



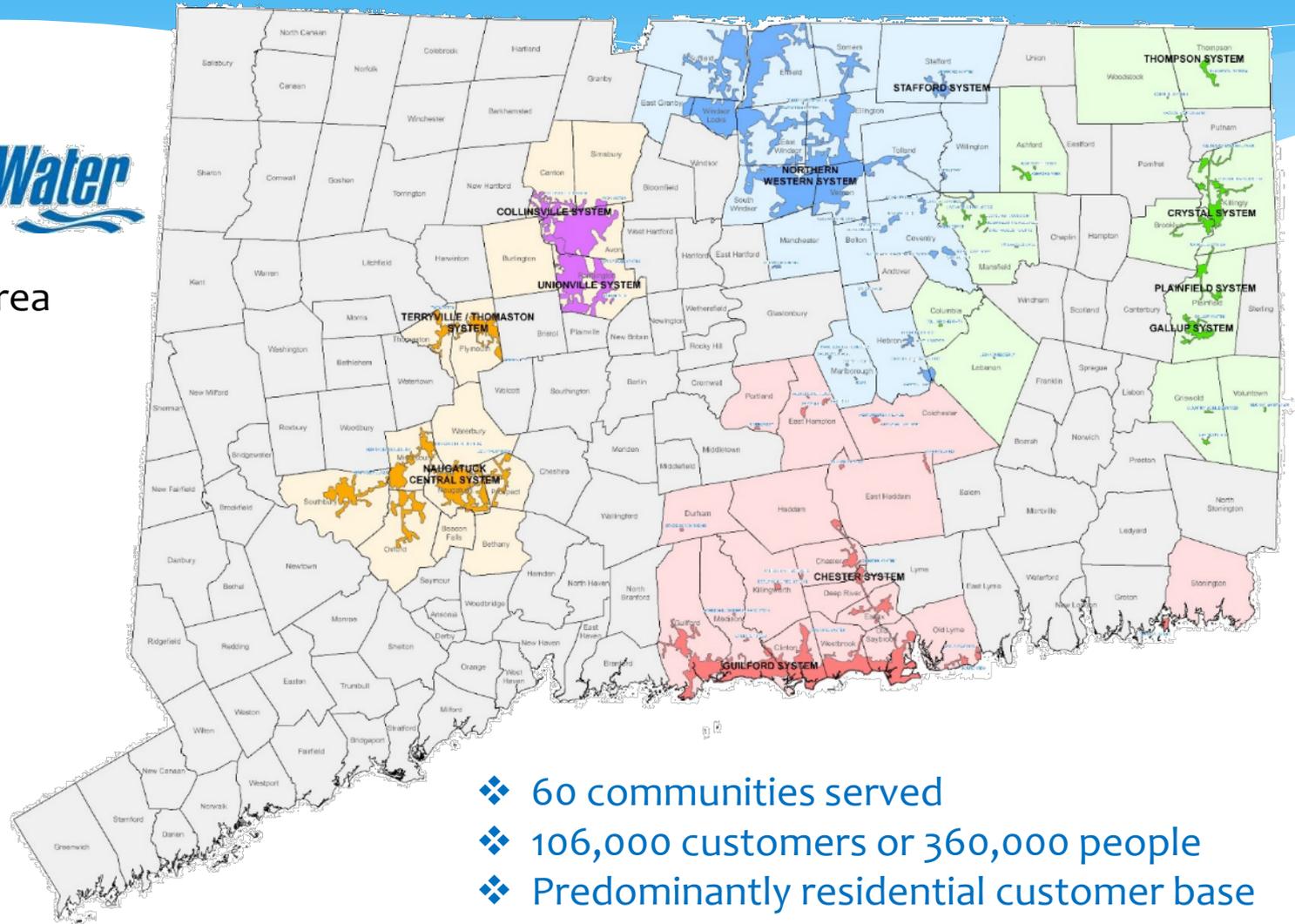
Moody Reservoir  
Prospect, Connecticut

Customer Advisory Council Meeting  
January 4, 2022

# Connecticut Water Service Area



Service Area



- ❖ 60 communities served
- ❖ 106,000 customers or 360,000 people
- ❖ Predominantly residential customer base

