



Welcome to the
Regional Water Authority



 **Regional Water Authority**
Tapping the Possibilities™

A message from our President & CEO

Welcome to the Regional Water Authority (RWA). We're delighted to have you as one of our newest customers.

Our water system, first conceived by Eli Whitney II in 1849, is a marvel of engineering and civic gumption. Back then, Whitney had a vision to make life better for people. Today, with a workforce of approximately 270 skilled professionals, our purpose is to make life better for people by delivering water for life. From the 45 million gallons of water supplied per day to some 430,000 people in 15 cities and towns throughout Greater New Haven to the more than 27,000 acres of watershed land we own and protect, as a conscious, sustainable nonprofit corporation, we are proud of the contributions we make to the communities we serve.

Through our state- and nationally-accredited laboratory in New Haven, we conduct more than 110,000 water quality tests annually. Each year, we provide a water quality report to our customers with results that show that our water meets or is better than federal and state drinking water standards. We also regularly upgrade our systems and invest millions each year in infrastructure improvements to ensure reliable, high-quality water and service, as well as support job creation and economic growth in the region.

We are committed to meeting our customers' water needs and providing excellent service. This booklet will answer questions you may have about our company and the services we provide. For example, you will find useful information on convenient ways to pay your bill, how to save water and money, and about our water, sewer and septic line emergency protection programs that can help you avoid unexpected costly repairs. If you still have questions about the RWA or any of our services, our customer care professionals are happy to help you. Please don't hesitate to call us at 203-562-4020 or email us at ask.info@rwater.com.

Thank you for allowing us to serve you.

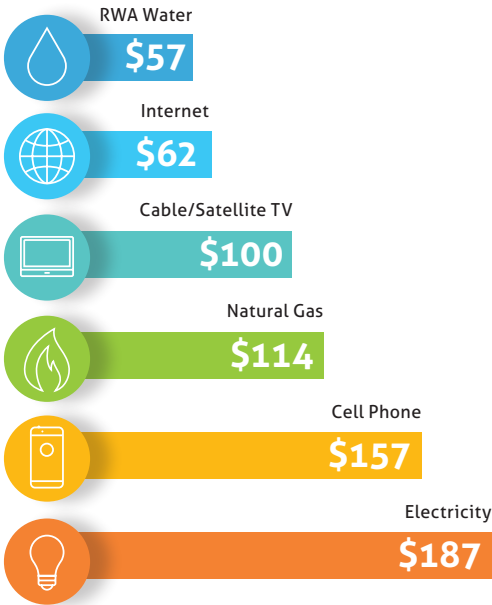


Sincerely,
Larry L. Bingaman
President & CEO

Less than a penny per gallon – water is a great value

When you turn on the tap, it's easy to see what your water bill buys. What's not as easy to see is what it takes for us to bring water straight to your home for less than a penny a gallon. It takes running four state-of-the-art water treatment plants, maintaining over 1,700 miles of underground pipes, managing 27,000 acres of watershed land, conducting more than 110,000 drinking water tests per year, safely operating a myriad of equipment, and a team of dedicated, skilled employees working 24/7 to produce and deliver abundant, reliable, high-quality water. Water is one of the most economical expenses you pay for, and you get a lot of value for your money.

Monthly Average of Expenditures¹

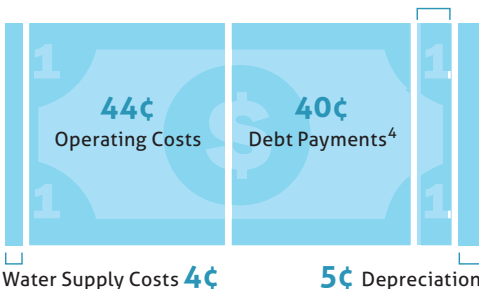


By the Gallon²



Your Water Dollar at Work

7¢ Property Taxes³



¹ RWA rate in 2019; prices may vary due to usage, service provider and other market factors.

² Prices may vary due to sales, demand, stores and other market factors.

³ Payment in lieu of taxes.

⁴ Interest, principal, debt coverage requirements.

Billing made easy

How to read your bill

Your water bill is designed to provide the information you need to know about your account and to help you understand the charges on it. To learn more about how to read your bill, visit rwater.com.



Payment made easy

Pay by mail

Mail your check to the address provided on your bill. Include the pre-addressed payment stub, write your account number and address on your check or money order, and use the envelope provided.



Pay by phone

Pay your bill with a credit card by calling 203-562-4020 and following the prompts. Be sure to have your account number handy.



Pay in person

The RWA has agreements with businesses across the state where you can pay your bill in person. For a listing of authorized payment locations, check your water bill or visit rwater.com.



Pay online

Tired of writing checks and buying stamps? Sign up for our paperless e-Billing, and you won't have to do these things or sort and file a paper bill again. We'll notify you by email when your bill is available to view online. It's simple, secure and – best of all – it's free! Sign up today at rwater.com. Be sure to have your account number handy.



