

Customer Advisory Council

July 22, 2026

Connecticut Water



Connecticut Water Team

Craig Patla – President

Troy Dixon – VP of Regulatory Affairs

Paul Lowry – Manager of Service Delivery, Northeast Region

Gerry McDermott – Manager of Service Delivery, Southwest Region

David Peeling – VP of Engineering and Service Delivery

Michelle Williams – VP of Customer Experience

Agenda

- Welcome and Introductions
- Role of Customer Advisory Council
- Connecticut Water Service Area and Regions
- Updates:
 - Customer Assistance Programs
 - Infrastructure Investment
 - Rate Activity
- Questions
- Meeting Frequency and Format

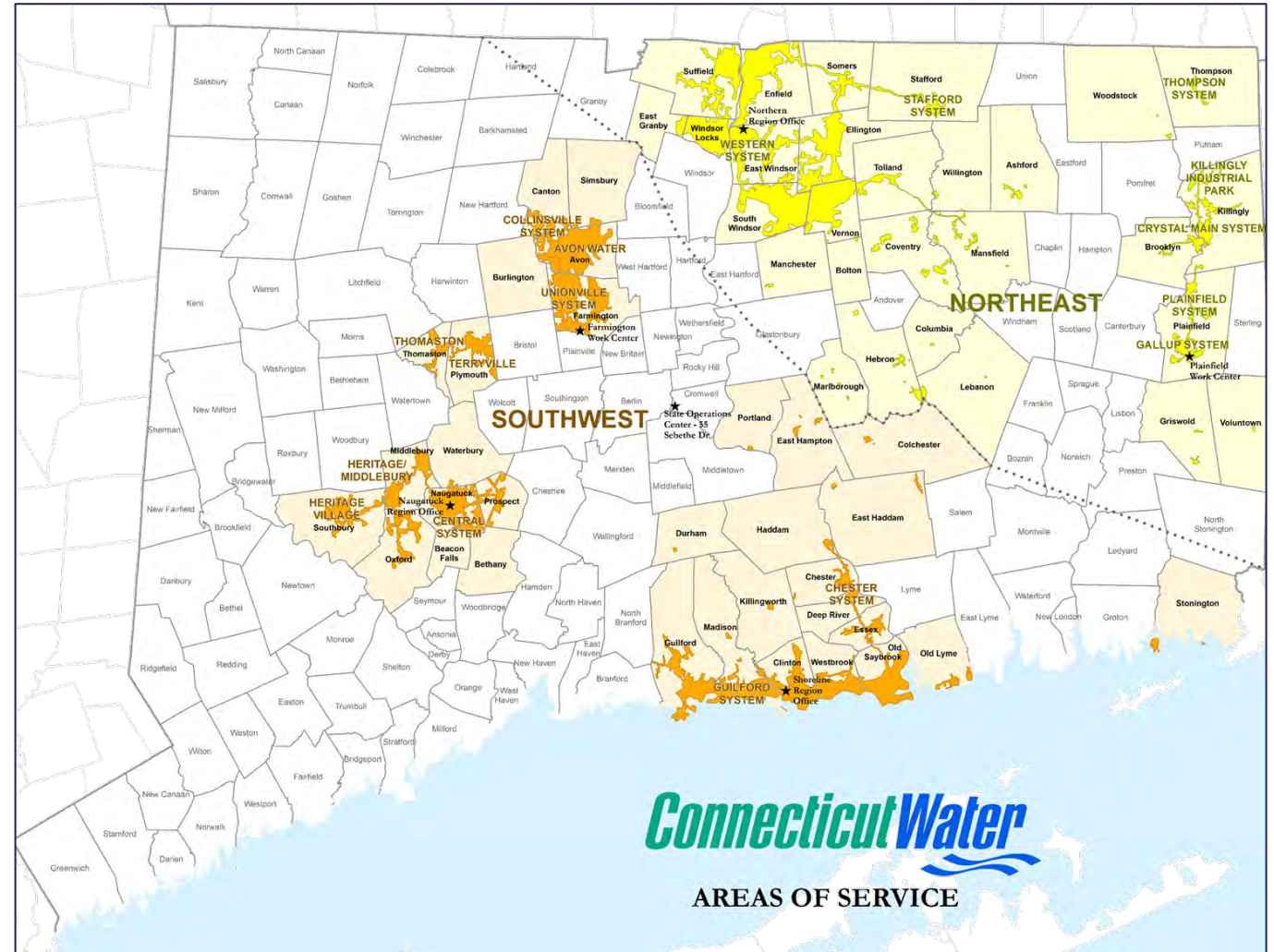
Customer Advisory Council

- Connecticut General Statutes
 - Title 16, Section 16-262a
 - Area resident as director or advisory council of area residents
- Each company having such a council shall...consult and advise with the council on matters of local interest.



