

# Welcome to Connecticut Water

## A refreshing utility experience

**We're a local company** of over 240 employees who live and work in Connecticut. We are passionate about delivering clean and reliable drinking water and exceptional service by:

- **Operating** and maintaining our water system with dedicated employees, licensed in water treatment and distribution and available to meet our customers' needs 24 hours a day, 365 days a year.
- **Delivering** world-class customer service as defined by our customers who have consistently rated our service at about 90% in annual surveys conducted by an independent research firm.
- **Treating and testing** your water at the source, during and after the treatment process, and in the distribution system, to verify that it meets, or exceeds, what is required by state and federal drinking water standards.
- **Investing** in treatment facilities, storage tanks, water mains and other infrastructure needed to deliver a dependable supply of water.
- **Maintaining** critical open space lands and aggressively protecting our wells and reservoir supplies.



### CUSTOMER NOTIFICATIONS

We use an **emergency notification system** to alert customers about important issues affecting water quality or water service.

To ensure timely notification, make sure we have all your contact information by calling **1-800-286-5700** or online at **ctwater.com/notifications**.

### Convenient Payment Options



#### Pay Online at ctwater.com

Sign up for **e-billing** or make a one-time payment using your **credit card, Google Pay, Apple Pay, debit card, checking account** and more. Save time, money and help protect the environment with e-billing. You can also set up automatic payments for added convenience.



#### Pay by Phone: 1-800-286-5700

Access bill-pay services **24 hours a day** through our automated phone system.



#### Mail a Personal Check

For your convenience, an **envelope is enclosed with your bill**. Please include your bill stub and write your CT Water account number on the check.



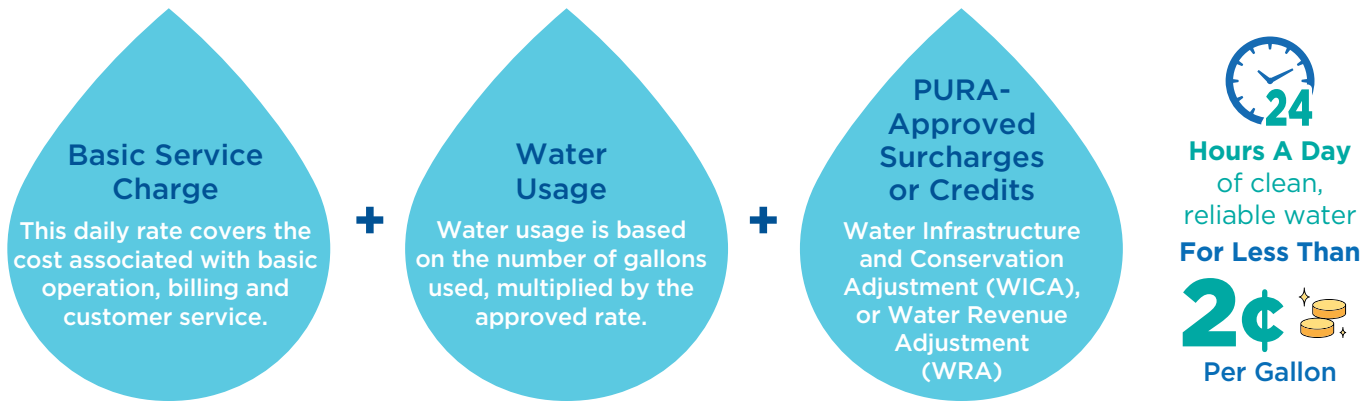
#### Pay in Person at Many Locations

CT Water payments can be made at more than **20,000 convenient retail locations** including Big Y, Price Chopper, Rite Aid, Shop Rite, Stop & Shop and Walmart. The full list of payment locations is available at **ctwater.com**.

# Water Rates & Billing

Water service rates are approved by the **Connecticut Public Utilities Regulatory Authority (PURA)** after the company demonstrates the prudence of our operating costs and infrastructure investments. Rate schedules that apply to your system are available at [ctwater.com/rates](http://ctwater.com/rates) or by phone at **1-800-286-5700**.

**Most Connecticut Water customers are billed quarterly. New customers should expect to see their first bill within three months of starting service.**



**Water Conservation Tips**  
You can **help conserve** our **precious natural resources**.  
For tips, visit [ctwater.com/conservation](http://ctwater.com/conservation).

**Connecticut Water's water conservation rate** encourages wise water use. Residential customers will pay a slightly higher rate for water use that averages more than 200 gallons per day in a billing period. In the event of a mandatory water conservation order, customers who do not comply may be subject to a \$200 fee. The fee would be assessed only after Connecticut Water communicated to customers that a mandatory conservation request was in effect.



## Need Help With Your Bill?

**Our Water Rate Assistance Program (WRAP)** offers income-eligible customers a discount on their water bill. WRAP complements our existing **H2O** and **Operation Fuel** assistance programs. For more information on our financial assistance programs, please visit [ctwater.com/H2O](http://ctwater.com/H2O) or call us at **1-800-286-5700**.

## Shutoff for Nonpayment

We never want to terminate a customer's water service. **If you are having difficulty paying your bill, please call us at 1-800-286-5700** to inquire about assistance or set up a payment plan.

