



**Is honored to submit the following response  
to:**

**TOWN OF NEW HARTFORD**

**REQUEST FOR PROPOSALS**

**FROM QUALIFIED COMPANYS**

**FOR**

**THE PURCHASE, OPERATION, AND MAINTENANCE OF DRINKING WATER AND  
WASTEWATER ASSETS**

The Connecticut Water Company  
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Clinton, CT 06413  
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Vice President of Service Delivery  
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## Introduction



Water touches everything we care about. We share the Town's commitment to providing customers with a reliable supply of high quality water that contributes to the good health of families, public safety, fire protection, recreation, and economic development.

At Connecticut Water, we know we have a unique obligation to our customers and communities and to operate our systems so they will sustain future generations. Connecticut Water honors this special obligation everyday as it provides high quality water and excellent customer service to more than 300,000 people in 59 towns across the state. As well, we now own and operate the State's only PURA regulated wastewater utility – Heritage Village Wastewater.

Additionally, we provide operating services to more than 22 water and wastewater systems in the state. We are proud of our 60 year tradition of delivering reliable service and high-quality water to families and communities across the state of Connecticut. We believe we can make a difference for your community in our role as a public service provider.

It is my privilege to serve Connecticut Water as president and CEO. I work with over 200 committed water professionals who are passionate about serving our customers. I believe you will find our organization is unique in its commitment to customer service, environmental stewardship and community responsiveness.

The attached materials provide some background information about our company and our proposal for purchase of the New Hartford systems. I hope you find them useful and that you will give us the opportunity to serve the water and wastewater customers in your community.

Please call me directly at 1-860-664-6030 or email me at [dbenoit@ctwater.com](mailto:dbenoit@ctwater.com) if I can ever be of service. Thank you again and I look forward to continuing to work with you.

Regards,

David Benoit  
President and CEO

### Key Contact Information

For the purpose of this RFP, CWC provides the following contact information for further inquiry or clarification:

Craig J. Patla, P.E. - Vice President of Service Delivery

Email: [cpatla@ctwater.com](mailto:cpatla@ctwater.com)

Office phone number: 860-664-6140

Cell phone number: 860-391-1924

Availability: 24/7

The following individuals are authorized to commit CWC to contractual obligations:

David Benoit - Chief Financial Officer and Interim President and CEO

Craig Patla - Vice President of Service Delivery

Maureen Westbrook - Vice President of Customer Service and Government Affairs

Kristen Johnson - Vice President of Human Resources and Corporate Secretary

## Experience in the Business

Connecticut Water Company (CWC) was founded in 1956 with the merger of the Guilford-Chester Water Company and the Naugatuck Water Company. Immediately after this merger CWC purchased the water utility holdings of the Connecticut Light and Power Company (located in East Windsor, Enfield, Stafford, Suffield, and Windsor Locks).

The Company has grown from 20,000 customers in 16 towns in 1956 to 103,000 customers in 59 Connecticut towns, including Farmington in close proximity to the New Hartford system. Our customers include residential, commercial, industrial, and municipal water users, and fire services. In addition, we have 3,040 wastewater customers in Southbury, as the only PURA regulated wastewater system in the state.

CWC has acquired 62 water and wastewater systems in 20 years, with the vast majority of those systems serving less than 1,000 customers. Our financial and business expertise combined with our operational and engineering leadership will allow us to continue to seek opportunities for growth.

In 2012 we expanded our operations into the state of Maine creating a larger New England based presence with an additional 30,000 customers. In 2013 we partnered with the University of Connecticut and the Town of Mansfield to expand our service territory. In 2017 we completed two acquisitions including 3000 wastewater customers in Southbury, the only PURA regulated wastewater system in the state.

The state's regulatory agencies have recognized the technical, managerial and operational skills of our people and have looked to us to solve problems for many small water systems in the state.

The company has ready access to capital and makes timely investments to replace aging infrastructure and for water supply and system improvements to ensure we provide safe reliable water service and maintain our high standard of customer service.

CWC's service area and experience in contract operations truly set us apart. We are large in total size, but typically serve in small communities where we know the local leaders and are an integral part of the community and meeting local needs. Our New England footprint provides the benefit of greater purchasing power, operating efficiencies, and access to a team of licensed water supply professionals and expert support staff.

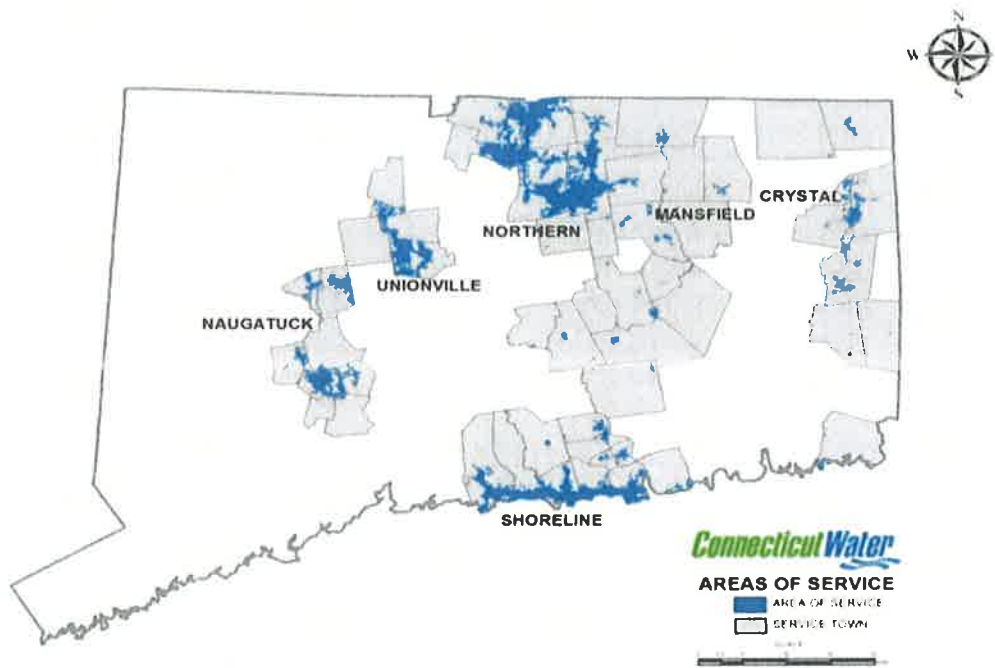
We recognize the value of water and know we have to be a responsible steward of the resource. We understand that water is a renewable resource and have made a commitment to the protection, preservation and efficient use of water to ensure its sustainability and availability for future generations.

As a public service provider, we can make a difference for the communities we serve. Regular, consistent communication with customers and community leaders builds trust and confidence as we work together for the public's benefit.

## Current Operations and Areas Served

Connecticut Water serves more than 103,000 customers, or more than 350,000 people in 59 Connecticut towns through its PURA regulated water utilities, Connecticut Water Company, Avon Water Company and Heritage Village Water Company collectively referred to in this proposal as "CWC" or "Connecticut Water".

Ashford	East Granby	Manchester	Southbury
Avon	East Haddam	Mansfield	Stafford
Beacon Falls	East Hampton	Marlborough	Stonington
Bethany	East Windsor	Middlebury	Suffield
Bolton	Ellington	Naugatuck	Thomaston
Brooklyn	Enfield	Old Lyme	Thompson
Burlington	Essex	Old Saybrook	Tolland
Canton	Farmington	Oxford	Vernon
Chester	Griswold	Plainfield	Voluntown
Clinton	Guilford	Plymouth	Waterbury
Colchester	Hebron	Portland	Westbrook
Columbia	Killingly	Prospect	Willington
Coventry	Killingworth	Simsbury	Windsor Locks
Deep River	Lebanon	Somers	Woodstock
Durham	Madison	South Windsor	



## Our Customers

Connecticut Water's 103,000 customers include residential, commercial, industrial, and municipal water users, including fire services. In addition, we have 3,040 wastewater customers in Southbury, as the only PURA regulated wastewater system in the state. In total we serve a population of over 350,000 people. Our 59 service towns are largely rural or suburban in nature with an average of 60 customers per mile of main.

- The vast majority of our customers are residential, with more than 91,000 residential customers served by our system.
- We serve more than 6,500 commercial customers ranging from very small businesses to retail/commercial complexes. In addition we serve numerous facilities such as hospitals, convalescent homes and elderly housing complexes.
- We have over 400 industrial users in our customer base including several large companies and specialized water users that are cornerstones in their communities.
- Municipalities and state facilities use Connecticut Water's services for schools, public buildings, and fire safety.
- We also have nearly 3040 wastewater customers in Southbury.



See **Attachment A** for a list of current rates.

See **Attachment B** for a list of Rules and Regulations.



## Contracts and Client References

Additionally, through our service organization, New England Water Utility Services (NEWUS), we provide operating services for 22 water systems throughout the State. We provide full operations and maintenance contracts or specialized services such as leak detection, meter installation and testing, cross connection testing, water resource planning and permitting; billing and accounting; or engineering services for various municipal, commercial and industrial clients.

Below is a list of water and/or wastewater systems we have provided contract operations within the past five years. In 2015, NEWUS made a strategic decision to transition several small water systems to another vendor vetted by our team.

Arnio Drive LLC	Foxridge Apts 1 & 2	Marlborough Tavern	River Ridge Golf
Ball Hill Apartments	Frederick Brewster	Marlborough Village	Rocky River Business
Baxter Farms	Guilford House	McDonalds Stafford	Sacred Heart
Bethany MHP	Hansen Pipe	Meadowbrook	Safe Harbor
Birch Hill Apts.	Heritage Cove	Memorial M.S.	Southridge Park
Birch Mtn Day School	Heritage Village	Metacomet Homes	Sterling Water
Brooklyn Properties	High Meadow	Moosup Garden	The Gunnery School
Brunswick M.S.	Hill Hollow	Neipsic Woods Assn	The Meadows
BST Systems	Hillside Corporation	Northford Glen	Tolland Water Dept
Cannondale RR	Hop River Homes	Oak Grove	Town of Mansfield
Chatham Apts	Hunting Lodge Apts.	Oakwood Apts	University of CT
Church of Christ	Imperial Nurseries	Olde Marl. Village	Village Crystal Springs
Classee Water Co.	John Lyman School	Orchard Acres	Wallens Hill Apts.
Club House Apts.	Juniper Rise	Perry Hill Estates	Waterford Country
Crystal Lake Condos	Justice Resource	Phelps Crossing	Weston School - WW
Dartmouth Village	Knollwood Apts.	Pinecrest Condos	Whitcraft Water
Dolphin Days	Learning Clinic	Powder Ridge	White Oak
Douglas Manor	Lombard Ford	Quonnipaug Hills	Willington Oaks Apts.
Durham Center Div.	Lyman Orchards	Regional District 13	Willington Sr
Durham Elderly	Lyme Academy	Region 18 Schools	Woodland Summit
Durham Lexington	Lyme Consolidated	Renwood Apts	Wyndham Park Apts.
Evergreen MHP 1-4	Maplewood Apts.	Ridgeview Heights	

See Attachment C for references as requested.



