

MANSFIELD DIVISION

Water Service Rates

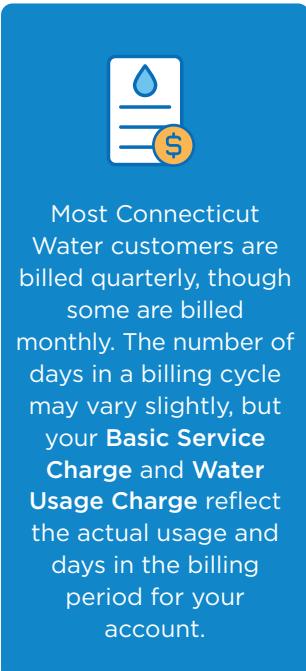
Water Service Rates are set by the Connecticut Public Utilities Regulatory Authority (PURA).

Effective 1/1/2026



The charges for all customers include a Basic Service Charge, Water Usage Charge and PURA-Approved Surcharges or Credits.

- **Basic Service Charge** covers the cost associated with basic operation, billing and customer service. This charge is based on the meter size on your account. These Basic Service Charges are applied even if there is no consumption at a premise during a particular billing period.
- **Water Usage Charge** is based on the number of gallons, or cubic feet used, multiplied by the approved rate. This charge shows on the bill in units of gallons or cubic feet depending on how the meter installed at your premises records the usage. Water usage charges are also subject to a Water Conservation Rate. See table for more information.
- **PURA-Approved Surcharges or Credits** are applied on a percentage basis to the total of the Basic Service Charge and Water Usage Charge as noted below:
 - **Water Infrastructure and Conservation Adjustment (WICA)** recovers the costs for eligible infrastructure replacement projects and certain conservation related expenses. This charge may be adjusted every six months.
 - **Water Revenue Adjustment (WRA)** ensures that water utilities do not over-collect or under-collect the revenues that were approved in rates by PURA. This charge is reviewed annually and may be a charge or credit on customers' bills based on actual revenues collected in the prior year. WRA is also applied to miscellaneous service charges and service fees.
 - The **Water Quality & Treatment Adjustment (WQTA)** recovers the cost of implementing treatment for new EPA regulations, such as those for removing PFAS from drinking water, between rate cases. This charge may be adjusted every 12 months.



Basic Service Charge (Year Round)			Water Usage Charge (Year Round)		
Meter Size	Monthly	Daily Rate	Customer Class	Per 1,000 Gallons	Per 100 Cubic Feet
5/8"	\$14.08	\$0.46300	Residential 5/8" & 3/4" (Up to 18,000 Gals or 2,400 CF)	\$10.941	\$8.184
3/4"	\$21.12	\$0.69400	Residential 5/8" & 3/4" (Over 18,000 Gals or 2,400 CF)	\$12.941	\$9.681
1"	\$35.20	\$1.15700	Residential 5/8" & 3/4" (Over 30,000 Gals or 4,000 CF)	\$18.941	\$14.169
1 1/2"	\$70.40	\$2.31500	Residential 1" and greater	\$10.941	\$8.184
2"	\$112.64	\$3.70300	Commercial	\$9.250	\$6.919
3"	\$211.20	\$6.94400	Industrial	\$7.950	\$5.947
4"	\$352.00	\$11.57300	Public Authority	\$8.750	\$6.545
6"	\$704.00	\$23.14500	Seasonal	\$10.941	\$8.184
8"	\$1,126.40	\$37.03200			
10"	\$1,689.60	\$55.54800			
12"	\$4,083.20	\$134.24200			

Seasonal Service Charges	
Meter Size	Seasonal Service Charge
5/8"	\$408.16

Flat Rate Charges	
Monthly Charge	
Mansfield Systems except as below	\$88.24
Westchester East & Westchester Village	\$66.17
Jensens Rolling Hills	\$48.84
Seasonal	\$70.10

Schedule of Special Charges

Fire Protection Charges and Special Charges for various non-routine services.

Service Turn On/Off & Meter Charges	
Service Turn Off (Normal Hours)	Rate
Service Turn On (Normal Hours)	\$45
Service Turn Off (After Hours)	\$45
Service Turn On (After Hours)	\$65
Frozen/Damage Meter Charge (Normal & After Hours)	\$65
5/8"	\$95
3/4"	\$136
1"	\$174
1 1/2"	\$343
2"	\$455
3"	\$715
4"	\$952
6"	\$1,655

Private Fire Protection Charges	
Service Connection Size	Monthly Fee Per Connection
2" or Lower	\$21.220
6"	\$215.590
8"	\$431.170

Miscellaneous Fees & Charges	
Bulk Water Account Activation or Key Charge	Rate
Bulk Water Commodity Charge	\$150
Unauthorized Water Use	Commercial Metered Rate + Daily Basic Service Fee
Curb Box Repairs (Equipment Required)	\$250
Curb Box Repairs (Hand Dug)	\$323
Cross Connection Notice Fee	\$108
Failure to Comply with Water Use Restriction Fee	\$43
Water Service Capability Report – Individual Premise Consumption Report	\$200
Water Service Capability Report – Summary Premise Consumption Report	\$350
	\$125

Collection Fees	
Return Check Fee	Rate
Lien Placement Fee	\$40
Late Payment Interest Fee – Per Month*	\$260
	1.50%

Water Conservation Rate (Gallons per Quarter)	
TIER 1: First 18,000	Typical commodity charge
TIER 2: 18,001 – 30,000	\$2 increase per 1,000 gallons over 18,000
TIER 3: 30,001+	\$6 increase per 1,000 gallons over 30,000



Financial Assistance

Income-eligible customers qualify for discounts on their water bills. For more information and to apply, call **1.800.286.5700** or visit ctwater.com/Support.

INCOME LEVEL	DISCOUNT
100% Federal Poverty Rate	80%
200% Federal Poverty Rate	40%
60% State Median Income	10%

Connecticut Water also offers deferred payment arrangements, other customer assistance programs, and is a Generation Power CT partner.

*Late payment/interest charges are applied to amounts past due 30 days or more at a rate of 1.5% per month. Interest charges will appear on customer notices and subsequent bills based on the amount outstanding and time past due.



Pay your bill online by check or credit card at ctwater.com • For more information call 1-800-286-5700