When to pay your RWA bill

Your RWA bill is due and payable when you receive it. If you are unable to pay your bill, please call us at 203-562-4020.



A hand of support for those in need



It's easy to take water for granted. At the RWA, we don't. We understand the value of providing high-quality water service and what it means to our customers on a daily basis. Unfortunately, some individuals and families are at risk of losing service because they can't pay their water bill. For disadvantaged customers who need assistance, the RWA's Residential Water Assistance program can help. To apply, or for more information on qualification requirements, contact the RWA's program administrator, the Dollar Energy Fund, toll-free at 1-888-282-6816 or call us at 203-562-4020.

Water meters



The RWA is deploying the water industry's latest metering technology. This technology allows us to read your water meter remotely and provide you with better service through greater reliability, improved efficiency and early detection of water leaks. To learn more about our Advanced Metering Infrastructure program, visit rwater.com.

Water service: what's ours, what's yours



The RWA is responsible for maintaining the portion of the water service from the main in the street to the curb valve in front of your home. If a problem develops in our part of the system, we will fix it. If a leak or break occurs between your house and the curb valve, it is your responsibility to repair it. To clarify who owns what pipes, valves and equipment that supply water, visit rwater.com.

Water line, sewer line and septic line protection programs

Sooner or later, most homes experience a plumbing emergency, such as a burst pipe, an overflowing toilet or a clogged drain. When any of these situations happen, you're responsible for repairing pipes and lines located on your property. Worst of all, most homeowners' insurance policies do not cover these types of repairs. For a nominal fee, our PipeSafe protection programs can help you avoid unexpected, costly repairs. These programs can offer the peace of mind that comes with knowing that you are covered for repair costs and the hassle of finding qualified contractors. For more information on our Water Line, Sewer Line and Septic Line PipeSafe Protection Programs, call 203-562-4020 or visit rwater.com.

PipeSafeSM

Always ask for ID

Your safety is important to us. Here are some ways to protect yourself from utility imposters:



- RWA employees typically only knock on doors to alert residents of an emergency or major project. When an employee asks to go inside a home, the resident typically called us to initiate or schedule service.
- Be wary of anyone who tries to collect money or offers to test your water.
- All of our employees whose jobs involve visiting homes and businesses wear clothing with the RWA logo and drive a clearly marked vehicle. Look for the logo, and always ask to see the person's RWA photo identification card.

Sign up for CodeRED



If a drinking water emergency strikes your community, be prepared with a phone call or text from our emergency notification system, CodeRED. The CodeRED telephone databases are the listings that are in the local printed telephone directories. We encourage you to register cell phones or unlisted phone numbers as well. To sign up, visit rwater.com and follow the CodeRED link.

Discover nature's wonderland



The RWA has nine recreation areas in 13 communities in Greater New Haven that offer great water views and four seasons of fun for outdoor enthusiasts. With an RWA recreation permit, you can enjoy miles of wide, well-kept trails through a wilderness that is just minutes from your new home. We provide easy-to-read trail maps and offer special family events such as nature walks and fishing derbies. Buying a recreation permit is easy and affordable. Get more information on recreation permit options and costs by calling 203-401-2654 or visiting rwater.com.

A safe place for your waste

HazWaste Central helps area residents protect water quality by safely disposing of household hazardous waste. Located at our headquarters at 90 Sargent Drive in New Haven, HazWaste Central is open from 9 a.m. until noon on Saturdays, May through October. Co-sponsored by the RWA and the South Central Regional Council of Governments, some of the household wastes that can be dropped off include aerosol cleaners and sprays, antifreeze, oil-based paint and pool chemicals. For more information, call 203-401-2712.



Water-saving tips

INDOORS

- Fill basin with water to wash dishes
- Run dishwashers and washing machines with full loads
- Keep drinking water in the fridge instead of letting the water run until cool
- Use high-efficiency faucets and showerheads
- Turn off water while washing hands, soaping your hair and body, and brushing teeth
- Fix leaky faucets and toilets



OUTDOORS

- Install a drip irrigation system
- Water plants before 10 a.m. or after 4 p.m.
- Use a broom to clean outdoor areas
- Use a bucket, not a hose, to wash your car
- Cluster together plants with similar water requirements
- Cover your pool or spa to reduce evaporation




Have a question? Call or write us.

Call Us: 203-562-4020 • Write Us: ask.info@rwater.com


Customer Care Hours: Monday-Friday, 8 a.m. to 6 p.m.

Emergencies: We're available 24/7 at 203-562-4020

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 youtube.com

Este informe contiene información muy importante sobre su agua servicio. Tradúzcalo ó hable con alguien que lo entienda bien.



Tapping the PossibilitiesSM

South Central Connecticut Regional Water Authority
90 Sargent Drive, New Haven, CT 06511-5966