

Connecticut Water Company
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Enclosed is a copy of our current "*Straight From the Tap*," bill insert which we are sending this quarter to customers in your community. It contains useful information and we wanted you to see yourself what we are sharing with customers in case you get comments or questions.

CT Water Company strives to provide regular communications on our water quality and service, and we are available if you or anyone in your community has a question or concern about their water.

The topics discussed in our Winter "*Straight From the Tap*" edition include:

- Protecting your pipes and water meter from freezing
- A reminder to make sure hydrants are visible and accessible
- Information about periodic water meter changes
- Communicating with customers during emergencies

Given the recent incident in Flint, Michigan there is certainly a heightened awareness of water quality and you may receive questions from residents. Feel free to refer any of those questions to us or have them call our customer service team at 1-800-286-5700. We can assure you that the circumstances in Flint were unique and we have the people and programs in place at Connecticut Water to maintain and monitor the water quality in our service areas. The water we provide meets all state and federal drinking water standards and is safe to drink. Enclosed is a handout "Facts About Lead In Drinking Water," which provides additional information on what happened in Flint, and what we are doing to ensure the quality of the water here in CT. This information, as well as our Annual Water Quality reports, are on our website at www.ctwater.com > Customers > Water Quality Report.

Each quarter, we will send you the current "*Straight From the Tap*" bill insert. Feel free to post the document to your municipal website. We can provide you with an electronic version suitable for the internet. The most recent four issues can also be downloaded at www.ctwater.com > Customers > Bill Inserts and Facts Sheets.

We appreciate your interest and look forward to hearing from you at any time. If you have any questions about the water quality or service in your town, please contact Dan Meaney at 860.664.6016 or email us at publicaffairs@ctwater.com.

Lead in drinking water has been in the news recently with the situation going on in Flint, Michigan. The specifics in the Flint case are unique and we want to assure you that we do not have similar circumstances in our systems at Connecticut Water.

- Connecticut Water conducts extensive water quality testing at our sources and within our distribution system.
- We have not detected lead in any of our sources of supplies or distribution system.
- We fully comply with the EPA requirements regarding sampling for lead in drinking water and have provided documentation to State health officials of our results.
- We are confident in the water quality that we provide our customers.

Q. What happened in Flint, Michigan?

- A. The situation in Flint was triggered when they changed their water supply source to one with significantly different water chemistry characteristics without corresponding measures to provide for corrosion control designed to maintain the conditions of their pipe system. It appears it was further compounded when there was not a timely response to customer inquiries and response to water quality test results.



Q. What is being done in Connecticut Water's systems so that this does not happen here?

- A. Regular water quality testing is done in all of our water systems and continues to show that the water delivered to our customers is in compliance with state and federal drinking water standards and is safe to drink. Ongoing sampling is done for a host of water quality standards, with more than 170,000 samples tested annually at state certified laboratories. Our water quality testing data is regularly reviewed for potential changes or trends and any customer water quality complaint is escalated to professionals in our water quality team.

Q. Where can customers review water quality test results for their system?

- A. Water quality reports are made available annually to all of our customers and are on our website at www.ctwater.com >Customers > Water Quality Report.

Q. What is done specifically to protect our water sources?

- A. Connecticut Water has an extensive program of water quality protection that includes land ownership, watershed inspections, and source water quality monitoring. These programs are overseen by the State of Connecticut Department of Public Health. Further, Connecticut is the only state that prevents water bodies that have sewer treatment plant discharges, or receive other waste discharges, from being used as drinking water supply sources.



Q. What is done specifically to protect customers from lead in water?

- A. In addition to limiting our supplies to quality sources with source protection measures, we also have a comprehensive approach to control lead in our water systems. This approach includes sampling and chemical addition in our treatment and distribution systems for corrosion control to maintain water quality and protect our customers from the potential for lead to enter their drinking water. We have a program in place, as required under *Federal law*, to minimize the potential for lead to enter your drinking water.

Q. How does lead get into the water in a customer's home?

- A. Lead typically enters drinking water as a result of corrosion, or wearing away, of materials in household plumbing containing lead. These materials include lead-based solder that in the past had been used to join copper pipe, brass and chrome-plated brass faucets, and in some cases, the service line that connects your house to the water main, if the pipe is made of lead.



Q. What has been done to limit the risks of lead in household plumbing?

- A. In 1986, Congress banned the use of lead solder containing greater than 0.2% lead, and restricted the lead content of faucets, pipes and other plumbing materials to 8.0%, however the internal plumbing in older homes may still contain lead piping.

In homes where there is still lead in internal plumbing and fixtures, under certain pH conditions, lead may dissolve into the drinking water after it has sat in the internal plumbing for some time. As such, sampling under our lead and copper program intentionally focuses on homes with older plumbing and samples are taken with the first water drawn from the tap in the morning.

Q. What does the Company do if they detect lead in a customer's water?

- A. We monitor for lead from customer's homes to confirm that the chemical treatment processes remain effective. In instances where the lead in a customer's home is above the action level set by Federal Standards (15 part per billion), we notify the customer right away. If 10% or more of the samples collected from a public water system are above the Federal Standards we notify all customers within the service area.



