



# Customer Guide To Your Water Service

Welcome to **Connecticut Water**.

We're here to **serve** you.



**We're a local company with over 225 employees who live and work in the community and are passionate about delivering a reliable supply of safe drinking water and exceptional service.**

**As such, we're proud to:**

- Operate and maintain our water system with **dedicated employees**, licensed in water treatment and distribution and available to meet our customers' needs 24 hours a day, 365 days a year.
- Deliver **world-class customer service** as defined by our customers who have consistently rated our service at about 90% in annual surveys conducted by an independent research firm.
- Treat and test your water at the source, during and after the treatment process, and in the distribution system to verify that it **meets or is better than what is required by state and federal drinking water standards**.
- Invest in treatment facilities, storage tanks, water mains and other infrastructure needed to **deliver a dependable supply of water**.
- **Maintain critical open space lands** and aggressively protect our wells and reservoir supplies.

## Customer Notifications

We use an emergency notification system to alert customers when there is an important issue affecting water quality or water service.

**Make sure we have the best contact information for you by providing it to us at 1-800-286-5700 or online at [www.ctwater.com/notification](http://www.ctwater.com/notification).**

## Convenient Payment Options



### Pay Online at [www.ctwater.com](http://www.ctwater.com)

Sign up for e-billing or make a one-time payment using your credit card, Google Pay, Apple Pay, debit card, checking account and more. Save time, money and help protect the environment with e-billing and the convenience of automatic payments.



### Pay by Phone: 1-800-286-5700

Access bill pay services 24 hours a day through our automated phone system, or speak with a CT-based customer service representative Monday through Friday from 8:00am to 4:30pm.



### Mail a Personal Check

For your convenience, an envelope is enclosed with your bill. Please include your bill stub and write your Connecticut Water account number on the check



### Pay In Person at Many Locations

More than 20,000 convenient retail locations including Big Y, Price Chopper, Rite Aid, Shop Rite, Stop & Shop and Walmart. The full list of payment locations is available at [www.ctwater.com](http://www.ctwater.com). Select "Customers" and then "Payment Options."

# Water Rates and Billing

We work hard to manage costs and deliver you **safe, reliable water service.**

We work hard to manage costs and deliver you water for about a penny per gallon! An average residential customer gets the water to meet their daily needs for about \$2 per day.

**24**  
Hours A Day of  
safe, reliable water  
For About  
**1¢**  
Per Gallon

The rates we charge for service are approved by the Connecticut Public Utilities Regulatory Authority (PURA) after the company demonstrates our costs and what should be approved in customers' rates. Rate schedules that apply to your system are available at [www.ctwater.com/rates](http://www.ctwater.com/rates) or by calling a customer service representative at 1-800-286-5700.

### Basic Service Charge

This daily rate covers the cost associated with basic operation, billing and customer service.



### Water Usage

Water usage is based on the number of gallons used, multiplied by the approved rate.



### PURA-Approved Surcharges, Fees or Credits

such as the Water Infrastructure and Conservation Adjustment

Connecticut Water offers a **Water Rate Assistance Program (WRAP)** for income-eligible customers. It is the first program of its kind offered by a water utility in Connecticut. Through WRAP, income-eligible customers can get a 15% reduction on their water bill. WRAP complements our existing **H<sub>2</sub>O** and **Operation Fuel** assistance programs.

For more information on our financial assistance programs, please visit [ctwater.com/H2O](http://ctwater.com/H2O) or call us at 1-800-286-5700

## Be Sure Before You Open The Door

At Connecticut Water, we are pleased to be a leader among water utilities with our efforts to protect our customers.

Our award-winning program, *Be Sure Before You Open the Door*, will send an email to our customers with a photo of the service person en route for a scheduled appointment.

You can feel better knowing who to expect *before* our employee knocks on your door. The emailed photo will match the photo on the service employee's company-issued ID, which has a unique background and holographic watermark.

