

AQUARION TODAY

- AWC's roots in the water utility field date back to 1857
- AWC is the largest privately owned water company in New England
- AWC provides drinking water to a population of over 700,000 in CT via 196,300 billed customers within 51 cities and towns throughout CT
- AWC also operates in MA and NH
- Since 2011, AWC has successfully integrated 68 acquired systems into its Connecticut base, adding more than 11,000 new customers
 - Applications are pending to purchase 3 water systems in CT
- AWC is in preliminary discussions with other utilities in CT, MA and NH
- AWC strives to act as a responsible steward of the environment and to assist the communities it serves in promoting sustainable practices

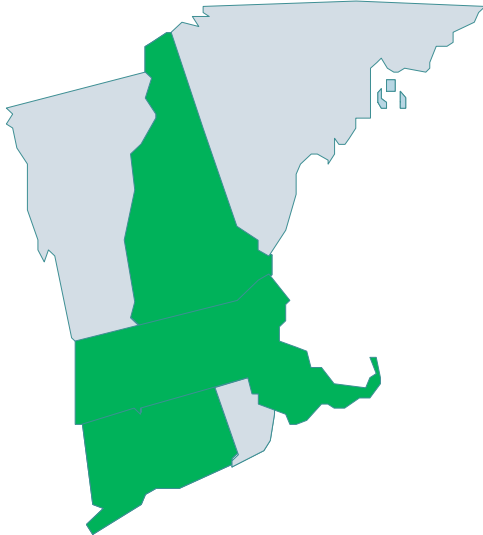
AWC ACHIEVEMENTS AND AWARDS

- AWC - Best customer service record (fewest customer complaints) recorded by PURA across all utilities for the past 10 years running
- In 2018 AWC was recognized by J.D. Power securing the highest score among investor owned utilities and the 5th best water utility in the US based on customer satisfaction
- AWC was named one of the best places to work in CT by Hearst Media in 2011, 2013, 2015 and 2017
- For the 3rd time in 4 years AWC received an award "For Outstanding Performance and Achievement" by DEEP " based up
- on adhering and going beyond state regulatory compliance
- AWC was presented the Occupational Excellence Achievement Award from the National Safety Council Achievement Award - 50% reduction in lost time accidents over a 4-year period
- Three AWC Water Treatment Plants have received awards for their cutting-edge preventions for chemical and bacterial prevention

Aquarion Today

- AWC serves more than 700,000 people in CT
- 70 Water Systems in CT
- 87% of our customers are in Connecticut

