



Fact Sheet

Crystal Rates

Pay your bill online by check or credit card at www.ctwater.com

Effective 11-17-21

Rates and any applicable surcharges for water service for Connecticut Water are approved by the Public Utilities Regulatory Authority (PURA). Approved rates for all of the Connecticut Water systems are available on our Web site www.ctwater.com.

The charges for all customers include a **Basic Service Charge** and a **Usage Charge** and any **Applicable Charges or Credits**.

- **Basic Service Charge** is applied each billing period to help cover certain fixed costs such as meter reading, testing and replacement, bill preparation and processing, etc. The basic service charge is based on the meter size at your account. *These Basic Service Charges are applied even if there is no consumption at a premise during a particular billing period.*
- **Commodity Charge** is based on the amount of water used during the billing period times the applicable charge for your customer class (residential, commercial, industrial, public authority and seasonal). The commodity charge shows on the bill in units of gallons or cubic feet depending on how the meter installed at your premises records the usage.
- **Applicable Charges or Credits** are those PURA approved charges applied on a percentage basis to the total of the Basic Service Charge, Commodity Charge and miscellaneous service charges as noted below. These may include:

Water Infrastructure and Conservation Adjustment (WICA). The WICA recovers the costs for eligible infrastructure replacement projects and certain conservation related expenses. The WICA may be adjusted every 6 months.

Water Revenue Adjustment (WRA). The WRA ensures that water utilities do not over-collect or under-collect the revenues that were approved in rates by PURA. The WRA is reviewed annually and may be a charge or credit on customers' bills based on actual revenues collected in the prior year. WRA is applied to miscellaneous service charges and service fees.

Water Conservation Rate. To encourage wise water use, (PURA) approved a slightly higher rate for Connecticut Water residential customers who use more than an average of 200 gallons of water per day in a billing period. Only usage above the 200 gallons per day average will be billed at a higher rate. Usage at or below the average of 200 gallons per day will be billed at the normal rate. The water conservation rate is intended to encourage residential customers to use water wisely, especially for irrigation and lawn watering. Some divisions already had water conservation rates, the threshold is now 200 gallons per day average for all divisions.

Most customer bills are issued once per quarter, though larger volume users including commercial and industrial customers may be billed once per month. The number of days in a billing cycle may vary slightly, but your service charge and consumption reflect the actual usage and days in the billing period for your account.

Crystal - Gallup			
Basic Service Charges			
Meter Size	Quarterly	Monthly	Daily Rate
5/8"	\$ 40.05	\$ 13.35	\$ 0.439
3/4"	\$ 60.08	\$ 20.03	\$ 0.658
1"	\$ 100.13	\$ 33.38	\$ 1.097
1 1/2"	\$ 200.25	\$ 66.75	\$ 2.195
2"	\$ 320.40	\$ 106.80	\$ 3.511
3"	\$ 600.75	\$ 200.25	\$ 6.584
4"	\$ 1,001.25	\$ 333.75	\$ 10.973
6"	\$ 2,002.50	\$ 667.50	\$ 21.945
8"	\$ 3,204.00	\$ 1,068.00	\$ 35.112
10"	\$ 4,806.00	\$ 1,602.00	\$ 52.668
12"	\$ 11,614.50	\$ 3,871.50	\$ 127.282

Commodity Charges	Gallup		Crystal	
	Per	Per	Per	Per
Customer Class	1,000 Gallons	100 Cubic Feet	1,000 Gallons	100 Cubic Feet
Residential 5/8" and 3/4" (First 18,000 Gallons or 2,400 Cubic Feet per Qtr)*	\$ 11.423	\$ 8.545	\$ 9.250	\$ 6.919
Residential 5/8" and 3/4" (Over 18,000 Gallons or 2,400 Cubic Feet per Qtr)*	\$ 12.423	\$ 9.293	\$ 10.250	\$ 7.668
Residential 1" and Over - All Consumption	\$ 11.423	\$ 8.545	\$ 9.250	\$ 6.919
Commercial - All Consumption	\$ 8.250	\$ 6.171	\$ 8.250	\$ 6.171
Industrial - All Consumption	\$ 6.950	\$ 5.199	\$ 6.950	\$ 5.199
Public Authority - All Consumption	\$ 7.750	\$ 5.797	\$ 7.750	\$ 5.797

*Based on consumption of 200 Gallons or 26.7 Cubic Feet per day

Schedule of Special Charges

The PURA Decision authorizes separate Fire Protection Charges as well as a number of Special Charges for various non-routine services.

Miscellaneous Service Charges*	
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	
Meter Size - 5/8"	\$95
Meter Size - 3/4"	\$136
Meter Size - 1"	\$174
Meter Size - 1 1/2"	\$343
Meter Size - 2"	\$455
Meter Size > 2"	Actual Cost
Miscellaneous Fees & Charges	Rate
Bulk Water Account Activation or Key Charge	\$150
Bulk Water Commodity Charge	Commercial Metered Rate plus 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
Collection Fees	Rate
Return Check Fee	\$40
Lien Placement Fee	\$260
Late Payment - Interest Fee*	1.5% per month

Crystal - Gallup		
Private Fire Protection Charges	Gallup	Crystal
Service Connection Size	Per Quarter Per Connection	Per Quarter Per Connection
1" Service Connection	\$ -	\$ -
2" Service Connection	\$ 58.01	\$ 92.71
3" Service Connection	\$ 130.81	\$ -
4" Service Connection	\$ 181.92	\$ 289.71
6" Service Connection	\$ 427.02	\$ 658.44
8" Service Connection	\$ 754.75	\$ 1,171.99
10" Service Connection	\$ 1,165.07	\$ 1,830.41
12" Service Connection	\$ 1,658.03	\$ 2,633.67

Crystal - Gallup	
Public Fire Protection Charges	Per Month
Hydrant Charge	\$20.60 each
Linear Foot Charge	
Gallup	\$0.12243
Borough of Danielson	\$0.12243
Brooklyn	\$0.12243
Thompson	\$0.12243
Plainfield-Central Village, Moosup & Wauregan	\$0.05630
Killingly - except the Borough of Danielson	\$0.06693
Private Right of Way - Linear Foot Charge	\$0.09794

H2O Help 2 Our Customers Program
 Connecticut Water understands that customers may experience financial hardships from time-to-time. The H2O program offers financial assistance and/or payment plans to support customers who may be experiencing challenges so they can have uninterrupted water service. For more information go to ctwater.com/H2O.

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

If you need additional information on this topic or have specific questions, please feel free to contact the Connecticut Water customer service team at 1-800-286-5700.



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