## Statement of Abilities and Intent

At Connecticut Water, we know we have a unique public health and environmental obligation to our customers and communities for and to operate our systems so they will sustain future generations. We now own and operate the State's only PURA regulated wastewater utility – Heritage Village Wastewater and adhere to all the environmental regulations for that facility.

Connecticut Water honors our obligations every day to provide high quality water and excellent customer service to more than 300,000 people in 59 towns across the state. We have passionate employees committed to delivering life sustaining high quality water service to families and communities and to protecting the environment and its water resources.

## OUR EMPLOYEE TEAM

We **value our employees** and appreciate the efforts of our 218 professionals who deliver high quality water and responsive service to our customers every day. We strive to provide a work environment where our employees are valued and treated with honesty, trust and respect.

Our highly skilled employees hold a total of **more than 160 state certifications** and are highly qualified to operate and manage water systems. We have employees with expertise in water quality and treatment, environmental services, SCADA, customer service, accounting, information systems, engineering, leak detection, planning and operations.

Number	Type of Certification/License (CT)
60	Water Distribution Operator
51	Water Treatment Plant Operator
7	Wastewater Operator
49	Cross Connection Inspector/Tester
5	Professional Engineers

Our employees believe working in water is more than a job, but a profession that they are proud to be part of. Many of our employees have devoted much, if not all, of their working careers to the Company.



## OUR COMMITMENT TO PUBLIC HEALTH AND OPERATIONAL EXCELLENCE

Connecticut Water has a strong reputation and record of leadership in **public health and regulatory compliance**. Connecticut Water has been in the forefront in planning for current and future water supply needs and providing treatment technology to maintain water quality. With more than 170,000 water quality tests conducted each year, the company has demonstrated a consistent record of water quality compliance.



Connecticut Water is a private company that operates in a way to **promote operational efficiency and meet our operating budgets**.

While many of our individual systems are small, in total we serve a large customer base. Therefore, we can realize economies of scale and can offer resources not typically available to individual community water systems.

We have emergency backup facilities and can mobilize staff and resources to deliver service even during emergencies. When SECWA in North Stonington suffered a catastrophic loss to their water system we had their system up and running on our portable pump station and hauled water the same day. During Tropical Storm Irene we maintained continuous service to over 99% of our customers despite the extensive power outages. The longest interruption of water service experienced by a customer was less than 24 hours, and none of our customers lost service following the October snow storm.

## FOCUS ON CUSTOMER SERVICE

Connecticut Water is an industry leader with its commitment to **excellence in customer service**. This is evidenced by our consistently high customer satisfaction ratings in customer surveys and our record of one of the lowest customer complaints reported to PURA among major utilities.



**Customers are our first priority**, and we believe they should be able to speak with a customer service representative. We have customer service representatives answering the calls and helping customers with their questions rather than directing people through an automated phone system. Calls are forwarded to an answering service after hours and our field **personnel are available to respond to emergencies or after hours calls 24 hours a day, 365 days a year**.

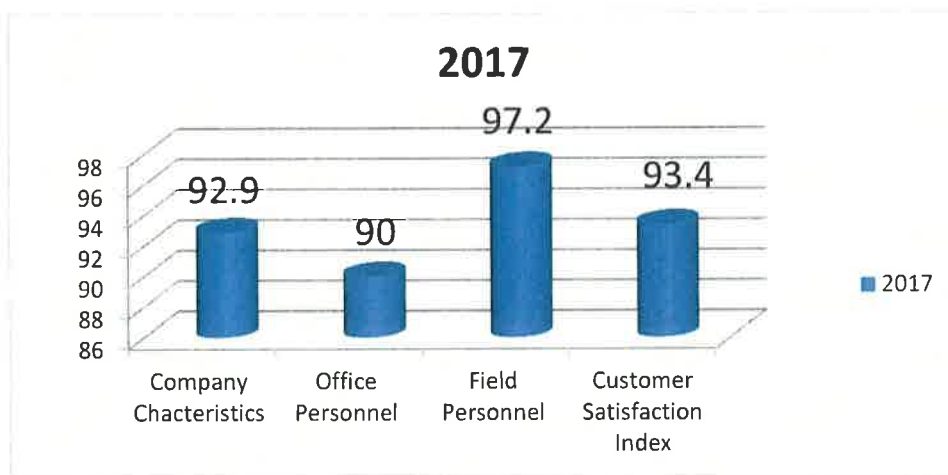
Our Customer Service team is supported by technology that allows for automated meter reading, billing, and tracking customer account and service information. Online bill payment and credit card payments are offered to better meet customer needs. We have a system that can directly call thousands of customers in just minutes with timely information and updates in the event of an emergency.

Our Website provides easy access to information and regular updates for customers on news and activities about their service, and allow them to access information, and pay their bill on line. We use Facebook, Twitter, and YouTube to communicate in a way that meets the changing needs of our customers.



A survey is conducted twice a year by an independent research firm to measure customers' satisfaction with the company and their satisfaction with our service, including water quality, our office and field personnel, communication and our responsiveness.

Over the past 17 consecutive years our customer satisfaction ratings have exceeded world-class levels of 85 percent or greater. In 4 of the past 5 years satisfaction levels have exceeded 90 percent, and were at 93.4 percent in 2017.



While it's good to hear that more than 9-in-10 customers are satisfied with our water and service, the real value is helping to identify areas for further improvement. Getting regular feedback from customers through the survey and developing actionable plans based on that data has enabled us to drive and maintain customer satisfaction at world-class levels.

*"As a water utility and service provider to many businesses in Middlesex County, Connecticut Water Company has earned a reputation for delivering high quality water, reliability and customer service. Our membership relies on quality water and good customer service and it is important for area businesses to know that they have a local water utility that has the financial resources to maintain critical infrastructure and operations to support their needs." - Larry McHugh, President of Middlesex Chamber*



## RESPONSIBILITY TO COMMUNITIES AND THE ENVIRONMENT

We recognize the value of water and know we have to be a responsible steward of the resource. We understand that water is a renewable resource, yet susceptible to waste, contamination and inefficient use. Consequently, a commitment to water's protection, preservation and efficiency of use is required to ensure its sustainability and availability for future generations. We continually monitor water usage and have a robust leak detection program to aggressively hunt down system leaks.

Likewise, the **systematic replacement of aged water mains** allows us to reduce water lost through leaking pipes and avoid wasting energy and treatment costs, while improving service delivery. Infrastructure replacement will help keep our drinking water safe, provide reliable water service, maintain our high standard of customer service, provide dignified employment opportunities and support economic development.



We believe we **can make a difference for the communities we serve in our role as a public service provider**. We work closely with local officials to coordinate in advance of any infrastructure replacement projects to see if we can coordinate our work together with town projects and minimize costs and inconvenience for residents. We strive for regular communication with local leaders and customers about what we are doing in their communities. Regular, consistent communication with customers and community leaders builds trust and confidence as we work together for the public's benefit.

Consistent with our broader commitment to social responsibility, Connecticut Water has developed strong working relationships with the local business community. We have worked with businesses to meet their water supply needs and have assisted them to facilitate practical solutions for local projects and to meet other regulatory obligations.

In 2017, Connecticut Water issued its Second Corporate Responsibility Report (CSR). The CSR highlights our achievements in delivering world class service and a reliable supply of high-quality water to families and communities while being good stewards of natural resources, operating efficiently and be engaged in the communities we serve.



### Specific Responses

- a) **Our philosophy with regard to providing resources to our systems, customers, and communities,** as stated previously, is to bring whatever resources are necessary to ensure that the water and wastewater systems we operate continue to meet water quality and quantity regulatory requirements, and provide superior customer service and response. As would be expected of a major water utility serving over 103,000 customers throughout the State, we have both the personnel and equipment resources necessary to ensure that our customers receive the level of service and response they have come to expect. We extend that commitment to meet the expectations of the customers served in New Hartford.

The customers of New Hartford would have the benefit of all the personnel resources at Connecticut Water including:

- approximately 60 Connecticut Department of Public Health Certified Water Distribution Operators,
- 51 Water Treatment Operators,
- 49 Cross Connection Inspectors and Device Testers, and
- 7 Connecticut Department of Environmental Protection Certified Wastewater Operators.

In addition, we have five CT registered professional engineers, two employees with advanced degrees in environmental science, six individuals with MBAs or CPAs, and a number of staff with specialized certifications in OSHA training, DOT licenses, Human Resources, Information Technology, and Public Affairs.

Our meter and field customer service group performs various job functions including meter reading, periodic meter replacement, meter testing and calibration both in the field and on meter test benches, meter and remote reader installation, investigation of customer complaints, water shut off and turn on, and inspection of new water service lines.

Connecticut Water also has a control systems group that is responsible for both our SCADA, analog and digital control systems as well as our leak detection program. This program utilizes sophisticated electronic sound data loggers and computerized leak correlating equipment to locate and pinpoint leaks in various types of piping. Connecticut Water has successfully and cost-effectively performed leak detection surveys for many water systems throughout New England.

Connecticut regulators acknowledge our expertise in a joint decision of the Department of Public Health and the Department of Public Utility Control, PURA's predecessor which stated, "The departments find that the staff of the Connecticut Water Company, particularly its engineering staff and senior officers, possess a superior level of technical and managerial expertise regarding the operation and management of a water system."

Through operation of our own water systems as well as contract operations for other water utilities, Connecticut Water has been involved in implementing large capital programs funded through a variety of mechanisms. These include:

- grant-loan programs administered through USDA Rural Development,
- Connecticut Drinking Water State Revolving Funds,
- STEAP grant funds and other grant programs made available through special legislation from the Connecticut General Assembly,
- water main extensions funded through the Department of Energy and Environmental Protection to serve areas with contaminated groundwater,
- economic development projects funded through the USEDPA and the Connecticut Department of Economic and Community Development, and projects to serve schools funded through the Department of Education.

The Connecticut Water Company has a fully developed safety program that is under the responsibility and direction of our Vice President – Service Delivery. It was developed in coordination with recommendations of our Human Resource Department and in consultation with our Insurance Company's risk management division. The cornerstone of our safety program is an active communication program that ensures a two way exchange of information between supervisors and field personnel. The program involves an active committee, which meets at-least quarterly or more frequently if needed, and includes representation from all operating groups in the company. We have a continuous training program and audit system to provide the identification of specific training needs of positions within the company. Both in-house and external professional resources provide training under this program.

Training courses include but are certainly not limited to the following subjects:

- Confined Space Entry
- Competent Person - Trench Safety
- Hazardous Communication
- Defensive Driving
- Respiratory Training
- First Aid/CPR
- Emergency Spill Response
- OSHA Training
- Back Safety
- Personal Protective Equipment
- Chemical Handling and Safety
- Workplace Violence Prevention
- Forklift Certification



Connecticut Water's lost time accident record is excellent. We are consistently below the industry standard. In addition, based on our safety record we were presented with the Connecticut

Construction Industry Association's Award as "Recognition for Achieving Excellence in Construction Safety and Health" for several years.

