

## Flexible Payment Plans

- Flexible payment plans can be spread over 18 months.
- Payment plans are available to both residential and commercial customers with a balance.
- Customers enrolled in Flexible Payment Plans must keep new bills current.
- Customers who miss more than two consecutive payments, but who have not had their service disconnected, may re-enroll in a payment arrangement with the same minimum down payment required and maximum duration offered, once within a 12-month period to avoid service disconnection.

Flexible Payment Arrangements:		
Residential and Commercial Customers	Minimum Down Payment	Maximum Duration
Non-hardship Customers	5% of arrearage or \$25, whichever is lower	18 months
Hardship Customers	None	18 months
Commercial Customers	5% of arrearage or \$25, whichever is lower	18 months

To Reconnect Service:		
Disconnected Hardship Customer	20% of arrearage, not to exceed \$400, inclusive of the reconnection charge. Required enrollment in a payment plan.	18 months
Disconnected Non-hardship Customer	50% of the arrearage, not to exceed \$1,000, inclusive of reconnection charge. Required enrollment in a payment plan.	18 months
Disconnected Commercial Customers	50% of the arrearage, not to exceed \$1,000, inclusive of reconnection charge. Required enrollment in a payment plan.	18 months
Customers who miss more than two consecutive payments, but who have not had their service disconnected, may re-enroll in a payment arrangement plan with the same minimum down payment required and maximum duration offered, once within a 12-month period to avoid service disconnection.		

### Hardship Customers

Customers approved for assistance through their local action agency, town social service office or Generation Power CT, that are enrolled in one of the following programs - LIHWAP or Water Rate Assistance Program (WRAP). Medical Protection is also identified as a hardship customer.

Hardship customers can enroll in a Flexible Payment Plan with no down payment and extend payments out 18 months.

Customers identified as hardship, whose service was shut off for nonpayment, can get recon-

nected by enrolling in a Flexible Payment Plan and paying 20% of the past due balance and the reconnection fee, up to the maximum of \$400.

### Medical Protection

Customers identified as "medical protection" can enroll in Flexible Payment Plans with no down payment required and extend payment plans for 18 months.

Customers with medical protection, whose service was shut off for nonpayment, can be reconnected by enrolling in a Flexible Payment Plan and paying 20% of the past due balance and

the reconnection fee, up to the maximum of \$400.

### Customers without medical protection or hardship

Customers can enroll in a Flexible Payment Plan by paying down a payment of 5% of the past due balance, or \$25 - whichever is less.

Customers whose service was shut off for nonpayment, can get reconnected by enrolling in a Flexible Payment Plan and paying 50% of the past due balance and the reconnection fee, up to the maximum of \$1,000.

## Continued Support and Assistance for Customers Experiencing Hardship

### Water Rate Assistance Program (WRAP)

- Connecticut Water now offers a Water Rate Assistance Program for income-eligible customers. It is the first program of its kind offered by a water utility in Connecticut.
- Through WRAP, income-eligible customers may qualify for a 10%, 40% or 80% reduction on their water bill, excluding Linebacker service.
- Learn more about WRAP at [ctwater.com/wrap](http://ctwater.com/wrap)



### Additional Program Offerings:

### Connecticut Water is a Generation Power CT Partner

Our partnership with Generation Power CT, a private, non-profit organization that offers support programs for utility customers across Connecticut, allows customers to apply for assistance with their Connecticut Water bills while also applying for assistance with their other utility bills (i.e.: electric, oil, gas, etc.).



The partnership allows Generation Power CT to administer Connecticut Water's WRAP program. More information on Generation Power CT can be found at <https://gpct.org>.

### Water Conservation Tips



#### Small Leaks Can Cost Big Dollars

Leaking fixtures such as faucets, toilets and showerheads can waste a lot of water and money. If your water usage has increased, or your water bill is significantly higher than usual, you may have a leak and leaks can be very expensive!



Toilet leaks aren't easily seen and can lose up to a gallon per minute, increasing a typical bill anywhere from \$36 to over \$1,000 per quarter. A faucet that leaks 24 hours a day, can result in an additional cost of \$36 to \$1,176!



Also, many towns use water consumption as a basis for sewer charges, so a water leak can also increase your sewer bill.



Find more tips for saving water at [ctwater.com/savewater](http://ctwater.com/savewater)