New England's Largest Investor-Owned Water Utility



AWC-CT⁽¹⁾

Connections – 198,269
Rate Base - \$752M
Revenues - \$182.8M

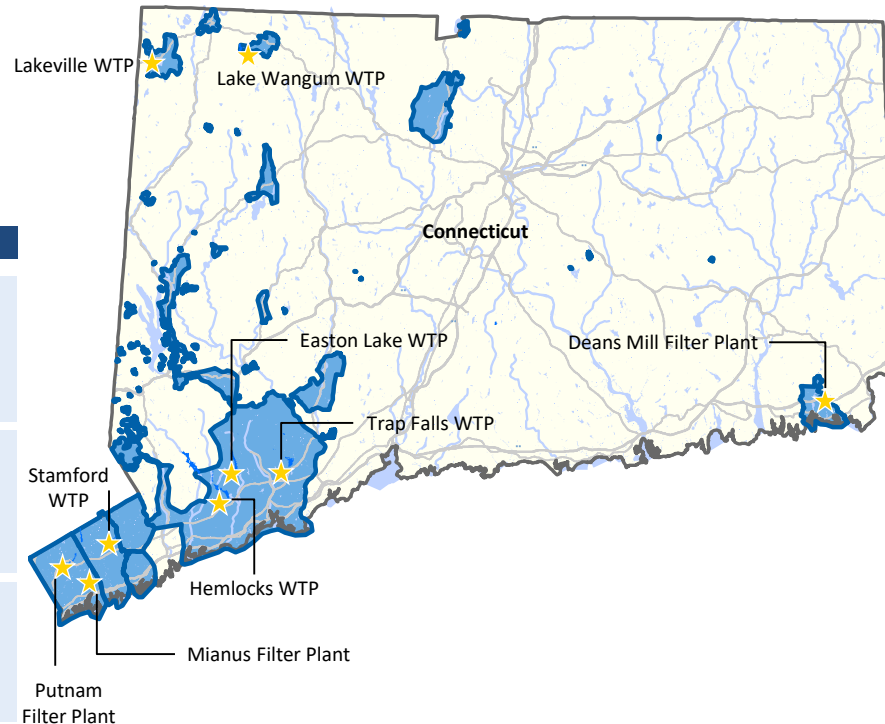
AWC-MA⁽¹⁾

Connections - 19,880
Rate Base - \$63M
Revenues - \$ 16.4M

AWC-NH⁽¹⁾

Connections - 9,494
Rate Base - \$27M
Revenues - \$7.5M

Connections - 227,643⁽¹⁾
Rate Base - \$842M⁽¹⁾
Revenues - \$206.7M⁽¹⁾



(1) Statistics as of December 31, 2018.

Aquarion Today

People



- Hearst Media – selected Aquarion as one of the top places to work in Connecticut (Four times)

Community Involvement

- Over one-third of employees volunteer in over 140 organizations



Aquarion Today

Customer Satisfaction

J.D. POWER

Strong J.D. Power results

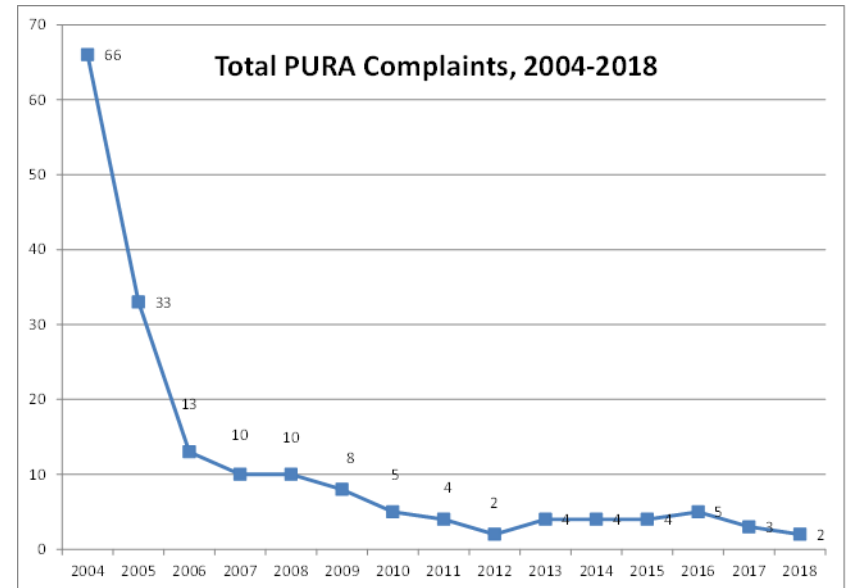
Latest survey: 95% of Aquarion customers satisfied or extremely satisfied

Excellent community partner

PURA Scorecard

- Utility with lowest number of customer complaints

Affordable Rates



Aquarion's Performance - New Hartford

- AWC's wastewater management performance since 2016 continues to be “superior”
- During the last 3 years tangible cost savings of \$87,000 have been documented and roughly \$100,000 in tasks beyond AWC's scope have been completed - without charge
- Treatment performance has been more consistent and effluent quality improved - resulting in zero violations over the past 40 months
- Sludge generated has dramatically declined to 10 trucks/year during the last contract year
- Aside from reductions in sludge disposal and electricity demand, AWC has coordinated the renewal of the NPDES (federal) permit, completed a UV disinfection optimization - reducing costs, cleaned and optimized the EQ tank performance, conducted GIS mapping for the sanitary sewers (and has begun storm sewer mapping – to the benefit of the Town – w/o charge), implemented a polymer pilot testing to reduce sludge water content, and paid for their own training to optimize the WWTF SBR process