The level of equipment resources that would also be made available to the system and customers in New Hartford as a result of CWC ownership is quite substantial. With the Town of New Hartford's close proximity to the Connecticut Water Company's regional operations center in Farmington, we have a wide variety of equipment resources readily available to respond to issues that may arise. While it is not possible to provide an all-inclusive list of equipment resources available, some of the more frequently used equipment items are identified in the following list:

- Tri-Axle Dump Trucks
- Mason Dump Trucks
- Back Hoes
- Mini-Excavators
- Portable Booster Pumps (variety of sizes and capacities)
- Portable Generators (variety of sizes and capacities)
- Pavement Saws
- Front-End Loader
- Portable Screener
- Tap Machines (variety of sizes and capacities)
- Line-Stop Apparatus
- Portable Air Compressors (variety of sizes and capacities)
- Flat Bed Trailers
- Tanker Trailers
- Portable Hydro-Pneumatic Tank Trailer
- Digital Leak Correlators
- Large Meter Testing Apparatus
- Well stocked inventory of any commonly used pipe, fittings and appurtenances associated with potable water transmission and distribution systems.

We do not anticipate the need to retain the services of subcontractors in providing the normal routine services with the exception of laboratory testing services. We have a long standing relationship with the current laboratory (Phoenix Environmental Laboratories) and anticipate utilizing this subcontractor going forward. If the laboratory services were to be transferred at any time in the future, it would be to a qualified, state certified laboratory that would satisfy all regulatory requirements.

In the normal course of operating and maintaining a public water system, it is often more cost effective and prudent to utilize sub-contractors for specialized services such as large well pump service, well redevelopment, excavation, survey work, and large construction projects. Over the years, we have established policies and procedures for selecting subcontractors for work at company owned systems.



- b) **The rate structure for the customers in New Hartford** would be subject to approval by PURA with customers provided notice of any proposed changes with a public hearing on any such request. Rates would initially be set as part of the acquisition approval process. The PURA policy has typically been to move toward single tariff pricing with rates equalized for customers in various systems across the company. The capital and operating expenses for the New Hartford system would be considered in the context of the costs for the entire 90,000 customer base and included in any future planned increases for Connecticut Water Company. We would anticipate at least one general rate filing in the initial five (5) year period, but are not able to predict at this time what the amount of any proposed increase would be. We would propose that existing New Hartford rates remain in effect until such time that CWC were to file for a rate increase and thereafter as rates are adjusted. At that point we would expect that PURA would suggest that we seek to equalize rates for those customers in New Hartford with rates being paid for similarly defined categories of CWC customers.

In authorizing the Company's rates, PURA conducts a thorough review of all of the Company's investments and expenses and a study of the relative cost of service to provide water to various types of customers and uses. As such, there is not an opportunity for the company to provide preferential rates to particular customers such as the Town or non-profits.

The Company does have a customer assistance program called *H<sub>2</sub>O - Help to Our Customers* which provides financial assistance for those qualifying low income customers.

- c) **CWC has the financial resources and ability to deliver on any capital needs** in the New Hartford system. CWC is part of an organization with a market capitalization of more than \$700 million and a Standard and Poor's credit rating of 'A' and has ready access to capital to fund infrastructure improvements. CWC currently invests over \$45 million dollars annually in capital improvements. We invest over \$15 million dollars annually in pipeline replacements alone as part of our Water Infrastructure Conservation Act (WICA) program. That represents a 1% (or a 100 year lifetime for pipelines) replacement plan - well in excess of the industry average of 280-300 years. New Hartford would immediately become part of that plan and be included in pipeline inventory and prioritization for inclusion in the plan.

CWC has detailed capital improvement plans (CIPs) for all of its aboveground assets. These CIPs include robust condition assessments, levels of service determinations and replacement, repair, refurbishment recommendations for all company facilities including tanks, well stations, treatment plants, pumping stations, and bridge crossings. New Hartford facilities would immediately become part of the CWC's portfolio of assets subject to the CIP process.

We are also investing significant capital dollars in our IT systems to ensure we are meeting the current and future needs and expectations of our customers, our regulators, our systems and the communities we serve.

- d) **Connecticut Water's plan for Customer Service Provisioning for New Hartford** is to provide for their needs through our existing well established customer service program. Our customer service department includes a centralized billing center, customer communications team, centralized customer call center, collections, meter reading, installation and testing personnel, and field customer service personnel. The central billing center generates quarterly water and wastewater bills for all Connecticut Water customers and water and/or sewer bills for seven of our contract-operated systems. The billing center also provides consumption information to 24 municipalities for generating their own sewer bills. The centralized billing center also provides an effective customer communications vehicle through bill stuffers. Connecticut Water communications professionals create bill stuffers, website content, social media posts, and other customer communications, that provide information related to water quality, security, customer billing rights, new construction, system improvements, water rates, service line ownership, and water conservation. The communications team also prepares Consumer Confidence Reports and any other notification required by the regulatory agencies.

Further, CWC uses a mass notification service to reach customers via phone, e-mail and text. The service is used to notify customers of planned and unplanned service disruptions, conservation requests, alerts for utility imposters, and other purposes when timely notification is necessary.

- e) **We would work closely with the Town to identify potential opportunities for increased utilization (growth) for either the water or wastewater systems.** We have an experienced Planning department that analyzes our system capacities in balance with the growth opportunities within the communities we serve. We have a defined process, as approved by PURA, to enter into agreements with potential developers or municipalities for expansion and have worked on many projects, with towns that utilized governmental funding in the form of grants and/or loans.

- f) **In addition to those concepts previously identified CWC:**

- measures customer satisfaction through transactional surveys associated with work orders and in an annual survey conducted by a professional research firm that measures customer's views of the company, our office customer service team and our field service personnel. We have consistently achieved world class levels with the most recent survey at 93.4% satisfaction.
- measures its employee's satisfaction and engagement and regularly achieves world class levels in each. We believe strongly that satisfied and engaged employees have a direct effect on our ability to deliver the service to the customers at the levels we do.
- has an award winning *Customer Protection Program* whereby, minutes prior to a scheduled appointment by an employee of CWC, the customer receives an email and/or text with information regarding the service call including anticipated time of arrival and with a photo of the company's representative.

The Company employs many technical applications which better position us to meet the needs of the customers and communities including:

- *Workforce Management* – An application that optimizes our staff's work days and provides the necessary information to our staff to better effect any customer interaction. Real time information from the office to the field and back to the office.
- *SCADA System* – Real time remote operator control and diagnostics of our systems and assets.
- *Mass Customer Notification Service* – Our ability to contact any or all of our customers via phone, e-mail and text with critical information regarding their service.
- *GIS System* – Geospatial imaging and information on our systems.
- *Construction Communications tool* – CWC provides construction and traffic pattern updates via e-mail for customers and residents who sign-up for our free project e-mails.

g) **Connecticut Water has been granted the authority by the legislature to take property by eminent domain** under Conn. Gen. Stat. § 25-42 as a corporation authorized by law to supply water for public use. In addition, various special acts relating to the Company's predecessor water companies afford similar rights. Any taking under § 25-42 would be required to demonstrate need based on future water supply demand and that "alternative means of supplying pure water, including, but not limited to, interconnections to other existing supply systems or a program of demand management, are not reasonably available or feasible to meet such demands". While the Company is authorized to pursue an eminent domain taking based on need, we do not envision any circumstance where such use would be pursued in New Hartford. It is our long established practice (and preference) to obtain the various land holdings, easements, etc., required for our normal business operations through mutually acceptable arms-length transactions.

## Concluding Statement

With our strong financial resources, our extensive experience as water system managers and operators, our direct experience providing services to the Town of New Hartford's water and wastewater systems, and our demonstrated commitment of using highly qualified personnel and resources to meet the management, operating and planning needs of the Town and customers we believe Connecticut Water is the best qualified candidate to meet the requirements of the Town.

CWC is uniquely familiar with the town's operations as we provided contract operation services for the Town's water and wastewater operations for a number of years and as well provided engineering and project management services for the Town's major water system improvement projects during that period including:

1. Black Bridge Well Treatment Facility
2. Pine Meadow Well
3. Connecting water mains on Cottage Street and reducing valve vault to the industrial park.
4. Route 219 Bridge Crossing
5. Water main installation on Greenwoods Road

CWC can bring the following qualifications and resources to the project if selected to by the Town:

- Direct, hands-on experience operating and maintaining the Town's water and wastewater systems.
- A responsive, open and productive working relationship between our operations personnel and the Town's personnel.
- An experienced, expert team of water-system engineering, managerial, financial, customer service, technical and corporate staff that has demonstrated its commitment to providing the best we have to offer in supporting the operations and maintenance of the water and wastewater systems.
- Detailed knowledge of the strengths and weaknesses of the systems, and how we can work together to best address the future needs of the community we serve.
- A recognized water utility leader that offers superior operating skills both for its own water systems and for those systems owned by others.

We wish to thank the Town of New Hartford for the opportunity to provide our response to this RFP.



## **Bid Proposal**

The Connecticut Water Company is pleased to provide the following bid price in response to the Town of New Hartford's Request for Proposal for the Purchase, Operation and Maintenance of Drinking Water and Wastewater Assets.

Six Million Five Hundred Thousand (\$6,500,000.00) dollars.

The above stated price is contingent upon:

1. The Public Utility Regulatory Authority's acceptance and approval of the transaction and the proposed rate and regulatory treatment.
2. The determination that the assets described and identified within the RFP process are valued as represented and are transferrable under the terms by which they were acquired, built or installed by the Town.
3. That the 2017 financial results are generally consistent with the prior years' data provided in the bid documents by the Town.







# Fact Sheet

## Connecticut Water Rates

Pay your bill online by check or credit card at [www.ctwater.com](http://www.ctwater.com)

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](http://www.ctwater.com).

The charges for all customers include a **Basic Service Charge** and a **Commodity 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 the Water Infrastructure and Conservation Adjustment (WICA) and the Water Revenue Adjustment (WRA). The WICA recovers the costs for eligible infrastructure projects and the WRA ensures that water utilities do not over-collect or under-collect the revenues that were approved in rates by PURA. The WICA may be adjusted every 6 months. 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.

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.

