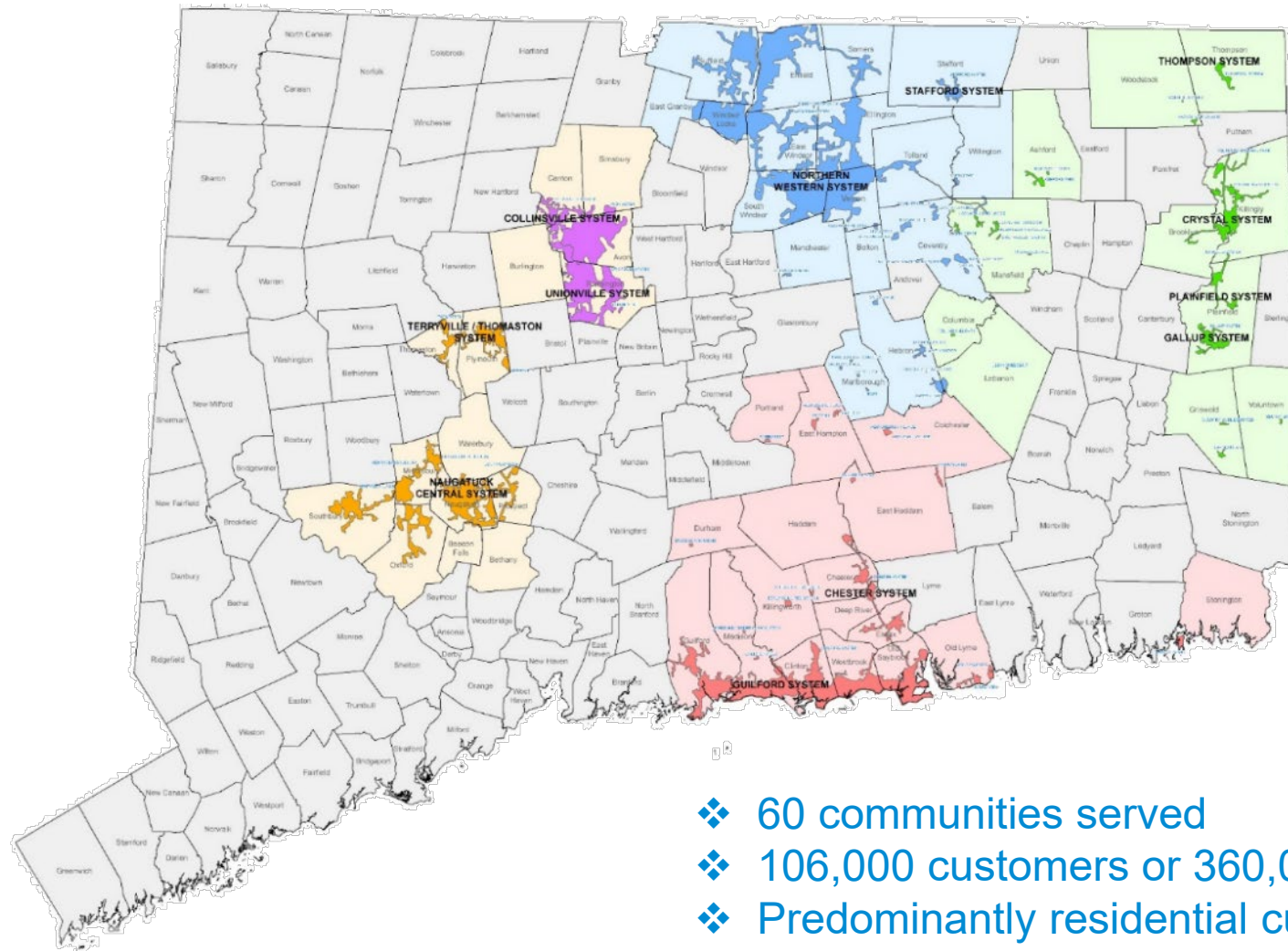




Customer Advisory Council

October 4, 2022

Connecticut Water Service Area



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

Thanks to Art O'Neill and 47 Years of Service

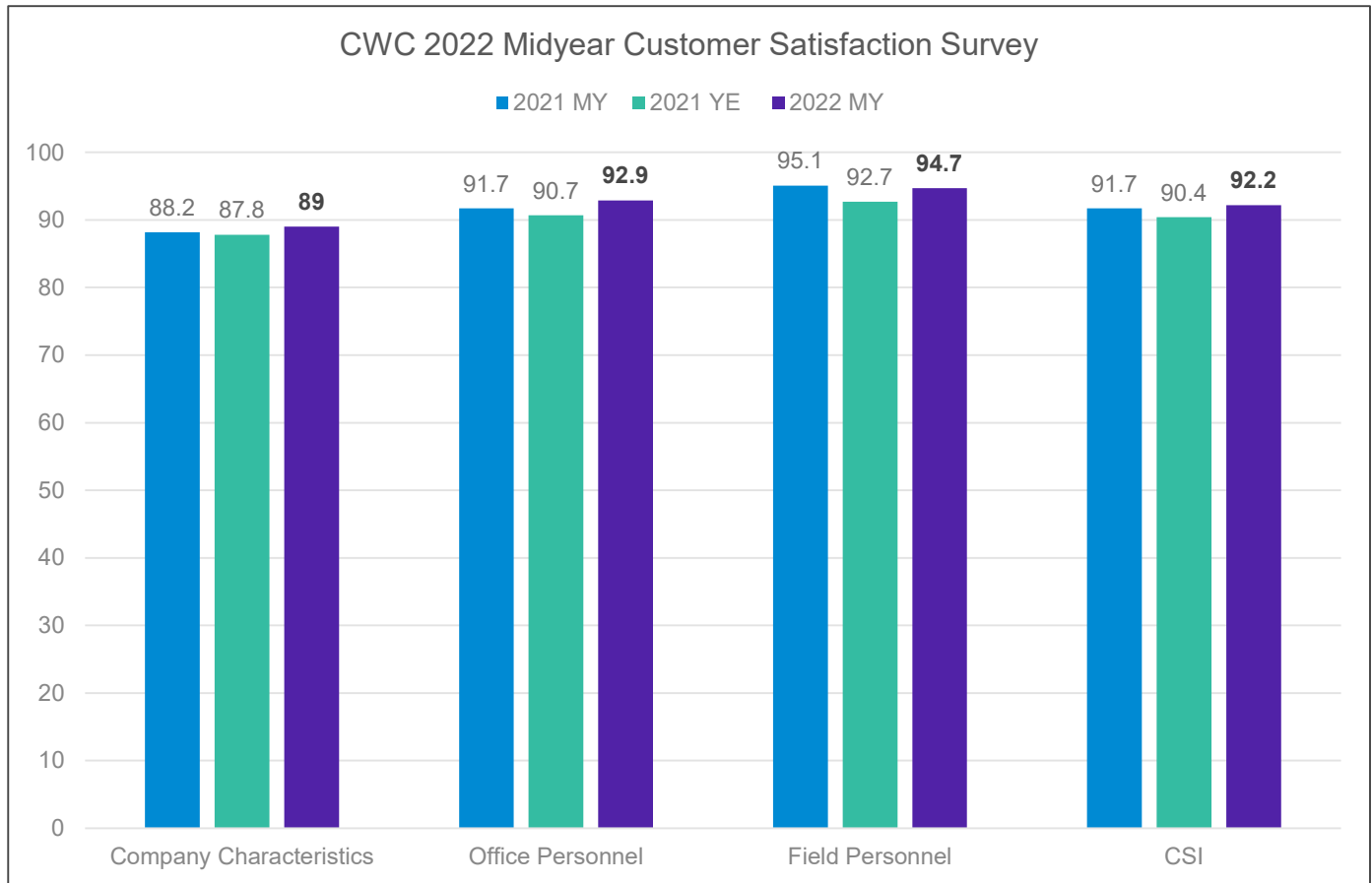


Art has led many significant changes that impacted the customer's positively through his 47 years:

- Centralized the customer service teams
- Implemented a new Customer Information System
- Initiated the electronic bill pay platform with pay by phone and text features
- Focused on customer safety : Be Sure Before You Open the Door Campaign

2022 Midyear Customer Service Satisfaction

World Class: 85%



Looking ahead.....

- More self service options on the website for customer service
- Providing more ways for customers to pay their bills and through more payment methods, PayPal and Venmo as examples
- Focused on transparency and customer communication – always finding ways to keep the customers informed



Low Income Household Water Assistance

Low Income Water Assistance Program (LIHWAP)

- Assists low-income households with water and wastewater bills
- The benefit is paid directly to owners & operators of public water systems to restore service or pay past due bills.
- CT budget is \$4.9 million.
- Allows households that are not directly billed for water/wastewater services (water is included in their rent) to apply for basic benefits.

Important Dates

11/1/22: First day the program will make water assistance payments

5/31/23: Last day a household can apply to establish eligibility for benefits

6/16/23: Last day to submit water utility bills



Assistance Programs

Connecticut Water offers a variety of programs to assist customers who may have difficulty paying their water bills.

