

South Central Connecticut Regional Water Authority

90 Sargent Drive, New Haven, Connecticut 06511-5966 | 203-562-4020

<https://www.rwater.com>

July 1, 2022

Dear PipeSafe Customer,

As you may know, the RWA recently made changes in our billing system to offer new products and services. As a result of these changes, some of our PipeSafe customers experienced a variance in the PipeSafe charges on their monthly bills. These variances are due to differences in the timing of the PipeSafe charges, which are billed in advance and do not align with the water service charges that are billed in arrears.

This month, some customers may once more see a variance in their PipeSafe charges. These charges may reflect up to two months of your PipeSafe coverage: one month of billing in arrears and one month of billing in advance. Moving forward, you will see only a single PipeSafe charge reflecting the coverage period billing in advance.

We appreciate the patience of those customers affected by these changes and are excited to bring you a more consistent billing experience moving forward. For more information on your PipeSafe bill, feel free to contact us at ASK.INFO@rwater.com with any questions

Sincerely,

Customer Care
Regional Water Authority