### YEAR ROUND BASIC SERVICE CHARGES

Meter Size	Quarterly	Monthly	Daily Rate
5/8"	\$ 31.06	\$ 10.35	\$0.340
3/4"	\$ 46.58	\$ 15.53	\$0.511
1"	\$ 77.62	\$ 25.87	\$0.851
1-1/2"	\$ 155.28	\$ 51.76	\$1.702
2"	\$ 248.44	\$ 82.81	\$2.723
3"	\$ 465.82	\$ 155.27	\$5.105
4"	\$ 776.37	\$ 258.79	\$8.508
6"	\$1,552.74	\$ 517.58	\$17.017
8"	\$2,484.39	\$ 828.13	\$27.226
10"	\$3,727.17	\$1,242.39	\$40.845

### YEAR ROUND COMMODITY CHARGES ALL CONSUMPTION

Connecticut Water		
Customer Class	Per 1,000 gallons	Per 100 cubic feet
Residential	\$7.907	\$5.915
Commercial	\$6.920	\$5.177
Industrial	\$5.886	\$4.403
Public Authority	\$6.490	\$4.855

### SEASONAL SERVICE CHARGES

Meter Size	Connecticut Water	Masons Island
5/8"	\$ 124.29	\$247.29
3/4"	\$ 186.29	---
1"	\$ 310.58	\$576.73
1-1/2"	\$ 621.17	
2"	\$ 993.47	
3"	\$1,864.42	
4"	\$3,107.37	

### SEASONAL COMMODITY CHARGES

Customers	Per 1,000 gallons	Per 100 cubic feet
Connecticut Water	\$7.907	\$5.915
Masons Island	\$7.097	\$5.308

### SEASONAL FLAT RATE CHARGES SOUNDVIEW, POINT OF WOODS WHITE SANDS BEACH AND HAWK'S NEST SYSTEMS

Unit Type	Rate Per Season
Single	\$404.00

## 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.

SERVICE TURN ON / OFF & METER CHARGES		
Service Turn Off – Normal Hours		\$43
Service Turn On – Normal Hours		\$43
Service Turn Off – After Hours		\$65
Service Turn On – After Hours		\$65
Service Turn On – Large Meter $\geq 2"$ – Normal Hours		\$43
Service Turn On – Large Meter $\geq 2"$ – After Hours		\$65
Turn On Service at Curb – Normal Hours		\$43
Turn On Service at Curb – After Hours		\$65
Frozen Meter Charge – Normal Hours		\$54
Frozen Meter – After Hours		\$81
MISCELLANEOUS FEES & CHARGES		
Bulk Water Account Activation		\$54
Bulk Water Commodity Charge	Commercial Metered Rate	
Unauthorized Hydrant Use		\$215
Unauthorized Water Use		\$215
Curb Box Repairs – Equipment Required		\$323
Curb Box Repairs – Hand Dug		\$108
Cross Connection Notice Fee		\$43
COLLECTION FEES		
Returned Check Fee		\$30
Late Payment/Interest Fee*	1.5% per month	

PRIVATE FIRE PROTECTION CHARGES	
Service Connection Size	Per Quarter Per Connection
2" Service Connection	\$ 45.12 each
3" Service Connection	\$101.74 each
4" Service Connection	\$141.50 each
6" Service Connection	\$332.13 each
8" Service Connection	\$587.03 each
10" Service Connection	\$906.17 each
12" Service Connection	\$1,289.58 each
BRADLEY FIELD	
60% of Regular Connecticut Water Division Rates	

PUBLIC FIRE PROTECTION CHARGES	
Hydrant Charge (per month)	\$18.80 each
Linear Foot Charge (per month)	\$0.09522
Private Right of Way - Linear Foot Charge (per month)	\$0.07618
BRADLEY FIELD	
Hydrant Charge (per month)	\$11.28 each
Linear Foot Charge (per month)	\$0.05713

\*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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Attachment B

# **RULES AND REGULATIONS**



**AS APPROVED BY DPUC ON JULY 14, 2010**

***For Customer Service Call:***

**Connecticut Water - 1-800-286-5700**

**Unionville Office - 860-673-0079**

# **RULES AND REGULATIONS**

## **OF**

### **THE CONNECTICUT WATER COMPANY**

Dear Customer:

Providing high quality water and service to all of our customers requires us to have uniform practices. The following Rules and Regulations, which cover our Company's policies and procedures, have been approved by the Department of Public Utility Control. We urge you to read them and keep them for reference.

This booklet focuses on frequently asked questions. It is impossible to anticipate every situation that may arise, so if you have questions that require further explanation, please write or call our Customer Service Center at 1-800-286-5700. If you have further questions or need assistance, you may ask for our Manager of Service Delivery in the office nearest you.

These policies and procedures help us provide you with quality water and service while ensuring fair and equitable treatment for all of our customers. We appreciate your cooperation and compliance with these provisions.

Sincerely,

A handwritten signature in black ink, appearing to read "David B." followed by a stylized surname.

Interim President & CEO

# **RULES AND REGULATIONS OF THE CONNECTICUT WATER COMPANY**

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## ABOUT YOUR WATER SERVICE

The Connecticut Water Company is your water utility serving residential, commercial, industrial and municipal customers throughout the state. More than one quarter million people rely on us every day for their drinking water and to provide for public health and safety needs.

We at Connecticut Water are eager to serve you and are committed to providing you with a reliable supply of quality water. We value your business and want you to know that your complete satisfaction is our first concern. Meeting this objective calls for a special service commitment on our part, one which is provided through the efforts of a caring, well trained staff, dedicated to meeting the needs of our customers. At Connecticut Water we are proud of the high quality water and customer service we provide.

Please call our Customer Service Center Monday through Friday, 8:00 A.M. to 4:30 P.M., except holidays, at 1-800-286-5700 if you need assistance for a routine matter such as:

- Account information
- To schedule a service appointment
- A billing question
- A special payment arrangement
- A pending property sale

If you ever need emergency service, call our Customer Service Center anytime, 24 hours a day, at 1-800-286-5700.

Rate schedules and other customer information are available upon request at our offices. The Company maintains service connection records, including service or curb box locations. This information is available to customers upon request.

The Company assists customers whenever possible to locate or mark out existing underground pipes. The Company has equipment available that can locate a leak, thus reducing the cost of repairs, in the event of a leak in a customer's service pipe. The Company will, upon request, send a service person to turn off a curb stop if the customer's main valve is not holding, so that necessary repairs can be made.

If a customer is planning excavation on their property, they need to utilize Connecticut's one-call system, Call Before You Dig, Inc., at 1-800-922-4455 to ensure the identification and proper marking of underground utilities are done prior to the excavation.

We hope these Rules and Regulations will clarify any questions you may have about your water service. If you have further questions or suggestions for improved service, call us at 1-800-286-5700. We will be glad to hear from you.

## **RULES AND REGULATIONS**

(Subject to change without notice)

### **I. CONTRACT**

These Rules and Regulations and all subsequent changes hereto constitute a part of the contract with every customer supplied by Connecticut Water and its operating divisions, and every customer shall be considered to have expressed consent to be bound hereby. These Rules and Regulations are subject to change without notice upon approval of the Department of Public Utility Control.

The Company's regulations regarding water main extensions, as approved by the Department of Public Utility Control, are available as a separate document.

### **II. DEFINITIONS**

**Auxiliary Sources:** A water supply which is not approved for potable use such as a pond, river, open storage tank, or large swimming pool; or potable water which has become nonpotable, such as by the addition of chemicals or from contamination while the water is being stored or held in reserve; or a private well unless safe sanitary quality and the interconnection is approved.

**Company:** The Connecticut Water Company and/or any of its operating subsidiaries including Connecticut Water, Crystal Water and Unionville Water.

**Cross Connection Control Device:** A Department of Public Health approved device for preventing backflow, also known as back pressure or back siphonage device. These devices are required to be installed and tested, in accordance with the requirements of the Public Health Code, at the customer's expense.

**Curb Box:** Cylindrical iron box with a cover that provides access to curb valve.

**Curb Stop:** A shut off valve on water service connection generally located at the curb or property line (also referred to as a curb valve).

**Customer:** Any person, firm, corporation, company, association, governmental unit, lessee who, by the terms of a written lease or agreement, is responsible for the water bill, or owner of property furnished water service by the Company.



**Delinquent Account:** A water service bill rendered on a monthly basis which has remained unpaid for a period of more than 33 days after the date of mailing of a bill, or a water service bill rendered on a quarterly basis or for a seasonal account which has remained unpaid for a period of more than 63 days after the date of mailing,

**DPH:** State of Connecticut Department of Public Health.

**DPUC:** State of Connecticut Department of Public Utility Control.

**Family:** Individuals living as a single housekeeping unit.

**Fire Service Line:** A service pipe used exclusively for fire protection purposes.

**Main:** A water pipe owned, operated and maintained by the Company, which is used for the purpose of transmission or distribution of water but is not a water service pipe.

**Meter:** A device for measuring the quantity of water, used as a basis for determining charges for water service to a customer. A meter is owned by the Company.

**Meter Vault or Meter Pit:** An outdoor pit or vault used to house a water meter when no suitable location is available within the premises or if the distance from the curb valve to the premise is greater than 150 feet. Meter pits and vaults, including their covers, shall be owned and maintained by the property owner, and must be constructed in accordance with Company specifications.

**Meter Yoke:** Piping and valve arrangement approved by the Company used for installing a Company meter. The meter yoke is owned and maintained by the customer.

**Premises:** Shall include but is not restricted to the following:

- a.) A building or combination of buildings owned or leased by one customer, in one common enclosure, occupied by one family as a residence or one corporation or firm as a place of business.
- b.) Each unit of a multiple house or building separated by a solid vertical partition wall occupied by one family as a residence or one corporation or firm as a place of business.
- c.) A building owned or leased by one customer and having a number of apartments, offices or lofts which are rented to tenants using in common one hall and one or more means of entrance.

- d.) A building two or more stories high under one roof owned or leased by one customer and having an individual entrance for the ground floor occupants and one for the occupants of the upper floors.
- e.) A combination of buildings owned by one customer, in one common enclosure, none of the individual buildings of which is adapted to separate ownership.
- f.) A public building.
- g.) A single plot used as a park, recreational area, or for other purposes.

**Reasonable Amortization Agreement:** A mutually agreed upon promise of a customer to pay an account balance over a reasonable period of time.

**Receipt or Received:** Three days after the date of mailing, or, if a bill notice or other document is delivered rather than mailed, the date of delivery, unless another date can be shown.

**Remote Reading Receptacle:** A device installed on the outside of a structure or in an are easily accessible that allow access for meter reading with electronic meter reading equipment.

**Seasonal:** Water service provided from no earlier than April 1 to no later than November 30 of the same year (dates may vary for individual seasonal systems).

**Service Connection:** The service pipe, including corporation stop (tap), from the main to and including the curb stop adjacent to the street line or the customer's property line, and such other valves and fittings as the Company may require between the main and curb stop, which are owned and maintained by the Company.

**Tap:** The fittings installed at the main to which the service pipe is connected.

**Termination:** The voluntary or involuntary discontinuance of water service to an individual customer.

The Company will not allow any plastic service within 500 feet of any commercial or industrial zoned area or any area with underground fuel tanks.