- Water Rate Assistance Program (WRAP)
 - 15% reduction in the water rate – application process is every 2 years
- Help 2 Our Customers (H2O) Program
 - Provides financial assistance and/or payment plans to support customers who may be experiencing financial challenges
- Partnership with Operation Fuel
 - Benefit is that customers can apply once time and be eligible for multiple utilities
- Low Income Household Water Assistance Program
 - Application online – approval handled through local action agencies listed on the website & credit up to \$1000.00 for those that qualify



Community Support

- Plans for \$120,000 in support of community programs, over \$93,000 distributed so far
- Charitable Giving Program is funded by shareholders and not recovered in customer rates
- Request form at ctwater.com/community



Infrastructure Investment

Delivering Reliable Service and High-Quality Water

- Ongoing Supply Chain Issues
 - Longer lead times for pipe and equipment
 - Committed to delivering projects
- 2022
 - Construction program fully active
 - Budget - \$61.4 million
 - More than \$26 million for WICA
- Collaborated with local communities to submit project requests for funding through Drinking Water State Revolving Fund including Bipartisan Infrastructure Law Funding



Key 2022 WICA Projects

- Essex/Ivoryton – Route 602
- Naugatuck – Millville, Fern, Quinn, and N. Hoadley
- South Windsor – Farnham Estates
- Suffield – Route 159
- Clinton – Fairy Dell cleaning
- Farmington – Scott Swamp (Rte. 6)
- Killingly – Maple Street; CT Mills Ave.
- Thomaston - Stumpf/Warner
- Middlebury - Westover Phase I (North/South Streets)



Customers notified when work will affect service

Most projects use local contractors and workers

Red – Completed; Blue – under construction; Green – starting soon

Non-WICA Projects

Hunt Water Treatment
East Windsor



Westchester Village
Colchester



Patty Lane Tank
Plainfield



Vernon Well No. 5
Vernon



Hillcrest Connection
Middlebury



CT Water Stats

1,850 miles of water main

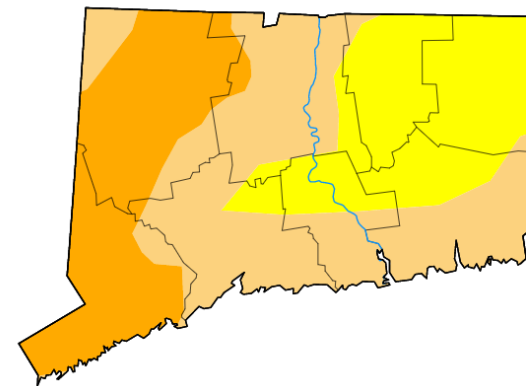
235 groundwater wells

18 surface water supplies

65 non-interconnected water systems

Water Supply Status and Conservation

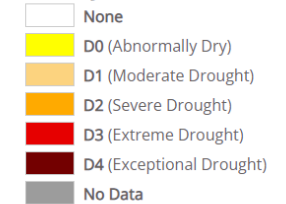
- Dry conditions persist
- Recent rain helpful, but not enough
- Drought Advisory still in place for shoreline (Guilford to Old Saybrook)
- Still encouraging conservation “Wise Water Use” everywhere else
 - New Conservation Water Rate in effect
 - Enforcement ‘Mandatory’ Water Conservation Requests



Map released: Thurs. September 29, 2022

Data valid: September 27, 2022 at 8 a.m. EDT

Intensity



Authors

United States and Puerto Rico Author(s):
Richard Heim, NOAA/NCEI

Regulatory Update - PFAS

- PFAS are a large group (thousands) of man-made chemicals that have been manufactured and used around the world since the 1940s.
- You likely come in contact with PFAS almost every day



Regulatory Update - PFAS

- PFAS Updates
 - CT Department of Public Health updated Action Levels for 4 PFAS compounds on 6/15.
 - PFOA, PFOS, PFNA and PFHxS
 - Action Levels are not 'standards' and may be further be revised up or down as scientific review continues
 - All but two CT Water systems where PFAS have been detected are below the new action levels
 - Avon Water Well No. 3 in Avon (PFOS)
 - Holbrook Well in Westbrook (PFOS)
 - Customers notified and wells taken offline
- Connecticut Water will comply with standards as they are set and will continue communicating with customers

Regulatory Update

- Laws effective 10/1/2022
 - Private well testing



Top Workplace 2022

- CT Water Regional Top Workplace
 - Hartford Courant – one of 61
 - Hearst CT Media – one of 59 awarded
- Second straight year
- Employee survey





Thank you
&
Questions