# Rate Case Update

- \* Final Decision issued by PURA on July 28, 2021
  - \* One outstanding matter related to taxes
- \* PURA Reconsidered the tax issue
  - \* Decision on tax matter issued by PURA on November 17, 2021



# Rate Case Update

- \* Net results of rate proceeding:
  - \* 8% increase overall
  - \* Amount varies by customer class (residential, commercial, etc.) and rate division
  - \* Rates for public fire held at or below 5% in most communities
  - \* New rates posted to [ctwater.com/rates](http://ctwater.com/rates)
- \* WICA reset to zero



# Customer Assistance Update

- \* Outreach to customers with balances over 90 days past due
- \* PURA required payment plan enrollment extended
  - \* 24 month, interest free
  - \* Does not need to be COVID-19 related
  - \* Can re-enroll as needed
- \* New WRAP program



# Customer Assistance Update

- \* Partnerships with local social service and Operation Fuel
- \* Federal funds available for customers behind on water bills (LIHWAP)
- \* Received PURA authorization to resume shutoffs for non-payment following enhanced out reach
- \* Focusing on non-residential customers >90 days delinquent



# WRAP/LIHWAP Details

- \* Water Rate Assistance Program:
  - \* First program of its kind offered by a water utility in Connecticut
  - \* Income-eligible customers can get a 15% reduction on their water bill
- \* LIHWAP
  - \* Federal funds administered through CT Dept. of Social Services
  - \* Up to \$1,000 for past due balances paid directly to water utility



More info at [www.ctwater.com/H2O](http://www.ctwater.com/H2O)

# Connecticut Water 2021 Customer Satisfaction

- \* >95% said they were treated with courtesy and respect
- \* 91.1% said CWC meets expectations all/most of the time
- \* 85.5% said water service from CWC at about one penny per gallon is a very good/good value



# Protecting Employee and Customers

## \* **Universal Vaccination Policy**

- \* All CWC employees required to be vaccinated, as required under the proposed OSHA Emergency Temporary Standard (ETS) for companies with 100 or more employees
- \* Communicated to employees in November
- \* Effective January 2022
- \* Other precautions implemented as needed given the increase in COVID cases



# WICA Update

- \* Filed WICA application with PURA on October 28, 2021
  - \* \$22 million in completed projects
- \* PURA authorized a WICA of 2.4% effective on bills issued on or after January 1, 2022
  - \* Includes the Heritage Village division
- \* WICA capped at 5% per year and 10% between rate cases



# Infrastructure Investment: Reliable Service, High-Quality Water

## \* 2021

- \* Budget - \$62 million
- \* ~ \$39 million invested through August
- \* Nearly half was WICA related

## \* 2022

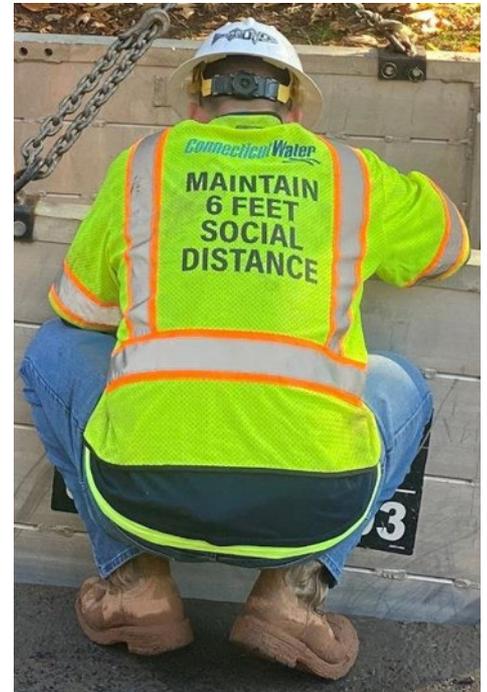
- \* Budget - \$61.4 million
- \* More than \$25 million for WICA



# Key 2022 WICA Projects

- \* Clinton – Fairy Dell
- \* Farmington – Scott Swamp (Rte. 6)
- \* Naugatuck – Fern, Quinn, and North Hoadley
- \* Plainfield – Payson and Babcock
- \* South Windsor – Farnham Estates
- \* Suffield – Rte. 159
- \* Southbury – Heritage Crest