Connecticut Water Service Area

- ❖ 60 communities served
- ❖ 108,000 customers or 360,000 people
- ❖ Predominantly residential customer base



Customer Assistance Programs

- **PromisePay:** Customizable Payment Plans for all customers
- **Generation Power CT Partnership:** Customer Grants for income-eligible customers
- **Water Rate Assistance Program:** Ongoing water bill discount for income-eligible customers

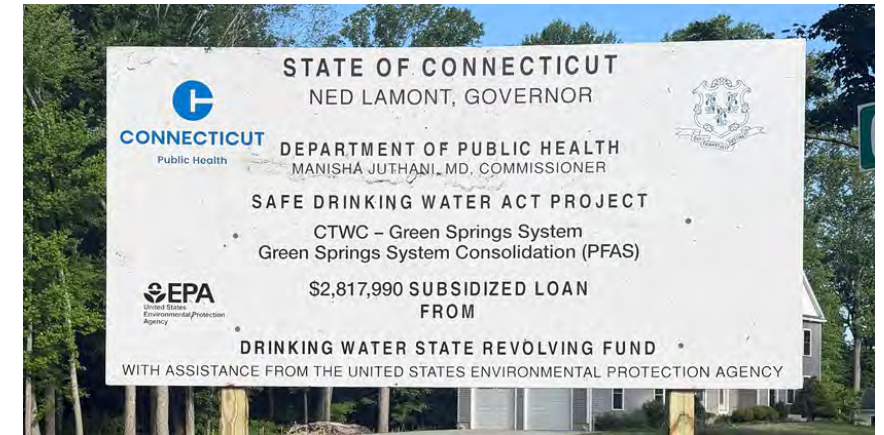
	80% Discount	40% Discount	10% Discount
	100% Federal Poverty Level	200% Federal Poverty Level	60% State Median Income
Family Size	Annual Income	Annual Income	Annual Income
1	\$15,060	\$30,120	\$41,553
2	\$20,440	\$40,880	\$54,338
3	\$25,820	\$51,640	\$67,124
4	\$31,200	\$62,400	\$79,910
5	\$36,580	\$73,160	\$92,695
6	\$41,960	\$83,920	\$105,481
7	\$47,340	\$94,680	\$107,878
8	\$52,720	\$105,440	\$110,275

Infrastructure Investment

- PFAS
 - 24 Projects currently in plan
 - Treatment facilities and interconnections
 - 4 complete, 3 in construction, remainder in planning or design stages
 - Receiving DWSRF Funding Support for some projects
- PFAS Locations
 - Completed: East Hampton, Killingworth, Hebron, Avon (1 site)
 - In Construction: Marlborough, Madison, Vernon
 - In Design : Avon, Brooklyn, Clinton, Coventry, Ellington, Essex, Farmington, Griswold, Guilford, Killingly, Madison, Mansfield, Marlborough, Old Lyme, Woodstock
- Water Main Replacement
 - 36 projects planned for 2026
 - Approximately \$50M investment
 - 1% of system replacement, over 18 miles of replacement pipe
- 2026 Capital Budget
 - Over \$85M in Engineering projects



PFAS Treatment at Avon Well 3



DWSRF-Funded Interconnection in Madison

Rate Activity

- Application to Amend Rates
 - Requesting approximately \$29 million in annual revenues, or about 21%
 - Begins to recover the cost of approximately \$145 million of investments since the last case.
 - Public Comment Hearings in East Hampton, Thompson, and virtual
 - Any rate increase not effective until February 2027 following a 270-day process



Thank You and Questions

Future Meetings

- Frequency –
- Format
 - Virtual updates
 - Tours