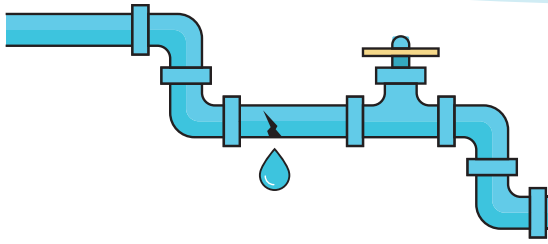
If a bill remains unpaid 30 days after it is issued, interest charges will be added on the balance and water service will be subject to our termination procedures as follows:

- A **reminder notice** is sent if a bill is unpaid after 30 days,
- A **shutoff notice** is mailed if the bill remains unpaid 33 days after the reminder notice (63 days after original bill), and
- **Water service may be terminated** if payment is not received within the 15 days following a shutoff notice being issued.

If service is terminated for nonpayment, additional charges (turn on/off fees) will apply. Please notify us promptly if you have made a payment to avoid any unnecessary interruption to your service.

## Your Rights as a Customer

**If there is a serious illness in your home, please contact us.** We will not terminate water service if a doctor certifies the illness within 13 days of a shut-off notice mailing date. If you have a question, complaint or dispute on all or part of a bill, contact us at **1-800-286-5700**. If the matter is not satisfactorily resolved by a customer service representative or manager, you may ask for the Company Review Officer to consider the problem. Copies of our rates, special charges, and rules and regulations are all available at [ctwater.com](http://ctwater.com). For more on the right to water service during a serious illness and right to dispute a bill visit [ctwater.com/customer-rights](http://ctwater.com/customer-rights).



# Linebacker® Protection Plan

## Why do you need the Connecticut Water Linebacker Protection Plan?

Did you know as a homeowner you are responsible for your water service line? Without protection you could be faced with thousands of dollars in unexpected costs to repair the underground piping that runs from the water main to your home.

### The Homeowner is Responsible for:

- The piping from the property line into the home
- All household plumbing
- The wastewater line to the septic or sewer system

### Connecticut Water is Responsible for:

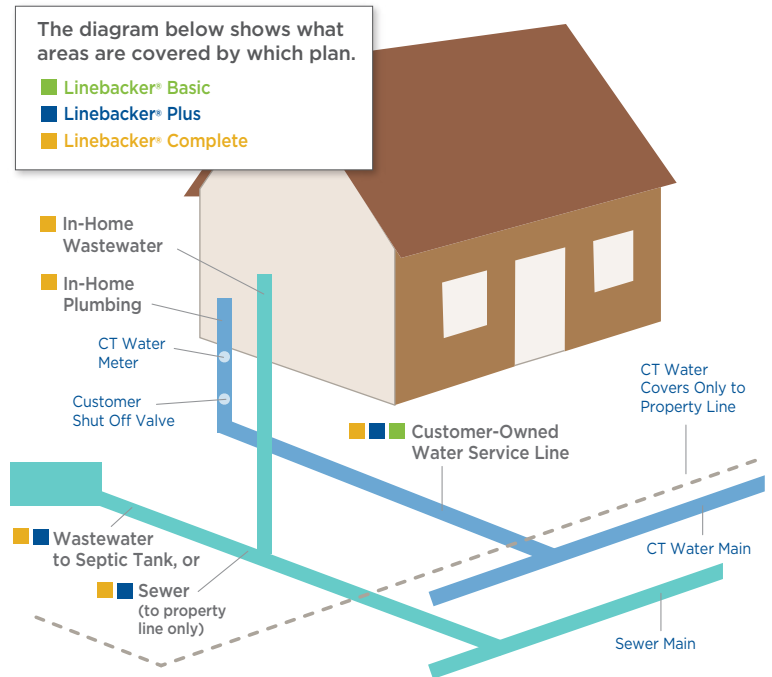
- Water distribution from the water main in the street
- Service from the water main to your property line
- Installation and maintenance of the water meter

### Protect Your Pipes!

Depending on which plan you choose, the **Linebacker Protection Plan** covers plumbing repairs such as: breaks, leaks, clogs etc. (see plans below).

### 24/7 Emergency Service

Linebacker provides you with prompt, **guaranteed 24/7 emergency repairs**. One call to Connecticut Water, and our trusted and local employees will be there to help solve your problem.



## WE OFFER 3 PLANS TO FIT YOUR BUDGET

New customers receive 6 months FREE with code: NEWCWC

**LINEBACKER® BASIC**

Covers:  
Water Service Line

**\$109**  
ANNUALLY

**LINEBACKER® PLUS**

Covers:  
Water Service Line  
Wastewater

**\$211**  
ANNUALLY

**LINEBACKER® COMPLETE**

Covers:  
Water Service Line  
Wastewater  
In-Home Plumbing

**\$243**  
ANNUALLY

Call 1-888-205-1073 or visit [ctwater.com/linebacker](http://ctwater.com/linebacker) to learn more or enroll.

Exclusions and limitations apply. To view plans and see terms and conditions visit [ctwater.com/linebacker](http://ctwater.com/linebacker).