- g.) Installation of new or renewed services is not allowed in easements or right of ways, without prior DPUC approval.
- h.) All services shall be provided with a curb valve and curb box at the curb or at a convenient point prescribed by the Company between the curb and property line.
  - i) Seasonal service lines with a vertical rise shall be equipped with a stop and waste valve with an operating rod and valve box outside the building between the Company's curb valve and the building, regardless of meter location.
  - ii) Where more than one building on the premises is supplied by a single service, the branch line to each building shall have an underground shutoff valve box and operating rod outside the building.
- i.) When replacement of a service connection is made at a customer's request for change in location or size of the service, the customer shall bear the full expense of relocation or enlargement. Maintenance of water piping installed within a private development and supplied from one service connection to the Company's main, shall be the responsibility of the private development, unless the water piping is owned by the Company with suitable easement rights by previous negotiation. Repairs may be made and billed for by the Company by pre-arrangement with the owners.
- j.) The customer, at their own expense, shall furnish, install, own and maintain the service pipe from the curb stop to the interior of the building and shall assume ownership of a Company approved curb box, keeping service pipe and box in good repair and keeping the curb box readily accessible. If the curb box is not accessible for Company use, the Company has the right to make it accessible and/or operable and bill any cost to the customer. Installation of this section of the service line should be performed by a licensed plumber or in accordance with those provisions defined in Section 20-340 of the Connecticut General Statutes.
- k.) The customer shall inform the Company prior to backfill in order that the Company may make an inspection and test to assure that the service pipe and installation complies with Company requirements. Testing is to include pressurizing the service pipe and a visual inspection of all joints for leakage. After inspection and approval of the trench, the depth of invert of the service may not be reduced to less than 5'-0", nor may any connection be made to the service pipe between the street shutoff and the meter. If the customer does not schedule the inspection prior to backfill, the Company may require that the pipe be re-excavated at the customer's expense to allow the Company to perform

the necessary inspection. No service pipe shall be turned on without prior approval by the Company.

- l.) The customer shall assume the responsibility and expense of maintenance of customer's portion of the service pipe. Such service pipe shall be protected from freezing. Thawing of metallic service pipe, when required, may be done by the Company and the customer charged a special fee in accordance with the DPUC approved rates and charges. Such services shall be lowered at the customer's expense to prevent repetition of freezing. The Company cannot thaw freeze-ups in plastic service pipes or in service pipes located entirely within a private development served through one service connection.
- m.) The customer is responsible for repairing all leaks and for other repairs, renovations and maintenance to all customer owned pipe, fixtures and equipment. If a leak develops in a customer service line or a customer owned service connection, the customer shall repair it without delay. When there is a leak in any service pipe from the curb box to the customer's premises and the owner cannot be readily found or shall refuse to make immediate repairs, the Company shall have the right, but not the duty, to make the necessary repairs and charge the customer for the same. If such repair work is not completed within a reasonable period specified by the Company (by telephone, in person or in writing to the customer), the Company may discontinue service until the leak is repaired, or repair the leak itself.
- n.) The service pipe shall extend through that point on the customer's property line or the street line easiest of access to the utility from its existing distribution system and from a point at right angles to the existing or proposed distribution line in front of the premises to be served. If a multiple premises building is positioned at right angles to the existing distribution line, a new distribution line placed in an easement shall be necessary to permit right angle services to each premises. New or reconstructed service pipes shall not cross intervening properties. The approval of the Company shall be secured as to the proper location for the service pipe.
- o.) Water service may not be laid in the same trench with other underground utility facilities. Separation distances of at least ten feet (measured horizontally) shall be maintained between any existing or proposed sanitary sewer piping, sewer manholes, septic tanks or any portion of a subsurface sewage disposal system.
- p.) No service pipe shall cross any portion of a septic system or be installed less than 10 feet from any portion of a septic system.
- q.) All underground lawn sprinkling systems shall be equipped with proper backflow prevention devices. Plans for such a system shall be approved by the Company before the installation is made, and the Company's final on-site inspection and approval is required before backfilling.

r.) If an existing multiple family house is being served by a single service and meter, and a part of the house changes ownership, the new owner shall be required to install a separate service and meter.

s.) Restoration of an abandoned service will be considered a new service installation.

t.) SEASONAL CUSTOMERS

i) Customers who wish to convert from seasonal to year round service shall obtain prior approval from the appropriate town officials and make the installation in conformance with Company specifications. The customer shall be responsible for lowering service to a minimum invert depth of five feet below ground level.

ii) Seasonal services of less than five feet in depth shall be pitched toward the customer's stop and waste valve which shall be located between the house and curb shutoff, and depending on soil conditions, the Company may require that it have a permanently installed extension operating rod. Such services shall be drained when not in use. The Company will not be responsible for damages done to services which have not been properly drained. Services for building without cellars shall have underground stop and waste valves between building and curb shutoff.

iii) Customers who wish to convert from seasonal to year round or vice versa may make the conversion only once.

u.) FIRE SERVICES

i) The installation of combined fire and domestic services will not be permitted without special approval of the Company. Prior to installation of fire sprinklers on any domestic service less than 2", the Company shall be notified in accordance with Section 19a-37a-1 of the Connecticut Public Health Code. Such sprinklers may only be installed on piping that is metered. No meter bypasses are permitted for such installations. It is the customer's responsibility to have the system designed and installed in accordance with all applicable state and local regulations. The Company makes no claim of reliability or adequacy of such system for fire protection. Such installation will not prevent the Company from pursuing normal termination procedures.

ii) If a fire pump is desired at a customer's location, the pump curve data must be provided to the Company for review and approval prior to installation to determine if the location is suitable for a pump.

## **VI. METERS and METER EQUIPMENT**

- a.) The Company shall determine the type, size and installation of the meter to be installed. All premises must be separately metered.
- b.) The customer will provide, at their expense, an accessible and protected location for the meter and any meter reading equipment, which location shall be subject to the approval of the Company at the time of service pipe installation.

The meter may be located inside a building when, in the opinion of the Company, an inside setting will provide adequate accessibility, protection against freezing or other damage to the meter, and when the service pipe from street line to place of use does not exceed 150 feet in length. A setting within a building shall be located just inside the cellar wall at a point which will control the entire supply, exclusive of fire lines, to the premises.

When no suitable place inside the building is available, or the service pipe exceeds 150 feet in length, the Company may require that the meter be set near the street shutoff with suitable valve in a pit at least five feet deep, with a cover. Pit and cover shall be approved by the Company. Meter pits or vaults, including the meter vault cover, become the property of the customer upon installation, and the customer is responsible for the maintenance and repair of the vaults as needed from time to time. Meter pits or vaults should be kept accessible and free of debris, which will help prevent the meter from freezing or being otherwise damaged.

- c.) Meters will be owned, installed, tested and removed by the Company. Damage due to freezing, hot water, faulty connections, or customer's negligence shall be paid for by the customer.
- d.) The customer is requested to notify the Company promptly of any defect in or damage to the meter or its connections.
- e.) The Company may, at its discretion, install remote meter reading devices on its customers' meters. The location of such remote meter reading devices shall be determined by the Company, with any outside meter reading touch pad located a minimum of 36" from the ground and in a location that is safe and accessible for the meter reader. Customer requests for these installations will be reviewed on the basis of necessity.
- f.) The Company may not be required to install a meter until all the requirements for a new service installation have been met, including the installation of a meter yoke.

- g.) In order to assure accuracy, the Company may at any time remove a meter for tests, repairs or replacement. At a minimum, meters will be tested periodically in accordance with the regulations of the Department of Public Utility Control. Customers shall allow the Company access to their property for such periodic meter tests.
- h.) Upon written request of a customer, the Company will test without charge to the customer, the accuracy of a meter in use at his premises provided the meter has not been tested by the Company or the DPUC within one year prior to such request.
- i.) Upon a request by a customer or an order by the DPUC, the Company shall notify the customer in writing within one week of the request that he/she, or his/her authorized representative, has the right to be present during the test. If the customer wishes to be present for the meter test, he shall notify the Company within 10 (ten) days of the written notification to arrange to be present for the test. The Company shall schedule a convenient time for all parties as its meter testing facility as soon as possible. A written report of the results of the test shall be furnished to the customer. The customer shall agree to abide by the results of such test as the basis for any adjustment of disputed charges. If the customer prefers, the DPUC can witness a test of the meter at a location other than the Company's own testing facility. The customer is responsible for all DPUC fees associated with witnessing a test.
- j.) Submetering shall be permitted only with the approval of the Company and the Department of Public Utility Control.
- k.) If a service cannot be shut down for periodic testing and removal of the meter, a second meter will be required.
- l.) No person, other than a Company employee, shall break seals or disconnect meters unless specifically authorized in writing by the Company to do so. If any person takes such action without authorization from the Company, that person will be liable for any damages which may result therefrom, and shall be billed on the basis of water used in a similar period.
- m.) The Customer is responsible for maintaining piping on either side of the meter in good condition and valved on both sides of the meter so that the meter may be removed or replaced conveniently and without damaging such piping. If a problem should develop subsequent to meter removal or replacement due to poor condition or the piping or hand valve, the customer shall be responsible for any necessary repairs and damage.



- n.) Seasonal meters will be removed by the Company at the time service is shut off, tested, stored and replaced in the spring. Some seasonal meters are equipped with drain cocks and can be drained for the winter by the customer or its agent without removal. Seasonal activations and deactivations are done on a schedule determined by the Company. Customers are notified in advance by mail of the seasonal schedules. Customer requests to activate or deactivate their account on alternate dates shall be made to the Company with at least three days notice. Only Company personnel are authorized to operate the curb valve.
- o.) Customers who satisfy all the requirements of the Company and their town officials for converting from seasonal to year round service will become metered customers subject to the Company's effective metered rates.
- p.) Swimming pools or other facilities, which might require considerable quantities of water, may be required to be separately metered and to have separate services. Customers are not permitted to fill pools with water directly from hydrants. The Company may pursue appropriate enforcement action and may assess a usage fee based on estimated metered consumption.
- q.) The Company can assume no responsibility for the clogging of interior house plumbing or flooding which may occur during or after interruption of service or repairs to services, meters or mains.

## **VII. BILLING AND COLLECTION**

Separate premises shall be separately billed.

- a.) Customer billing, including fire protection charges, is monthly or quarterly with the frequency for an account determined by the Company based on the days of service, classification and consumption.
- b.) When a meter reading is not available, an estimated bill will be rendered.
- c.) Bills are payable when rendered. Failure of the customer to receive the bill or notice does not relieve him/her from the obligation of payment or from the consequences of its non-payment.
- d.) The property owner is generally the customer of record and is responsible for payment of water bills. However, if the property is rented or leased, the tenant may be the customer if a written lease or agreement specifies that the tenant is responsible for the water bill. The Company's usual procedures for applying for water service should be followed in either case.
- e.) The Customer shall be liable for all charges for water service until such service has been disconnected by the Company pursuant to instruction from the customer or until the Company receives a notice of change in ownership or change in lessee.
- f.) Meters still in place will continue to be billed for a minimum meter charge unless customer requests water be turned off and meter removed. If the customer requests the water be turned off and the meter removed before the end of the billing period, the meter charge will be prorated to reflect the actual number of days in service during the billing period.
- g.) Bills for seasonal service shall be rendered at the time the meter is installed or a connection is made and the minimum charge payable in advance for the seasonal period. Prorated charges will be made in cases where premises are occupied for the first time after July 1.
- h.) Where a premise is supplied by two or more meters connected to a single service, the minimum charge for each meter shall be applied and the registrations combined in the computation of consumption charges. Where a premise is supplied through more than one service, the minimum charge shall be applied to each meter and the registrations shall not be combined. Combined billing will not be allowed except where approved by the DPUC.
- i.) Guarantee contracts are billed semi-annually in advance with semi-annual adjustment for actual revenue received.