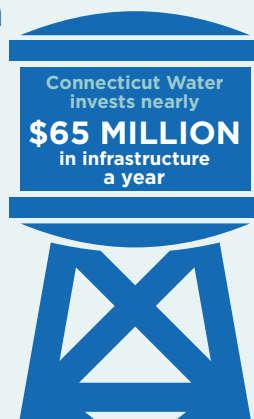
Your safety is important to us. To take advantage of this program, please be sure we have your email address.



A lot goes into delivering **high quality water** from the source to you.

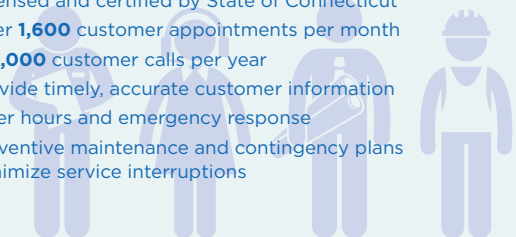
#### PROVIDING SAFE AND RELIABLE WATER SYSTEM OPERATIONS 24/7:

- 18 surface water supplies
- 200+ groundwater wells
- 22 treatment facilities including 5 major surface water treatment facilities
- 1,700 miles of water main
- 9,700 fire hydrants
- 98,000 service lines
- 170,000 water quality tests per year



It takes a **TEAM** to provide **safe reliable service** to Connecticut communities.

- 200+ water professionals to serve you
- Licensed and certified by State of Connecticut
- Over 1,600 customer appointments per month
- 120,000 customer calls per year
- Provide timely, accurate customer information
- After hours and emergency response
- Preventive maintenance and contingency plans minimize service interruptions



# Connecticut Water is **committed to preserving our environment** for current and future generations.

Protection of  
**OPEN SPACE  
AND WATERSHED  
LANDS**

**WATER  
CONSERVATION**  
education and  
programs

**INFRASTRUCTURE  
INVESTMENTS** to  
reduce systems  
water loss

**SUSTAINABLE  
DESIGN** of  
buildings and  
facilities



## Water Conservation Tips

You can **help conserve** our **precious natural resources**.

For more tips, visit [ctwater.com/conservation](http://ctwater.com/conservation).

- Install water-saving devices on faucets and toilets.
- Check each faucet and toilet for leaks. Even a slow drip can waste a lot of water each day.
- Turn off the water while brushing your teeth, washing the dishes or washing your hands.
- Keep a jug of drinking water in the refrigerator so that you won't have to run the tap until it's cold.
- Water the lawn and garden only when necessary and in the early morning or evening.
- Choose native plants when landscaping - they rarely need to be watered!

Connecticut Water's water conservation rate encourages wise water use. Residential customers will pay a slightly higher rate for water used in a billing period that averages more than 200 gallons per day.

Should it be necessary to issue an order for mandatory water conservation, there is a fee of up to \$200 for customers who do not comply. The fee would be assessed only after Connecticut Water communicated to customers that a mandatory conservation request was in effect.

### Connecticut Water is committed to your satisfaction and our customer service practices are regulated by PURA. We want you to know your rights as a customer:

If there is a serious illness in your home, please contact us. We will coordinate with you and your physician to document the illness. We will not terminate water service if a doctor or doctor's office certifies the illness within 13 days of a shut-off notice mailing date.

If you have a question, complaint or dispute on all or part of a bill, contact us at 1-800-286-5700. If the matter is not satisfactorily resolved by a customer service representative or manager, you may ask for the company review officer to consider the problem. Copies of our rates, special charges, and rules and regulations are all available at [ctwater.com](http://ctwater.com).

Additional information on the right to water service during a serious illness and right to dispute a bill can be found at [ctwater.com/customers/customer-rights](http://ctwater.com/customers/customer-rights).

We offer assistance programs to qualifying customers. Please visit [ctwater.com/H2O](http://ctwater.com/H2O) or call us at 1-800-286-5700 if you are having trouble paying your bill.

### Shutoff For Nonpayment

We never want to terminate a customer's water service, but sometimes it is the only way to resolve a delinquent bill and ensure that our paying customers are not burdened by expenses incurred from others' unpaid bills.

