

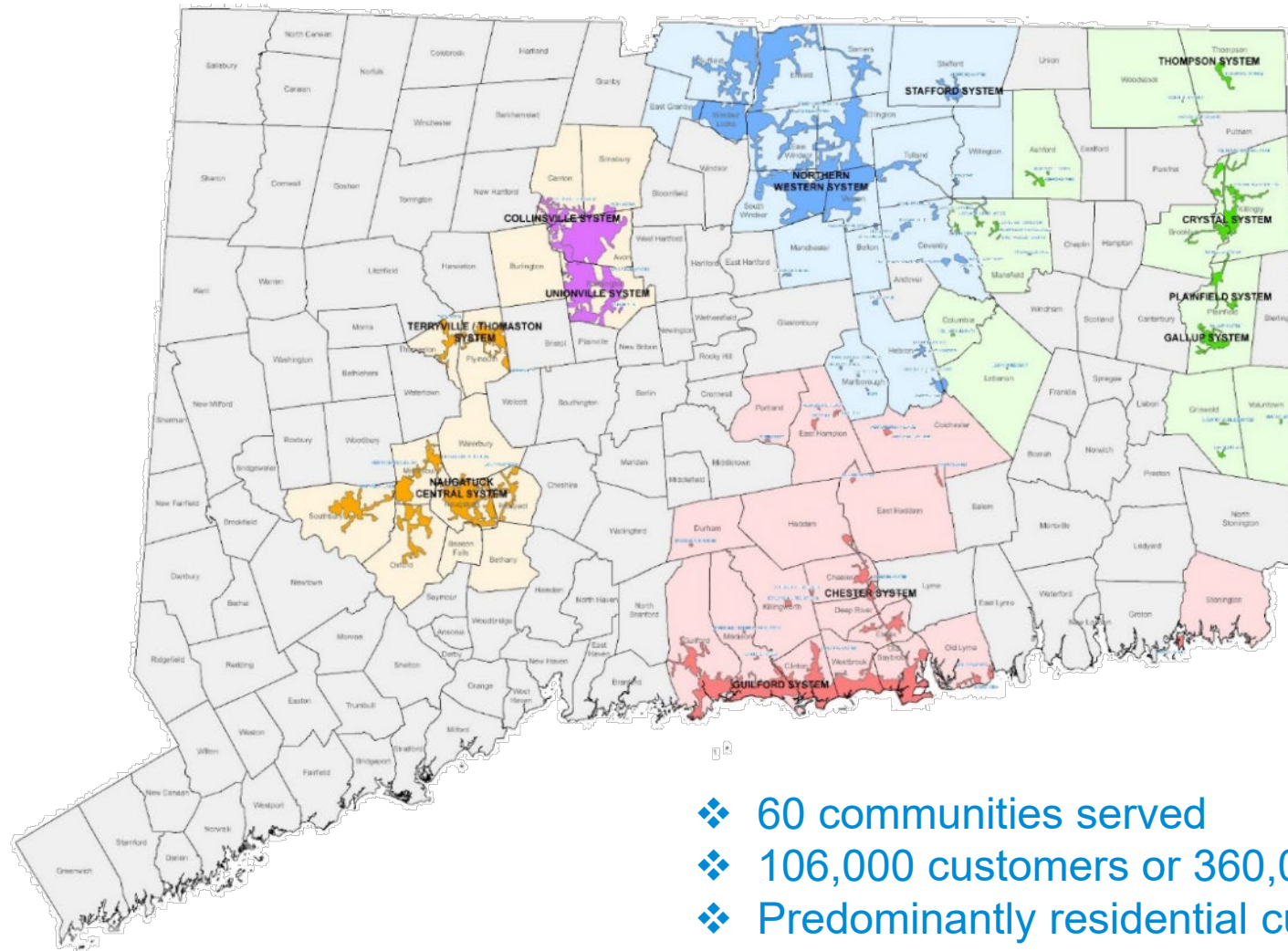


# Customer Advisory Council

June 21, 2022



# Connecticut Water Service Area



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

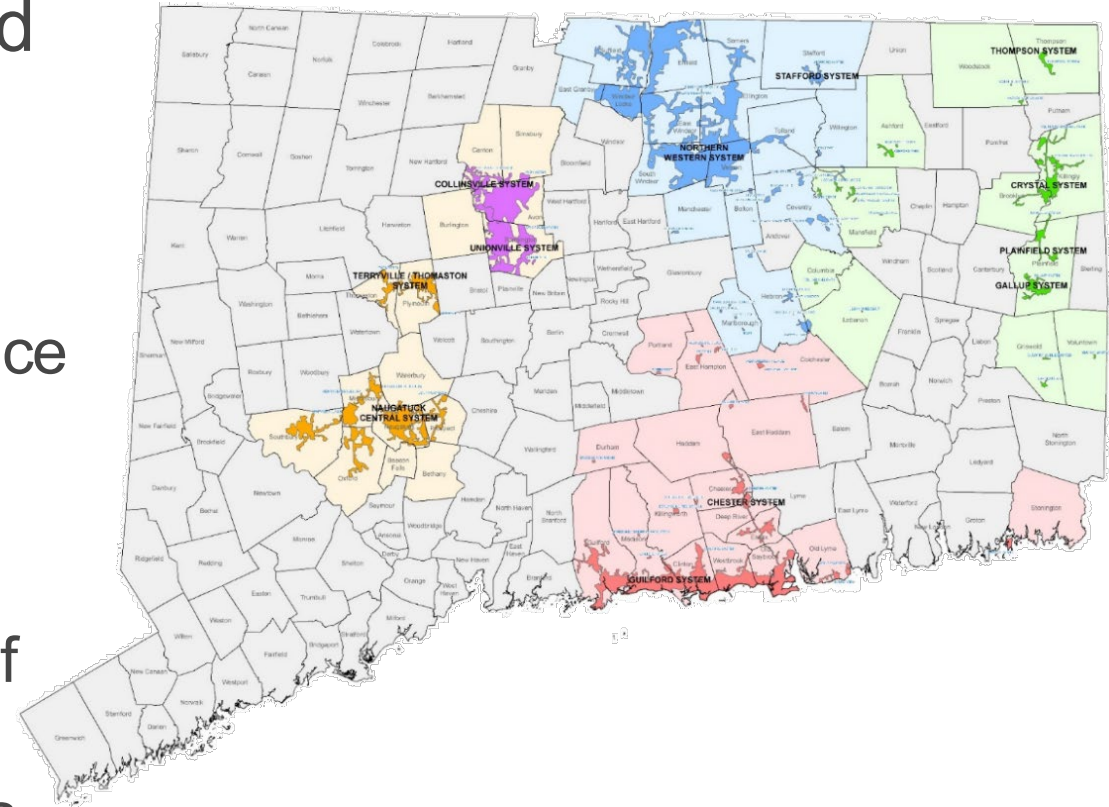
# Customer Service

- PURA Payment Plan status
- LIHWAP Update
  - Payments received for 80 accounts
  - More than \$50,000 paid
- Ongoing Assistance Options under H<sub>2</sub>O
  - Forgiveness and deferred payment options
  - Water Rate Assistance Program
  - Operation Fuel Partnership
- Promoting Ebilling and Paperless Statements
  - Promotion offered through our online processing partner



