

Connecticut Water Names Michelle Royce Williams VP, Customer Service and Communications Succeeds Art O'Neill who Retired After a Distinguished 47 Year Career

CLINTON, Conn. — October 19, 2022 — Connecticut Water today announced that Michelle Royce Williams has been named vice president of customer service and communications. Michelle has 20 years of experience in communications and customer relations and joined the company's communications team in 2019. She succeeds Arthur O'Neill, who retired from the company earlier this month after a 47 year career.

Maureen P. Westbrook, president of Connecticut Water, stated, "We are fortunate to have Michelle ready to lead our customer service and communications efforts given her skills and experience and her enthusiasm about the water profession. Since joining Connecticut Water in 2019, Michelle has made significant positive impact for our customers and communities, communicating on water quality and service and sharing what we do to support the environment. She knows the value of water and how important it is to the quality of life in the communities we serve."

Westbrook added, "We thank Art O'Neill for his 47 years of dedicated service to Connecticut Water. He started on the construction crew in Rockville and took on additional roles and responsibilities until retiring as vice president of customer service. He set the bar high for service to customers and his coworkers and positioned his team well to continue delivering exception levels of service."

Williams stated, "I am privileged to lead the customer service and communications teams. Connecticut Water has a strong record of delivering world-class service to customers, being open and transparent in company communications, and being a force for good in the communities we serve. I am eager to build on that work and find ways to enhance our customers' experience."

Michelle also chairs Connecticut Water's Corporate Responsibility Committee, which focuses on being a force for good on environmental and social issues within the company's service communities. She is a volunteer teacher with the company's award-winning Water Drop Watchers program, a curriculum-aligned lesson on the water cycle and water conservation for third graders. Additionally, she is the chair of Connecticut Section American Water Works Association's communications committee.

Michelle is a graduate of the University of Connecticut with a degree in communications. She also holds a certificate in Corporate Sustainability from New York University's Stern School of Business. She lives in East Lyme with her husband and their two children.

About Connecticut Water

Connecticut Water is a public water and wastewater utility regulated by the Connecticut Public Utilities Regulatory Authority that provides water service to more than 350,000 people in 60 Connecticut communities and wastewater service to 10,000 people in 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, South Windsor, Southbury, Stafford, Stonington, Suffield, Thomaston, Thompson, Tolland, Vernon, Voluntown, Waterbury, Westbrook, Willington, Windsor Locks and Woodstock.

Connecticut Water is a subsidiary of SJW Group (NYSE: SJW). SJW Group is the second-largest investor-owned pure-play water and wastewater utility based on rate base in the United States, providing lifesaving and high-quality water service to nearly 1.5 million people in the states of California, Connecticut, Maine and Texas.

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