If a bill remains unpaid 30 days after it is issued, interest charges will be added on the balance and water service will be subject to our termination procedures as follows:

- A reminder notice is sent if a bill is unpaid after 30 days,
- A shutoff notice is mailed if the bill remains unpaid 33 days after the reminder notice (63 days after original bill), and
- Water service may be terminated if payment is not received within the 15 days following a shutoff notice being issued.

If service is terminated for nonpayment, any outstanding balance plus additional charges (turn-off/turn-on fees) will have to be paid before water service is restored. Please notify us promptly if you have forwarded payment that has not yet been applied to your account so we can investigate to avoid any unnecessary interruption to your service.



# Linebacker<sup>®</sup> Protection Plan

## Why do you need the Connecticut Water Linebacker<sup>®</sup> Protection Plan?

**Did you know as a homeowner you are responsible for your water service line?** Without protection, you could face thousands of dollars in unexpected costs to repair the underground piping that runs from the water main to your home.

**The homeowner is responsible for:**

- The piping from the property line into the home
- All household plumbing
- The wastewater line to the septic or sewer system

**Connecticut Water is responsible for:**

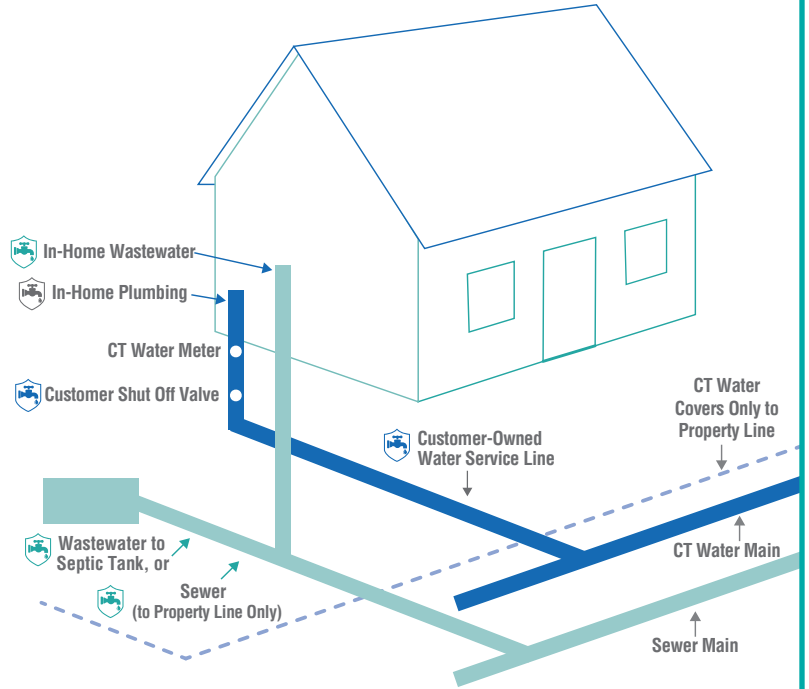
- Water distribution from the water main in the street
- Service from the water main to your property line
- Installation and maintenance of the water meter

### We are here to help

Connecticut Water offers the **Linebacker<sup>®</sup> Protection Plan** - a program that safeguards your water service line, wastewater pipes or in-home plumbing repairs in the event of damage to things like; breaks and leaks in the underground service line, broken or clogged drainage lines, leaking in-home water pipes and more.

### 24/7 Emergency Service

Linebacker<sup>®</sup> provides you with prompt, guaranteed 24/7 emergency repairs. One call to Connecticut Water, and our trusted and local employees will be there to help solve your problem.



## We offer 3 plans to fit your budget

**LINEBACKER<sup>®</sup> COMPLETE**

**COVERS:**

- water service line
- wastewater
- in-home plumbing

*\$209 annually*

**LINEBACKER<sup>®</sup> PLUS**

**COVERS:**

- water service line
- wastewater

*\$169 annually*

**LINEBACKER<sup>®</sup> BASIC**

**COVERS:**

- water service line

*\$96 annually*

Exclusions and limitations apply. To view plans and see terms and conditions, visit [linebacker-plan.com](http://linebacker-plan.com).

### Enrollment is easy!

Visit [linebacker-plan.com](http://linebacker-plan.com) or call 1-888-205-1073 to enroll or learn more.