***Most projects use local contractors and workers***



# Support of Communities

- \* Over \$120,000 in monetary/in-kind donations distributed in 2021:
  - \$15,000 School Water Bottle Filling Station Grant Program (Brooklyn, Canton, Clinton, Ellington, Guilford, Tolland, Westbrook, Naugatuck, Madison)
  - \$15,000 Firefighter Support Grant Program (Plainfield, Middlebury, Old Saybrook, Mansfield, Vernon, Enfield, Essex, Brooklyn, Burlington, Deep River, Thomaston)
  - \$17,450 in support to fight food insecurity
  - Neighborhood Assistance Act grants to Ellington, Killingly, Madison, and Thomaston
- \* \$10.7M paid in local property taxes to CT communities

# Support for the Environment

- 2021 Environmental, Social & Governance (ESG) scores for SJW Group Improved following the release of our 2021 Corporate Sustainability Report
- Greenhouse Gas Emissions Inventory completed and goal established to reduce Scope 1 and Scope 2 Greenhouse Gas Emissions by 50% from 2019 levels, group-wide. This goal aligns with science-based targets from the Paris Agreement

## ISS ESG Ratings



SJW Group's last governance data profile update, Jul 01, 2021  
Last E&S data profile update, Dec 20, 2021

 Governance 1 ▼

 Environment 5 ▼

 Social 3 ▼

 ISS ESG Corporate Rating B- ▼

Lower Governance Risk = 1  
Higher Governance Risk = 10  
Higher E&S Disclosure = 1  
Lower E&S Disclosure = 10

Grade D- to A+  
Status P = Prime, NP = Not Prime  
Prime Threshold D- to A+  
Decile Rank 1 - 10

# Support for the Environment

- Plans under review for 6 parcels of land offered through the Memorandum of Agreement with Save the Sound (Naugatuck, Bethany, Prospect, Killingworth)
- Construction and installation have begun on up to 40 wood duck/bluebird nesting boxes in partnership with DEEP. Boxes will be installed on watershed lands
- As part of Pollinator Pathway initiative, pollinator gardens installed in Clinton and Naugatuck



# Support for the Environment



- Rain barrel program (launched in 2021) will continue in 2022 with barrels offered for discount purchase/direct ship in the spring
- Employee cleanup events were again conducted independently in 2021 due to the pandemic– group employee watershed cleanups are expected to resume in 2022

# Linebacker<sup>®</sup>

- \* Optional coverage offered by CWC
  - \* Launched in 2000 to help customers with cost of service line repair/replacement
  - \* Expanded to include household plumbing and wastewater line
- \* Service is offered by NEWUS
  - \* A sister company to CWC not regulated by PURA
    - \* Insulates regulated utility customers from potential costs of program



