



August 31, 2022

6 Center Street
Prospect CT 06712

Connecticut Water Participating in the Connecticut Low-Income Household Water Assistance Program (LIHWAP)

To Municipal Leaders & Social Service Agencies Serving Connecticut Water Customers:

We are excited to share with you that Connecticut Water has filed the necessary application with the State of Connecticut so that our income-eligible customers can receive help to pay for life sustaining water and wastewater service. The Connecticut Department of Social Services (DSS) will be making payments directly to water service providers on behalf of registered customers who qualify for the program. Funds come from the federal government and will be administered by DSS.

Customers can apply for help directly online at

<https://portal.ct.gov/DSS/Highlights/Low-Income-Household-Water-Assistance-Program-Coming-to-CT/How-To-Apply>

or through their Community Action Agency.

This program is separate from several existing programs offered by Connecticut Water to customers who need help paying their water and wastewater bill. The programs include the **WRAP** and **H2O** programs currently available to our customers, as well as participation in the state **Operation Fuel** program. For more information about our financial assistance programs, please visit ctwater.com/H2O or call us at **800-286-5700**.

Sincerely,

A handwritten signature in dark ink, appearing to read "Arthur J. O'Neill".

Arthur J. O'Neill
Vice President, Customer Service
Connecticut Water Company
Arthur.ONeill@ctwater.com



Customer Assistance Programs Overview

Water Rate Assistance Program (WRAP)



- Connecticut Water now offers a Water Rate Assistance Program (WRAP) for income-eligible customers. It is the first program of its kind offered by a water utility in Connecticut
- WRAP offers income-eligible customers a 15% reduction on their water bill, excluding Linebacker service

Payment Plans



- Available for any Connecticut Water customer, regardless of income
- Contact customer service to create a plan

H₂O - Help 2 Our Customers Assistance Program for Connecticut Water Customers



- Provides financial assistance for income-eligible Connecticut Water customers with matching payments on deferred payment arrangements
- One-time Hardship Assistance Credits available with forgiveness of balances due for customers experiencing unexpected financial hardship or a life-changing event
- Both assistance options require new bills be kept current

More information on the WRAP program, Payment Plans and the H₂O Customer Assistance Program are available by calling Connecticut Water at 1-800-286-5700 or visiting our website at ctwater.com

Additional Program Offerings:

Connecticut Water Participates in Connecticut's Low-Income Household Water Assistance Program

- This program is offered by the state of CT to income-eligible customers (at or below 60% state median income) and can help with up to \$1,000 towards past due water service and wastewater bills. There is no financial asset limit to qualify. The application will consider current household income
- The Connecticut Department of Social Services (DSS) will be making payments directly to water service providers on behalf of registered customers who qualify for the program
- Customers can apply for help directly online at <https://portal.ct.gov/DSS/Highlights/Low-Income-Household-Water-Assistance-Program-Coming-to-CT/How-To-Apply> or through their local Community Action Agency

Connecticut Water is an Operation Fuel Partner

Our partnership with Operation Fuel, a private, non-profit organization which offers support programs for utility customers across Connecticut, allows customers to apply for assistance with their Connecticut Water bills while also applying for assistance with their other utility bills (ie: electric, oil, gas etc.) The partnership allows Operation Fuel to administer Connecticut Water's WRAP and H₂O programs. More information on Operation Fuel can be found at OperationFuel.org.