




PipeSafeSM

EMERGENCY PROTECTION

-  Water Line Protection
-  Sewer/Septic Line Protection
-  NEW! Interior Plumbing Protection

PROTECT YOUR PIPES AND KEEP LIFE FLOWING!

The PipeSafe Process in 3 Easy Steps

-  **Enroll** for low-cost protection from water, sewer/septic line and plumbing repairs.
-  **Call** us 24/7 if something happens to your water, sewer/septic line – even if it’s at 3 a.m.
-  **Relax** because you are covered for repair costs and finding a qualified contractor.



PipeSafe Plan Benefits

- Backed by the RWA, your trusted water service provider since 1849
- Convenient payment options
- Respond within 24 hours
- Basic site restoration in area of repair, including reseeding

pipe-safe.com | 203.562.4020



GO PAPERLESS

Tired of writing checks and buying stamps? Sign up for our paperless e-Billing, and you'll never have to do these things or sort and file paper bills 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!

Enroll at rwater.com or call 203-562-4020.



GET HELP

Call 1-888-282-6816 or visit rwater.com to see if you qualify for our Residential Water Assistance program that offers relief for families having difficulty paying their water bill.

Bill Complaints

The RWA is committed to customer service and satisfaction. If you have a question or complaint about your bill, call us at 203-562-4020 and speak to a Customer Care representative. If you are not satisfied, you have 13 days from the date of the mailing of a termination notice to call us and ask that a Company Review Officer examine your dispute. If you disagree with the Review Officer's decision, you must request a further investigation by our Office of Consumer Affairs by writing us at 90 Sargent Drive, New Haven, CT 06511-5966.

Serious Illness

We are committed to providing water service to residential customers during a serious illness. If you or someone presently and normally living in your home is seriously ill, please have your physician call us at 203-562-4020. 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 during the duration of the illness.

Claire C. Bennitt Watershed Fund

One of the greatest legacies we can leave for future generations is clean, safe drinking water. To do this, we need to protect the water at its source. This is why the RWA created The Claire C. Bennitt Watershed Fund, Inc. Its mission is to protect water quality by acquiring watershed land and promoting environmental education. These activities benefit customers by protecting the quality of their drinking water. You can support the Fund by selecting a contribution amount and adding it to your water bill payment. All contributions are tax deductible.

PAY YOUR RWA BILL WITH CASH AT PARTICIPATING STORES

powered by KUBRA EZ-PAYSM at these retailers

Bring this barcode with you to make a payment.

Payments are recognized immediately and posted next business day.

Retailer Instructions:

1. SCAN the customer's barcode.
2. The register will **PROMPT** you to enter an amount.
3. **ENTER** the amount the customer wants to pay.
4. **COLLECT** the desired cash amount (and fee, if applicable).
5. When the transaction is **COMPLETE** hand customer the receipt.

A \$1.49 fee will be added.



By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at vanilladirect.com/pay/terms. After successful payment using this barcode, you may retrieve your full detailed e-receipt at vanilladirect.com/pay/ereceipt.

For Customer Assistance call (888) 888-8888.