- j.) Water for construction purposes, or for tank trucks, will be metered in accordance with the Company's approved rates and charges.
- k.) Miscellaneous sales are billed as the service is rendered.
- l.) Bills that are incorrect due to meter or billing errors will be adjusted based upon Section 16-11-71 of the Regulations of Connecticut State Agencies. Whenever a meter in service is tested and found to have over-registered more than two percent, the Company will adjust the customer's bill for the excess amount paid determined as follows:
  - i) If the time at which the error first developed can be definitely determined, the amount of overcharge shall be based thereon.
  - ii) If the time at which the error first developed cannot be definitely determined, it shall be assumed that the over-registration existed for a period equal to one-half of the time since the meter was last tested. If more than one customer received service through the meter during the period for which the refund is due, a refund will be paid to the present customer only for the time during which they received service through the meter.
  - iii) Whenever a meter in service is found not to register or meter reading is not available, the Company may render an estimated bill. The Company will estimate the charge for the water used by averaging the amount registered over a similar period preceding or subsequent to the period of non-registration or for corresponding periods in previous years, adjusting for any changes in the customer's usage.
  - iv) Billing adjustments due to fast meters will be calculated on the basis that the meter should be 100% accurate. For the purpose of billing adjustment, the meter error shall be one-half of the algebraic sum of the error at a maximum test flow plus the error at intermediate test flow.
  - v) When a customer has been overcharged as a result of incorrect reading of the meter, incorrect calculation of the bill, incorrect connection of the meter, or other similar reasons, the amount of the overcharge will be refunded or credited to the customer.
  - vi) When a customer has been undercharged as a result of incorrect reading of the meter, incorrect calculation of the bill, incorrect connection of the meter, or other similar reasons, the Company may bill or otherwise hold the customer financially liable for no more than one year after the customer receive such service per State Statute 16-259(a).

## VIII. DENIAL OR TERMINATION OF SERVICE

- a.) Refusal or discontinuation of service by a water company is restricted by certain provisions of Connecticut General Statutes and of the regulations of the DPUC. Copies of the applicable statutes and regulations are available for inspection at all of our offices.
- b.) Notices regarding termination of service shall:
  - i) Be sent via first class mail at least 15 days before the termination.
  - ii) Contain the grounds for termination.
  - iii) Contain explanation of customers' rights.
- c.) New service may be denied or termination proceedings may be started by the Company for any of the following reasons and carried out subject to the aforementioned restrictions.
- d.) Service may be terminated without notice, again subject to certain restrictions, for:
  - i) A condition determined by the Company to be hazardous.
  - ii) In the event of illegal or unauthorized provision of service.
- e.) Service may be terminated with notice, for:
  - i) Non-payment of a delinquent account, provided the Company notified the customer and is in compliance with all of the procedures prescribed in Section 16-3-100 (c) through (h) of the Regulations of Connecticut State Agencies.
  - ii) Failure by a customer to comply with the terms of any agreement where under they are permitted to amortize the unpaid balance of an account over a reasonable period of time, or any failure for such a customer to simultaneously keep their account for utility service current as charges accrue in each subsequent billing period. Except where the customer has made a payment or payments amounting to 20% of the balance due, in which case the Company shall not terminate service until further notice of the conditions the customer must meet to avoid termination is sent to the customer. Such notice shall not entitle the customer to further review as provided by Subsection VII e-1 of these regulations or to additional notice upon subsequent payment of 20% of the balance due.

- iii) Violation of or non-compliance with the Company's Rules and Regulations.
- iv) When the Company has discovered that a customer has obtained unauthorized water service by fraudulent means or material misrepresentation or has diverted the water service for unauthorized use or has obtained water service without same being properly registered upon the Company's meter.
- v) Tampering with the equipment furnished and owned by the Company.
- vi) Failure of the customer to permit the Company reasonable access to its equipment during normal working hours.
- vii) Failure of the customer to make necessary service line repairs after reasonable notice to avoid the wasting of water.
- viii) Failure of the customer to furnish such service, equipment, permits, certificates or rights of way as shall have been specified by the Company as a condition to obtaining service, or if such equipment or permissions are withdrawn or terminated.
- ix) Failure of non-residential customer to fulfill their contractual obligations for service or facilities subject to regulation by the DPUC.
- x) Customer use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others.
- xi) Failure or refusal of the customer to reimburse the utility for repairs to or loss of utility property on the customer's property when such repairs are necessitated or loss is occasioned by the intentional or negligent acts of the customer or their agents.
- xii) Failure to comply with the Public Health Code of the State of Connecticut pertaining to cross connection control requirements at the premises.
- xiii) When the Company has determined that the furnishing of water service would be contrary to any orders, ordinances or laws of the federal or state government or any political subdivision thereof.
- xiv) Failure of the customer to provide identification within 15 days of opening an account.

f.) Termination proceedings may be started by the Company for non-payment of a delinquent account, provided that the Company has notified the customer of the delinquency and has made a diligent effort to have the customer pay the delinquent account. A termination notice to a customer whose account is delinquent will be mailed no earlier than 63 days after mailing the original quarterly bill or 33 days after mailing the original monthly bill. Actual termination of the service will not occur earlier than 13 days after mailing the termination notice.

g.) The Company will not terminate service to a customer if:

- i) The customer has filed an unresolved complaint or dispute with the Company and/or the DPUC. Such complaints must be made to the Company within seven days of receipt of a termination notice. Such complaint shall be reviewed by the Company as prescribed by Section 16-3-100 (g) of the Regulations of Connecticut State Agencies;
- ii) There is known to be serious illness in the home of a residential customer. The Company must be notified by a doctor within 13 days of a customer's receipt of a termination notice, and such notice must be confirmed by letter within a week after the verbal notification. The notice must be renewed every 15 days or the last day of the period specified by the physician as to the length of the illness. The customer is required to make a reasonable arrangement with the Company to pay the delinquent part of his/her bill, and to pay all future bills on a current basis while the illness continues;
- iii) The customer of record is a landlord or agent for an individually metered occupied residential rental property, and the delinquent bill is for water service to that property. If practicable, arrangements may be made with the tenant for payment of bills for future service, and appropriate legal action may be taken against the customer for the delinquent and current amounts. However, if reasonable arrangements have been made with the tenant and the tenant refused to cooperate, the Company may terminate service to the tenant upon proper notice;
- iv) The customer of record is a landlord or agent for an occupied residential rental property, and for water service to that property where the meter services multiple units/tenants. In the event such account is delinquent bill, the Company may pursue payment through the rent receivership process or other appropriate collection methods.
- v) The day immediately prior to a weekend or holiday except under conditions as set forth in sub-paragraph (d)(i) of this section where there is determined to be a condition that is hazardous.

## **IX. PRIVATE FIRE SERVICE**

- a.) Fire hydrants and sprinkler systems shall be installed and maintained at the expense of the customer. The size, material and locations of piping, and plans and specifications for any tanks and pumps that may be required, shall be submitted in writing to the Company for approval. The Company must inspect the installation before backfill and must witness the pressure test and all flow tests for compliance with the approved plans and specifications. The Company may meter private fire lines where there is demonstrated justification such as unauthorized use of the service and/or where unusual circumstances prevail in the customer's premises.
- b.) Prior to the installation of any fire sprinkler system, the Company shall be notified in accordance with Section 19a-37a-1 of the Connecticut Public Health Code.
- c.) A backflow prevention device shall be required on a line to a fire sprinkler system with any siamese connection in accordance with the Connecticut Public Health Code.
- d.) Operating tests of private fire hydrants and sprinkler systems shall be made only after notification to and approval by the Company.
- e.) No water shall be taken from a private fire hydrant except for use on the property in which it is located, nor for any purpose other than to extinguish fires or to test fire fighting equipment. Such uses of water for purposes other than fire fighting shall be made only after notification to and approval by the Company.
- f.) The Company shall not be held liable or responsible for any losses or damage resulting from fire or water which may occur due to the installation of a private fire service system or any leakage or flow of water therefrom.
- g.) In cases where a private development is to be served by a single service connection and ownership of the single service pipe or distribution main is not held by the Company, a separate fire service main may be required to accommodate private fire hydrant service.
- h.) With Company approval, a single fire service may service more than a single premise.
- i.) The customer shall provide the Company with approval from the local fire marshal and a letter from their insurance carrier acknowledging that the fire service is being disconnected before a customer's request for discontinuance of a private fire service can be processed by the Company. The owner is responsible for billings until terminated.

## **X. FIRE PROTECTION CHARGES**

- a.) All public fire hydrants, except certain town owned hydrants, shall be owned and maintained by the Company.
- b.) Any hydrants and mains located on public property, easement, or a public right of way are subject to public fire charges and billed to the municipality.
- c.) Any mains located on private property, easement, or private right of way that are installed at the expense of a private property owner and any hydrants installed by the company on such mains shall be owned and maintained by the Company and are subject to the Fire in Private Rights of Way charges and billed to the property owner.
- d.) Fire departments desiring to use water from hydrants for testing equipment or for any purpose other than that of extinguishing fires, must notify the Company in advance of such usage.
- e.) Persons who desire to use water from public hydrants for purposes other than fire fighting must first obtain permission from the Company. Persons using water without permission of the Company shall be prosecuted to the full extent of the law.



