

# CRYSTAL DIVISION

## Water Service Rates

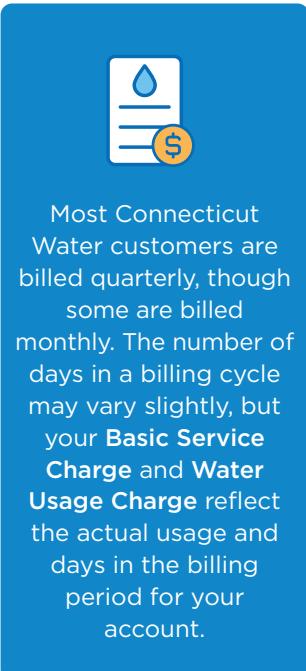
Water Service Rates are set by the Connecticut Public Utilities Regulatory Authority (PURA).

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.



Basic Service Charge (Year Round)				Water Usage Charge (Year Round)		
Meter Size	Quarterly	Monthly	Daily Rate	Customer Class	Per 1,000 Gallons	Per 100 Cubic Feet
5/8"	\$42.24	\$14.08	\$0.46300	Residential 5/8" & 3/4" (First 18,000 Gals or 2,400 CF)	\$10.500	\$7.855
3/4"	\$63.36	\$21.12	\$0.69400	Residential 5/8" & 3/4" (Over 18,000 Gals or 2,400 CF)	\$12.500	\$9.351
1"	\$105.60	\$35.20	\$1.15700	Residential 5/8" & 3/4" (Over 30,000 Gals or 4,000 CF)	\$18.500	\$13.839
1 1/2"	\$211.20	\$70.40	\$2.31500	Residential 1" and greater	\$10.500	\$7.855
2"	\$337.92	\$112.64	\$3.70300	Commercial	\$9.250	\$6.919
3"	\$633.60	\$211.20	\$6.94400	Industrial	\$7.950	\$5.947
4"	\$1,056.00	\$352.00	\$11.57300	Public Authority	\$8.750	\$6.545
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			

## 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

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

Miscellaneous Fees & Charges	
	Rate
Bulk Water Account Activation or Key Charge	\$150
Bulk Water Commodity Charge	
Commercial Metered Rate + Daily Basic Service Fee	
\$250	\$250
\$323	\$323
\$108	\$108
\$43	\$43
\$200	\$200
\$350	\$350
\$125	\$125

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 Bourough 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:	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](http://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](http://ctwater.com) • For more information call 1-800-286-5700