# Service Delivery Alignment

- Two new positions created to enhance service to customers and communities
  - Paul Lowry, Manager of Service Delivery for Northeast Region
  - Gerry McDermott, Manager of Service Delivery for Southwest Region
  - Both are experienced Connecticut Water Employees
  - Responsible for day-to-operations of our field service teams
  - Key point of contact for town leaders

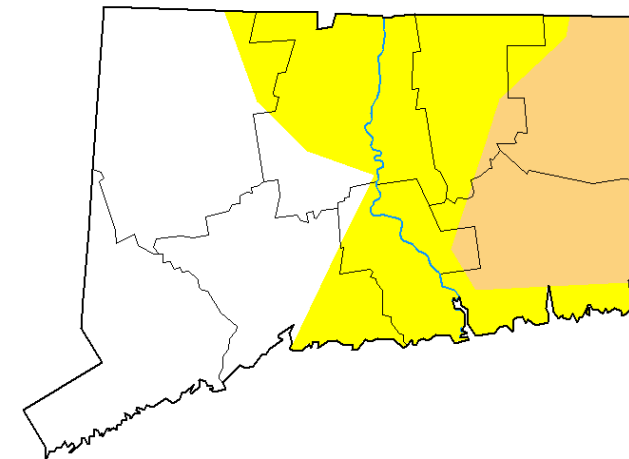


# Water Supply Status and Conservation

- Central/Eastern Connecticut ‘dry’
- Water supplies at normal levels
- Still encouraging conservation “Wise Water Use”
  - New Conservation Water Rate in effect
  - Enforcement ‘Mandatory’ Water Conservation Requests