## **XI. COMPANY RESPONSIBILITIES**

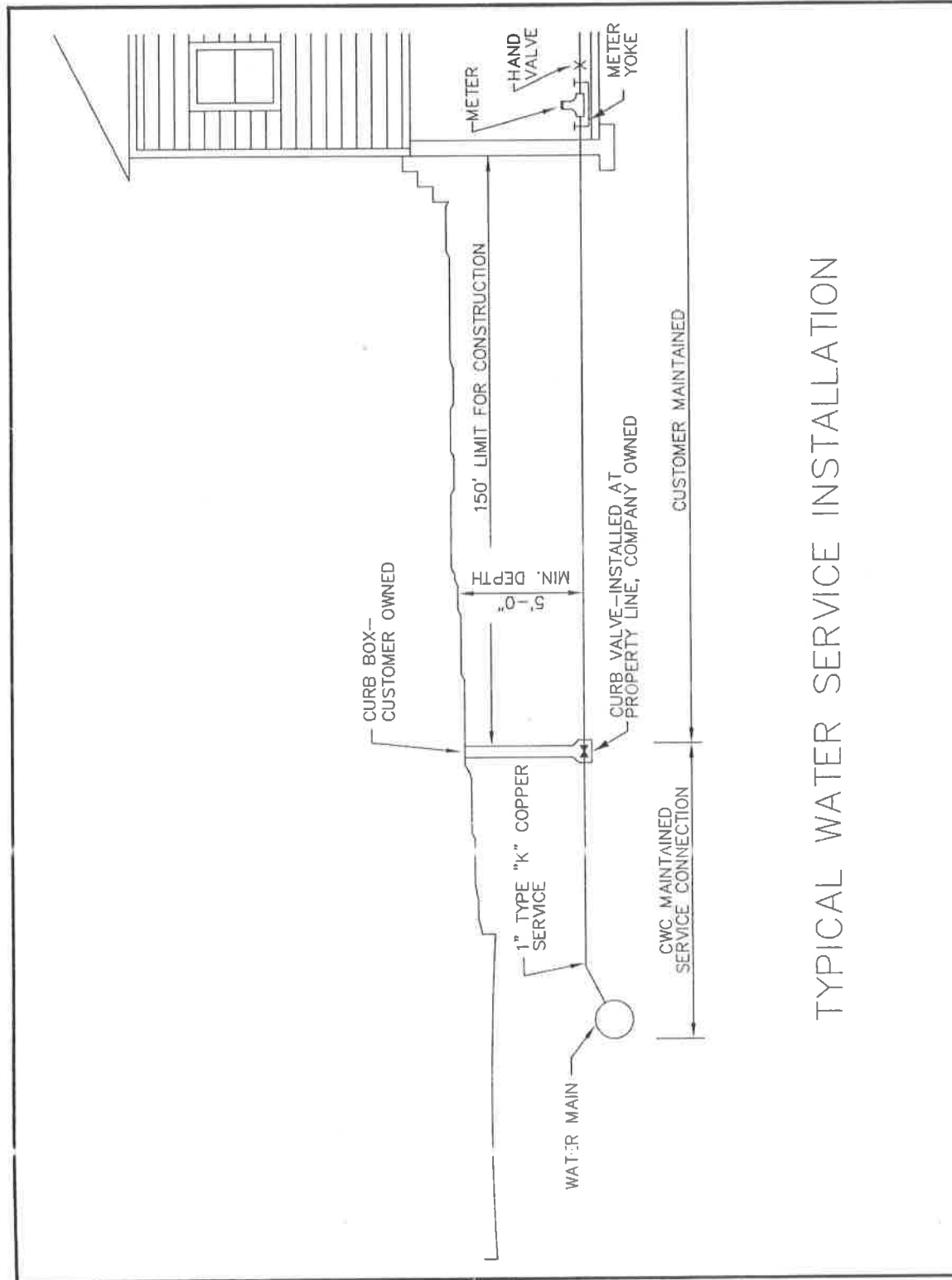
- a.) The Company undertakes to supply its customers with water which meets the requirements of the State of Connecticut Department of Public Health, and which has such physical and chemical properties as to make it acceptable for domestic use. However, the Company does not undertake to render any special service, to maintain any fixed pressure, to deliver any fixed quantity of water, or special quality water.
- b.) The Company shall not be liable for any damage to person or property, sustained as a result of any break, failure or accident in or to its system or any part thereof, which is not due to the Company's negligence, or which, being known to the customer, was not reported by that customer in time to avoid or mitigate such damage.
- c.) Company employees performing work at a customer's premises, shall wear a company uniform or carry a badge or other identification card identifying him/her as a company employee.

## **XII. NOTES**

### **XIII. APPENDIX**

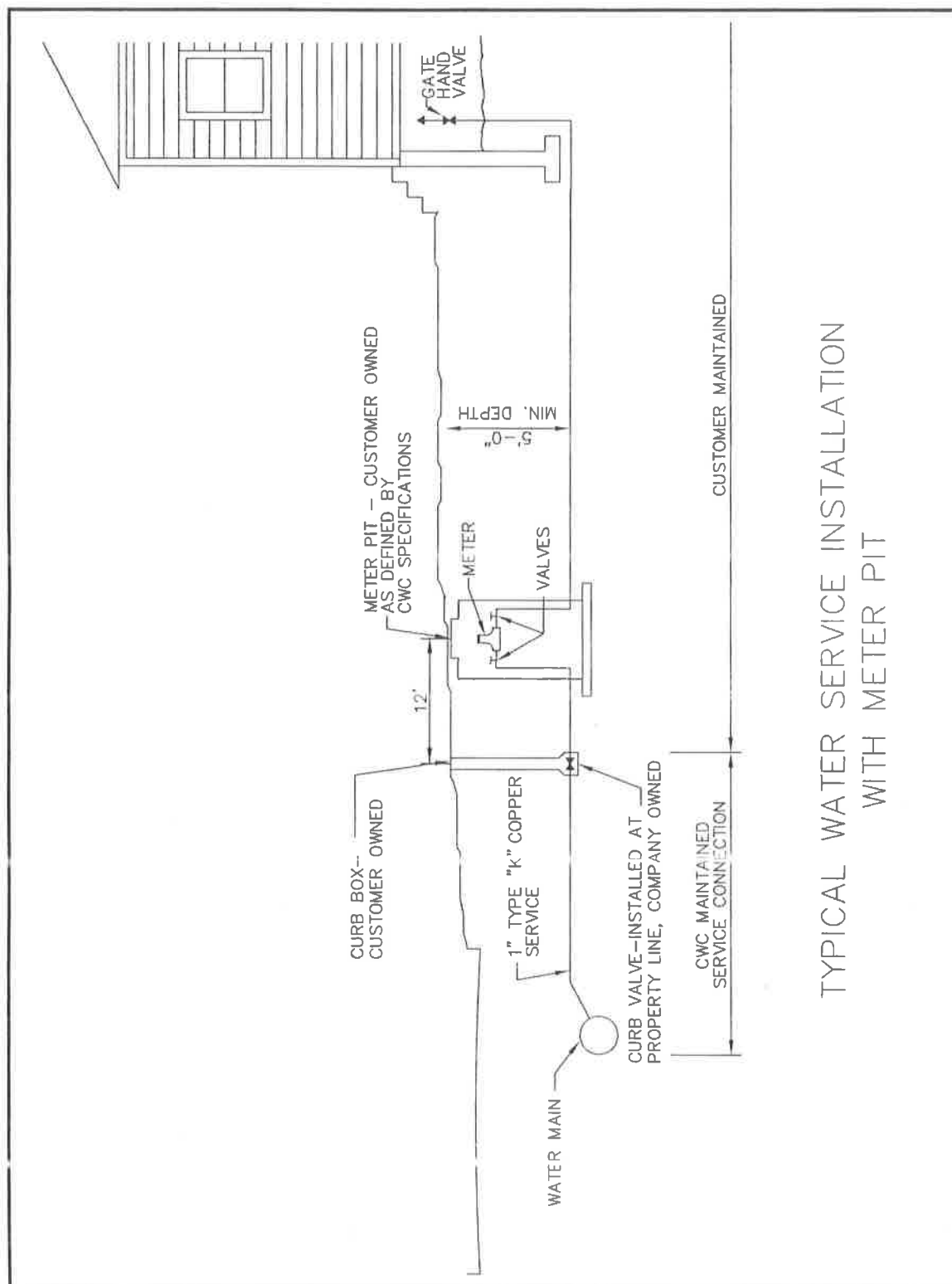
- a.) Diagram - Typical Water Service Installation
- b.) Diagram - Typical Water Service Installation with a Meter Pit
- c.) Diagram - Typical Seasonal Water Service Installation
- d.) Diagram - Typical Meter Yoke Installation
- e.) Diagram - Typical Meter Yoke Installation with PRV
- f.) Customer Information – Your Water Service

