

CRYSTAL 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.



Most Connecticut Water customers are billed quarterly, though some are billed monthly. The number of days in a billing cycle may vary slightly, but your **Basic Service Charge** and **Water Usage Charge** reflect the actual usage and days in the billing period for your account.

Basic Service Charge (Year Round)

Meter Size	Quarterly	Monthly	Daily Rate
5/8"	\$42.24	\$14.08	\$0.46300
3/4"	\$63.36	\$21.12	\$0.69400
1"	\$105.60	\$35.20	\$1.15700
1 1/2"	\$211.20	\$70.40	\$2.31500
2"	\$337.92	\$112.64	\$3.70300
3"	\$633.60	\$211.20	\$6.94400
4"	\$1,056.00	\$352.00	\$11.57300
6"	\$2,112.00	\$704.00	\$23.14500
8"	\$3,379.20	\$1,126.40	\$37.03200
10"	\$5,068.80	\$1,689.60	\$55.54800
12"	\$12,249.60	\$4,083.20	\$134.24200

Water Usage Charge (Year Round)

Customer Class	Per 1,000 Gallons	Per 100 Cubic Feet
Residential 5/8" & 3/4" (First 18,000 Gals or 2,400 CF)	\$10.500	\$7.855
Residential 5/8" & 3/4" (Over 18,000 Gals or 2,400 CF)	\$12.500	\$9.351
Residential 5/8" & 3/4" (Over 30,000 Gals or 4,000 CF)	\$18.500	\$13.839
Residential 1" and greater	\$10.500	\$7.855
Commercial	\$9.250	\$6.919
Industrial	\$7.950	\$5.947
Public Authority	\$8.750	\$6.545

Schedule of Special Charges

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

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

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

Private Fire Protection Charges	
Service Connection Size	Quarterly Fee Per Connection
2" or Lower	\$99.700
4"	\$311.550
6"	\$708.090
8"	\$1,260.360
10"	\$1,968.420
12"	\$2,832.250

Public Fire Protection Charges	
	Per Month
Hydrant Charge	\$22.150
Linear Foot Charge	\$0.105329
Booklynn	\$0.131661
Thompson	\$0.131661
Plainfield-Central Village-Moosup-Wauregan	\$0.060540
Crystal-Killingly-except Borough of Danielson	\$0.071970
Borough of Danielson	\$0.131661

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