**U.S. Drought Monitor**  
**Connecticut**

**June 14, 2022**  
(Released Thursday, Jun. 16, 2022)  
Valid 8 a.m. EDT



**Intensity:**

None
D0 Abnormally Dry
D1 Moderate Drought
D2 Severe Drought
D3 Extreme Drought
D4 Exceptional Drought

*The Drought Monitor focuses on broad-scale conditions. Local conditions may vary. For more information on the Drought Monitor, go to <https://droughtmonitor.unl.edu/About.aspx>*

**Author:**  
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NOAA/NWS/NCEP/CPC



[droughtmonitor.unl.edu](https://droughtmonitor.unl.edu)



# Infrastructure Investment

*Delivering Reliable Service and High-Quality Water*

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





# Key 2022 WICA Projects

- Clinton – Fairy Dell
- Essex/Ivoryton – Route 602
- Farmington – Scott Swamp (Rte. 6)
- Naugatuck – Millville, Fern, Quinn, and N. Hoadley
- Killingly – Maple Street
- South Windsor – Farnham Estates
- Suffield – Route 159
- Thomaston - Altair Ave\Pleasant St.; Stumpf/Warner

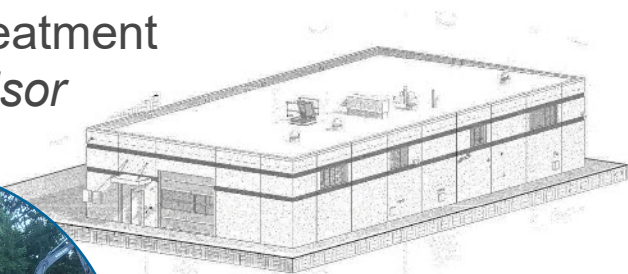
Customers notified when work will affect service

*Most projects use local contractors and workers*



# Non-WICA Projects

Hunt Water Treatment  
*East Windsor*



Church Road Booster  
*Southbury*



Mackenzie Water Treatment  
*Clinton*



Valley Road Booster Station  
*Killingly*



Stafford Tank  
*Stafford*



## CT Water Stats

1,850 miles of water main

235 groundwater wells

18 surface water supplies

65 non-interconnected water systems



# Regulatory Update

- Water Conservation and Infrastructure Adjustment effective July 1, 2022
  - Adds 0.91% to WICA surcharge
  - New total WICA – 3.26%
  - Covers \$9.8 million in completed WICA projects (5.6 miles of pipe)
- Acquisition of Miami Beach Water Company in Old Lyme
  - Approved by PURA/DPH in June 2022
  - Closing expected in July
  - Small system (118 customers) with large infrastructure needs
  - PURA ordered \$92 surcharge on customer bills

# Regulatory Update - PFAS

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



# Regulatory Update - PFAS

- PFAS Updates
  - CT Department of Public Health updated Action Levels for 4 PFAS compounds on 6/15.
    - PFOA, PFOS, PFNA and PFHxS
    - Action Levels are not 'standards' and may be further be revised up or down as scientific review continues
  - All but one CT Water system where PFAS have been detected are below the new action levels
    - One Avon Water Company well tested twice at 11 and 12 parts per trillion for PFOS – Just above new action level
  - EPA announced lifetime health advisory (recommendations not standards) that are near zero and below current ability to detect for four compounds.
    - Gen-X, PFBS, PFOA, PFOS
- Customers voluntarily advised of PFAS detections
- Connecticut Water will comply with standards as they are set and will continue communicating with customers



# 2022 Legislative Session Recap

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- Private Water Company Sales Tax Exemption Restored
- Road Projects/Reporting Requirements
- Water Company Acquisitions of Distressed Water Systems
- Office of Aquatic Invasive Species Established
- Salt Applicator Training/Commercial Applicator Registration
- Private Well Testing
- Open Space & Watershed Protection Funding Increased
- The Connecticut Clean Air Act

# Support for the Environment

- Agreements signed to protect 82 acres as protected 'open space'
  - Naugatuck, Prospect, Killingworth, Bethany
- Killingworth Reservoir Hiking Trail Reopens
  - New footbridge over the Menunketsuck
- CT Trails Day Hikes
  - Killingworth
  - Tolland



# Community Outreach

- 2022 Rain barrel program: barrels offered for discount purchase/direct ship in the spring
  - \$10 bill credit for first 250 to order
- Water Drop Watchers program
  - Adapted for delivery via Zoom in 2021-2022
- Water Fill Station and Fire Grants
  - Complete for 2022, applications for 2023 coming later this year
- Charitable Giving Committee
  - Company funded (not customer funded)
  - Application available online
  - Ukraine donation in 2022







Thank you  
&  
Questions