# APPENDIX A



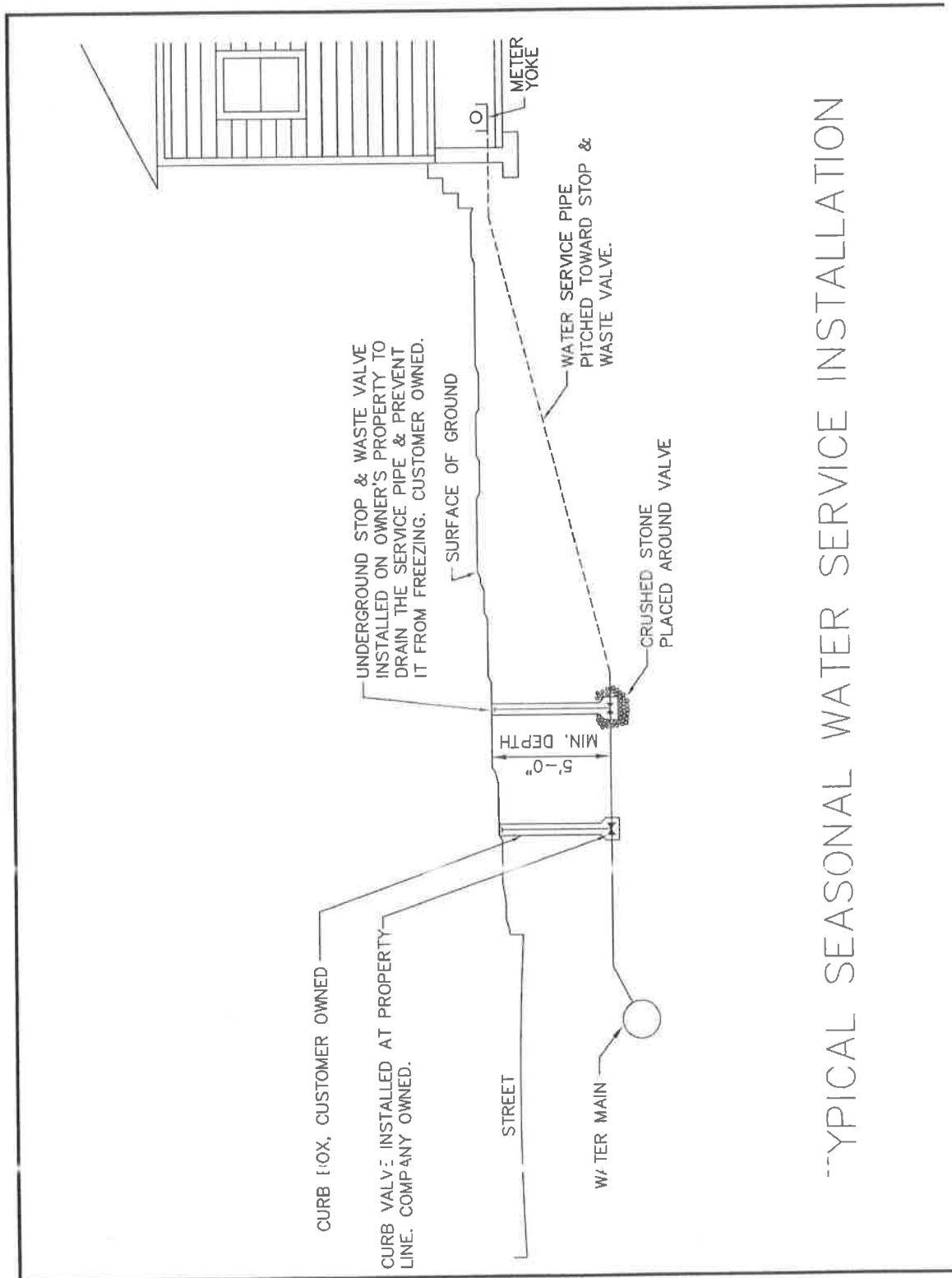
TYPICAL WATER SERVICE INSTALLATION

## APPENDIX B



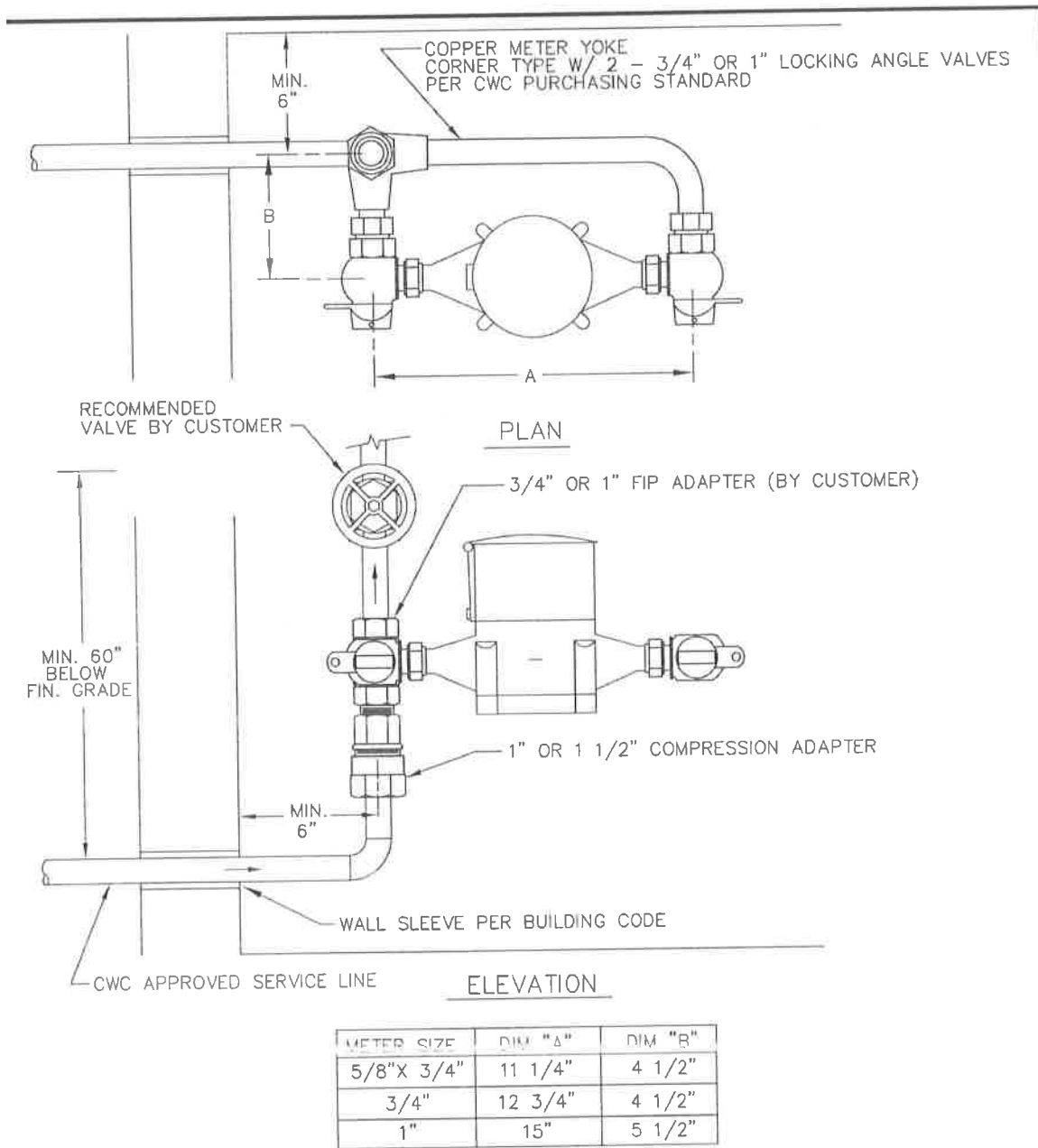
TYPICAL WATER SERVICE INSTALLATION  
WITH METER PIT

# APPENDIX C



---YPICAL SEASONAL WATER SERVICE INSTALLATION

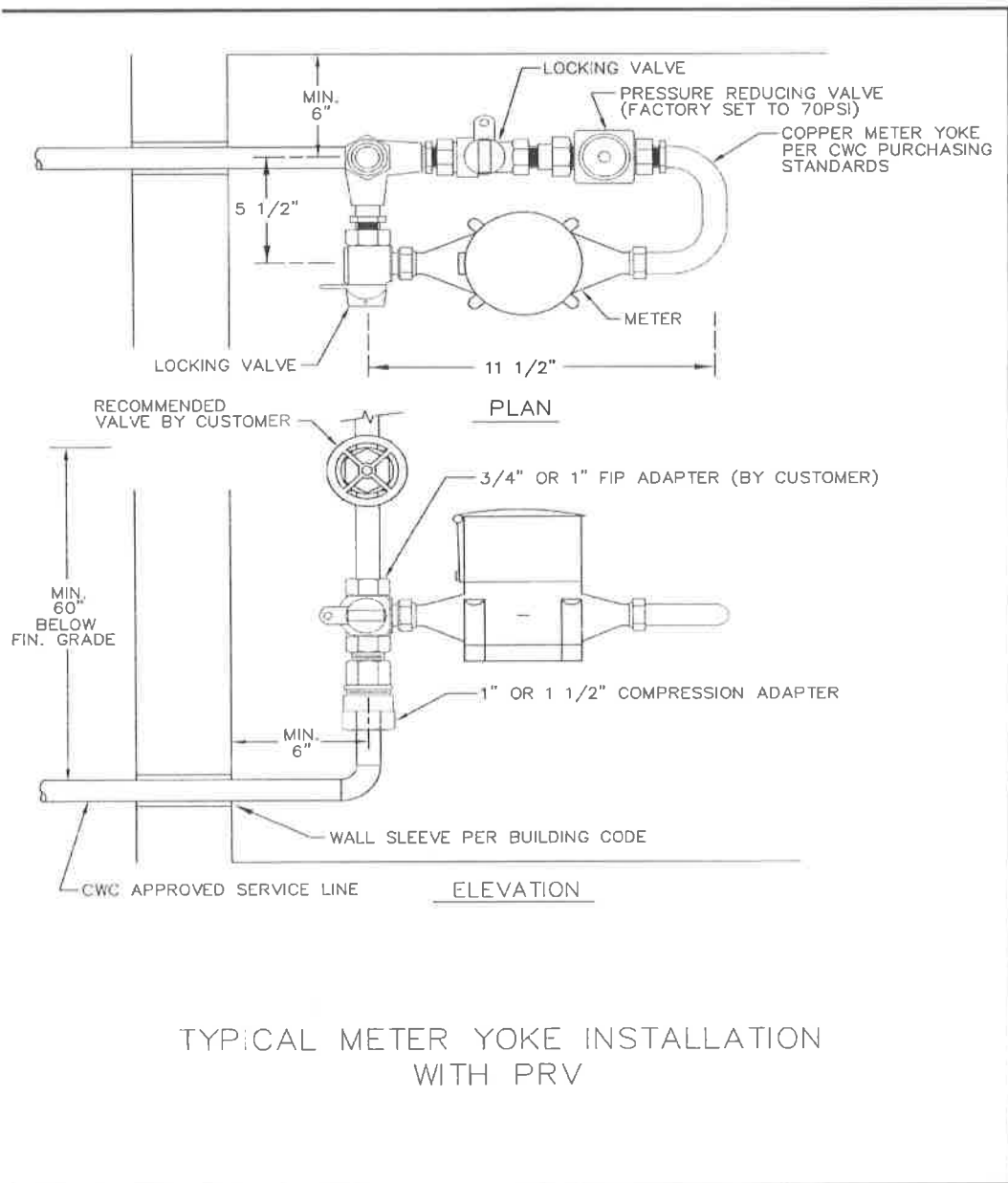
## APPENDIX D



TYPICAL METER YOKE INSTALLATION



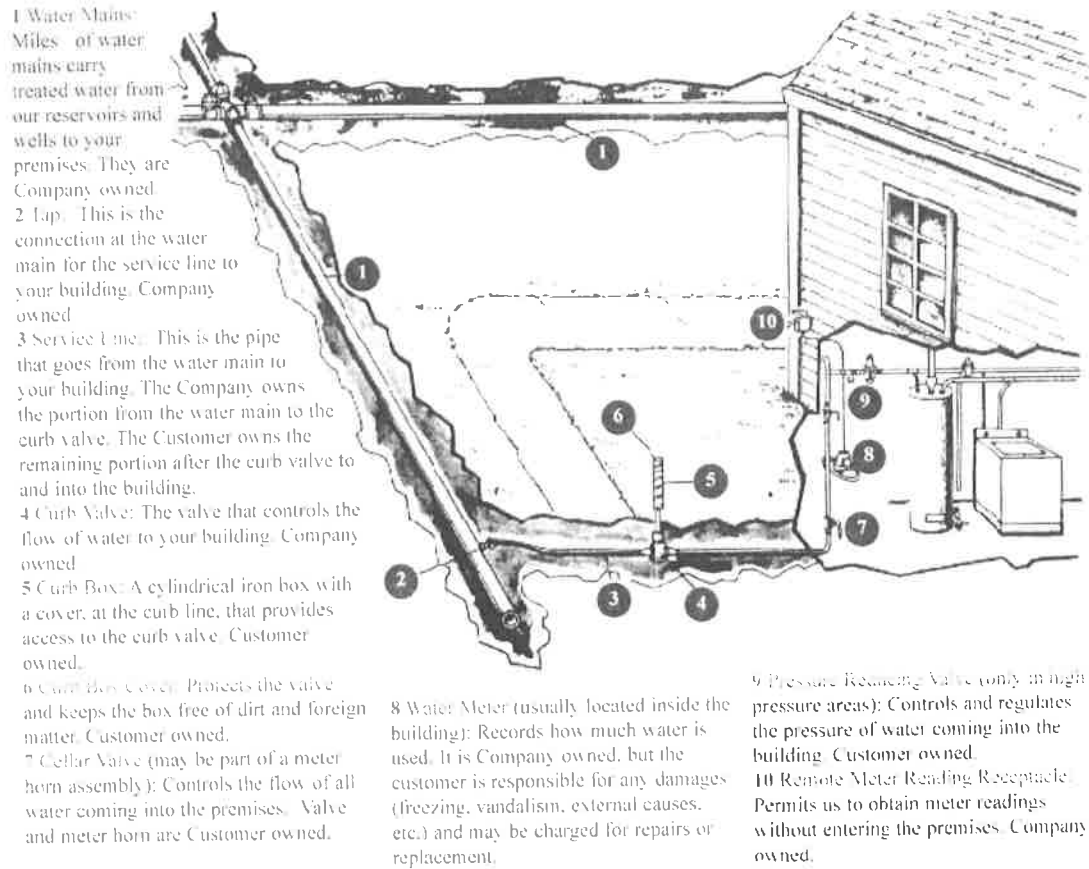
## APPENDIX E



## APPENDIX F

### Your Water Service

There are many components necessary to provide water service to your home. This illustration identifies the components of a typical residential water service and the responsibility of the water company and the customer for these components.





## Attachment C

### References:

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Provide water system operations and maintenance for seven water systems on behalf of the Town of Mansfield.

