a good value to all, the reality is that water rates need to accurately reflect the costs associated with providing clean, reliable drinking water service—things like investments in aging infrastructure, source protection, and water treatment. WRAP and our other assistance programs make sure we're able to invest in our water systems while charging equitable water rates."

Customers should call Connecticut Water at 1-800-286-5700 for more information. Additional information about the programs can be viewed at [ctwater.com/H2O](http://ctwater.com/H2O), through the customer's local service agency, community support organizations and through Operation Fuel.

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### About Connecticut Water:

Connecticut Water provides water service to about 106,000 customers in 60 Connecticut towns and wastewater services to 3,000 customers in the town of Southbury, Connecticut.

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

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