Q. What can you do if you are concerned about lead in your internal plumbing?

- A. See the Center for Disease Control at <http://www.cdc.gov/nceh/lead/tips/water.htm> or the US EPA to learn more, including steps you can take to reduce your risk of consuming lead from drinking water.



If you need additional information on this topic or have specific questions, please feel free to contact Connecticut Water Company Customer Service staff at 1.800.286.5700.

Straight from the Tap Connecticut Water



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

Ready for Winter?



Winter is upon us and we know it can bring severe storms. Connecticut Water works hard to ensure reliable water service by planning for power outages and other events that could affect our

operations. Our crews are available 24/7 if a weather event occurs. All of our critical water supply, treatment, and distribution facilities have emergency generators, and we have operational flexibility to maintain service in our systems.

Customers can take steps to ensure safe access for our employees and to protect pipes and meters which may freeze.

Protect Your Pipes and Water Meter

If pipes are not protected and freeze, the cost to repair the pipe, meter, and any water damage caused when pipes thaw is the customer's responsibility.

- Make sure room heat can freely circulate around the meter and water pipes.
- Wrap pipes with insulation; and make sure underground water pipes are buried at least five feet.
- Check for cracks in an outside water meter's vault cover; seal cracks in windows, walls or doors near the meter and pipes.
- Consider increasing the thermostat setting in the room when bitter cold temperatures are forecasted.

For additional suggestions please see our fact sheet Preventing Winter Freeze-Ups at www.ctwater.com > Customers > Bill Inserts and Fact Sheets, or call one of our Customer Service representatives at 1-800-286-5700.

Allow Access to Hydrants and Meters

- Fire fighters can lose precious minutes to access a hydrant if it is buried in the snow. If there is a hydrant near your property, please consider taking a few minutes to clear it after a storm.
- Help us keep our employees safe by providing a clear path to the meter reading equipment on the outside of your home and to your entry way should there be a scheduled service appointment.



More than 25% of our customers have already signed up for ebilling. Care to join them?

E-billing saves you time, money and helps protect the environment.

1. Enrolling is easy and free. Once enrolled, you will get an email notifying you when your bill is issued.
2. You can set up automatic payments, which can save you even more time and eliminate late payments.

Sign up at <http://ctwaterbillpay.osgview.com>



Scan to enroll



Sign Up for Electronic Billing Today!

Convenience • Security • Savings • Accessibility

Help us Reach You in an Emergency

Connecticut Water uses an automated telephone system to quickly notify our customers regarding water quality, service or other important customer information. In addition, we provide information for customers on our:

- Website: www.ctwater.com
- Facebook: www.facebook.com/CTWtr
- Twitter: www.twitter.com/CTWater



Please make sure you receive these notifications by ensuring we have up to date contact information.

If you haven't already provided us with your phone and email contact information, please call our Customer Service team at 1-800-286-5700 so we can add the information to your account. You can also update this yourself by visiting www.ctwater.com/notification and entering your contact information directly.



Connecticut Water employees are passionate about delivering life sustaining, high-quality water to families and communities. Many of our employees live in the communities we serve and are involved as volunteers to support our neighbors. As a company, we have been involved in numerous local activities including Trails Day hiking, water treatment plant tours, career fairs, food drives, coat drives and touch-a-truck events. We are also committed to helping those in need to make ends meet. Our employees have organized, and Connecticut Water has supported multiple food drives, coat and blanket drives, pet food drives and toy drives. We are your water company and your neighbors.



Families in need in our service communities had brighter holidays thanks to the generosity of our employees. A van full of toys was donated thanks to the efforts of our field service and call center employees who raised more than \$1,750 for toys and other employees who purchased toys for the donation. Our people also collected food for local social service agencies.

Changing Your Water Meter

Water meters measure the amount of water delivered to each customer's property (shown as "usage" on your water bill). They provide the basis for billing but also help us plan for the amount of water we need to supply in our systems and to size the sources and treatment systems to meet customer demands.



It is important that the meter readings are accurate. The Connecticut Public Utilities Regulatory Authority (PURA) requires us to replace water meters every 16 years to ensure they maintain their accuracy and reliability.

Because the water meter is usually located in the basement of the customer's premise we need to schedule an appointment to perform the service. The entire visit usually takes about a half-hour, and is performed at no cost to the customer.

If your water meter is due for replacement in 2016, you will receive a phone call from us to schedule a convenient appointment for the replacement. If we are not able to contact you by phone, a letter will follow.

Please schedule your meter replacement as soon as you are notified yours is due for replacement. This is a regulatory requirement of PURA and if the meter replacement is not scheduled it could result in the interruption of your water service.

Holidays

February 15 – President's Day



**Customer Service and 24-hour
Emergencies 1-800-286-5700**

If you have comments or suggestions, send an e-mail to PublicAffairs@ctwater.com.