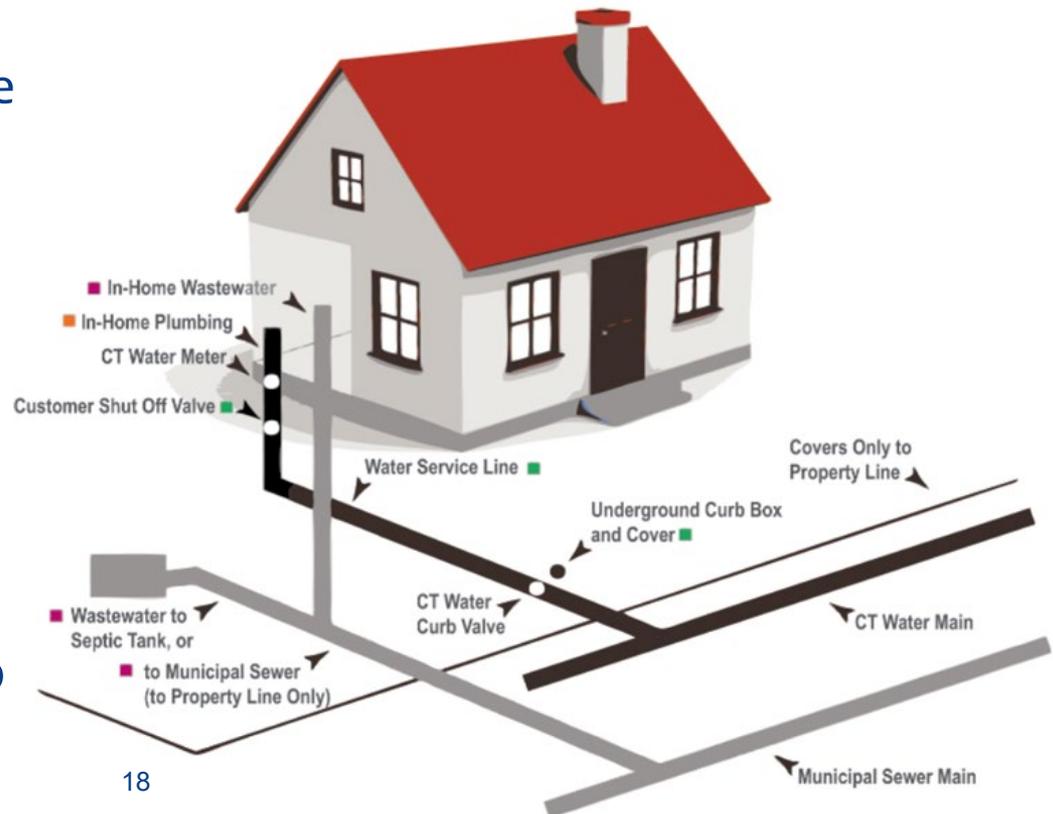
# Linebacker<sup>®</sup>

## Customer owned

- \* Water Service Line between the water main and the home
- \* Septic/sewer line between the home and tank/sewer mains
- \* Indoor water supply pipes

## Repair costs

- \* Water service line repair replacement can exceed \$2,500 (have seen >\$10,000)



# Linebacker<sup>®</sup> Coverage

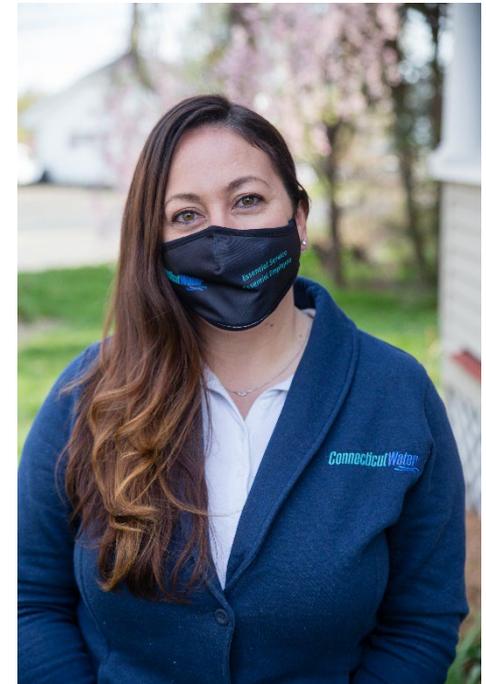
## 3 plans offered

- \* Water = water service line
- \* Plus = adds wastewater line
- \* Complete = adds in-home plumbing
  
- \* Can be paid on bill or annually

Coverage Levels	Linebacker Water	Linebacker Plus	Linebacker Complete
Covers up to \$12,000 for water service line repair costs per calendar year	√	√	√
The cost of water turn off/turn on fees otherwise charged by the CWC	√	√	√
Covers up to \$6,000 for any single wastewater repair		√	√
Covers clearing of wastewater line clogs caused by tree roots once per calendar year		√	√
Covers up to \$2,000 for any single in-home plumbing repair			√

# Linebacker®

- \* Similar services offered by others
  - \* Water utilities
  - \* HomeServe USA
  - \* Prices and coverage vary
- \* CWC advantages
  - \* Working with employees committed to satisfaction
  - \* We know the water system
  - \* Waive costs for turning on/off water service for covered repairs





Moody Reservoir  
Prospect, Connecticut

**Customer Advisory Council Meeting**  
**Next Meeting: April 5, 2022**