

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



Community



Family



Health



Safety



Environment

## Connecticut Water Offers Rain Barrel Purchase Program

We're partnering with Upcycle Products to offer rain barrels at a discounted price. A 55-gallon rain barrel will be delivered straight to your address for \$82.

Rain barrels capture and store rain from gutter downspouts for things like garden watering and car washing. They conserve tap water as well as the energy and treatment materials needed to source, treat and pump water to your tap.

A \$10 bill credit is available to the first 250 Connecticut Water customers who purchase and email their receipt to [customerservice@ctwater.com](mailto:customerservice@ctwater.com). For more information or to purchase, visit [upcycle-products.com/ct/cwc](http://upcycle-products.com/ct/cwc).



## Charitable Giving

Connecticut Water donates approximately \$120,000 each year to our service communities through grant programs and charitable giving. Donations are not funded through rates paid by customers. For information on how to submit a request, visit [ctwater.com/giving](http://ctwater.com/giving)

A lot goes in to **delivering high quality water** from the source to your tap.

We operate 60 water systems throughout the state and manage:

- 18 surface water sources
- 200+ groundwater wells
- 22 treatment facilities
- 1,700 miles of water main
- 9,700 hydrants
- 98,000 service lines
- 120,000+ water quality tests each year

All to bring water to your tap 24 hours a day, **for about a penny a gallon.**

For information on 2022 infrastructure investment projects visit [ctwater.com/construction](http://ctwater.com/construction)

Connecticut Water plans to invest **\$61.4 million** on infrastructure in 2022

## Customer Satisfaction

We're proud to supply high-quality drinking water and exceptional service to customers. Each year, our customers rate us through customer surveys, which continue to show world-class levels of service.



## Top Workplace

Connecticut Water was recently named a 2022 Top Workplace USA.



# A Guide to Your Connecticut Water Bill

Connecticut Water rates are regulated and approved by the Public Utilities Regulatory Authority (PURA).

## 1 BASIC SERVICE CHARGE

The Basic Service Charge is applied each billing period to help cover a portion of **fixed costs** such as meter reading, testing and replacement of meters, bill preparation and processing, etc. The basic service charge is based on the meter size at your account. The Basic Service Charge is applied even if there is no consumption at a premise during a particular billing period.

## 2 WATER USAGE CHARGE

This charge is based on the **amount of water used** during the billing period times and the applicable charge for your customer class (residential, commercial, industrial, public authority and seasonal). The Water Usage Charge shows usage in units of gallons or cubic feet depending on the water meter. Water is billed per 1,000 gallons or 100 cubic feet whichever is applicable to your meter.

## 3 WATER CONSERVATION RATE

Water is a precious and limited natural resource that needs to be used wisely. To encourage wise water use, PURA has authorized a slightly higher rate for customers who use more than an average of 200 gallons of water per day in a billing period. **Only usage above the 200 gallons per day average will be billed at a higher rate.**

## ADDITIONAL CHARGES OR CREDITS

These are **PURA approved charges** applied on a percentage basis to the total of the Basic Service Charge, Water Usage Charge and miscellaneous service charges as noted below. These may include:

- 4 Water Infrastructure and Conservation Adjustment (WICA).** The WICA recovers the costs for eligible infrastructure replacement and conservation related projects. The WICA may be adjusted every 6 months.
- 5 Water Revenue Adjustment (WRA).** The WRA is reviewed annually and may be a charge or credit on customers' bills based on actual revenues collected in the prior year. WRA is applied to the water bill, including miscellaneous service charges and service fees and ensures that water utilities do not over collect or under collect the revenues that were approved in rates by PURA.

Your bill may also include a charge for one of Connecticut Water's optional **Linebacker® Protection Programs**. Linebacker protection is available to residential customers to repair or replace the service line coming in their home, the sewer or septic line leaving the home, and indoor household plumbing. The Linebacker charge on your bill will vary depending on what plan you subscribe to.



**WATER BILL**  
Invoice Date: 03-15-2022

### Your Balance With Us

<b>Customer:</b>	<b>Name</b>
<b>Account Number:</b>	00XXXXX
Previous Account Balance:	\$136.25
Payments during the period:	-\$136.25
Current Charges:	\$274.56
<b>Amount Due:</b>	<b>\$274.56</b>

Payable upon receipt, to avoid interest pay by 04/14/22

### Detailed Account Activity

<b>Premise Served:</b>	<b>Service Address</b>
Customer Type:	City, ST Zip
Billing Period:	Residential
Billing Frequency:	12/15/21 to 03/15/22
Usage-Gals	Quarterly
Avg Daily Use-Gals	20,000
Type of Reading:	222
	Actual

Current Charges	Meter Size/#	Meter Reading	# Days/ Usage	Rate	Amt
1 Daily Basic Service	5/8"		90	.439000	39.51
2 Water Usage	67580478	738	18000	.011423	205.61
3 Water Usage	67580478	738	2000	012423	24.85
4 WICA				.024400	6.59
5 Revenue Adjustment Credit				-.007400	-2.00

## PAYMENT OPTIONS



**MAIL A CHECK**



**ONLINE OR BY PHONE 24/7** with credit or debit card, checking account, Apple Pay® or Google Pay®



**BY TEXT** Call customer service or register online to enroll



**BY CASH OR DEBIT CARD IN PERSON** at select retail locations (complete list at [ctwater.com/paymentoptions](http://ctwater.com/paymentoptions))

**SAVE TIME AND PAPER** by enrolling in **e-billing** or **auto pay** at [ctwater.com](http://ctwater.com)

## QUESTIONS ABOUT YOUR BILL

If you have questions about your bill, please call a Customer Service representative at **1-800-286-5700**. More information can be found on the website at [ctwater.com](http://ctwater.com).

