

## ABOUT YOUR BILL

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**The Service Charge** covers fixed costs for bringing water to you. It includes items such as metering, billing, accounting, customer assistance and information. *Customer Rights and Schedule of Rates Available Upon Request* or on *the Authority's website: [www.rwater.com](http://www.rwater.com)*.

We measure your water **consumption** using cubic feet, the most common measurement unit for water meters. Each 100 cubic feet (CCF) equals 748 gallons of water.

**Bills are due and payable upon receipt.** If you do not pay this bill within 30 days, an interest charge will be assessed at the same rate as unpaid property taxes. Unpaid water bills are a lien on your property. This lien will take precedence over all other liens or encumbrances except taxes and may be foreclosed upon in the same manner as a lien for taxes. If you have difficulty paying your bill, please reach out to us to request a payment arrangement.

It is always your right to question a bill. Any customer who has a question or a complaint about a water bill, or who disputes any or all of it, should contact a customer service representative at our office, either in person or by calling 203-562-4020. If this does not resolve the problem and you receive a notice that your service may be discontinued, you then have 13 days to ask a Company Review Officer to consider the case. Address any correspondence to 90 Sargent Drive, New Haven, CT 06511-5966.

**You can also make your payments quickly and securely on our website, [www.rwater.com](http://www.rwater.com).**

## EMPLOYEE IDENTIFICATION

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All Regional Water Authority personnel wear uniforms and carry a Regional Water Authority photo I.D. and must show it on request.

## WATERSHED FUND

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The Watershed Fund is a non-profit organization that purchases and preserves undeveloped watershed lands as well as supports environmental education programs. These activities will directly benefit consumers by protecting the quality of their drinking water. Customers can support The Watershed Fund by selecting a contribution amount and adding it to their water bill payment. All contributions to The Watershed Fund are tax-deductible.

## ANY QUESTIONS OR PROBLEMS

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**Emergency service is provided around the clock. Call 203-562-4020 to report any water service interruptions or problems.**

## IMPORTANT NOTICE

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### RESIDENTIAL CUSTOMERS ONLY

Any customer who has a question or complaint or who disputes all or part of this bill should contact a customer service representative at the Authority. If the customer remains unsatisfied, the customer may ask an Authority Review Officer to consider the problem. Such a request must be made within 13 days after mailing to the customer of a termination notice. A Company Review Officer may be reached by calling (203) 624-6671. If the dispute remains unresolved after receipt of the written decision of the Company Review Officer, the customer may request a further investigation by our Office of Consumer Affairs.

If you or anyone presently and normally living in your home is **SERIOUSLY ILL**, we will not shut off your utility service during such illness, if you have your doctor or someone from their office call us and tell us that you or someone else in your home is seriously ill. Your doctor must send us a letter telling us about the nature and length of the illness within a week after they call us. **You will be required to make an equitable arrangement to pay your past due bills and to pay on a current basis all future bills while the illness continues.**

If there is **SERIOUS ILLNESS** in your home, please have your physician immediately call us at (203) 562-4020.

The Authority has the right to contest the validity of any serious illness certificate it receives.

Para obtener la información en español, visite nuestro lugar del Web o, contacte directamenete para recibir adicional información que se puede mandar por el correo.