



**WATER BILL**  
Invoice Date: 02-16-2024

PO5700043651 Line 1 current

## Your Balance With Us

**Customer:** Bombardier  
**Account Number:** 00117894  
 Previous Account Balance: \$50.63  
 Payments during the period: -\$25.64  
 Current Charges: \$32.74  
**Amount Due:** Payable upon receipt, to avoid interest pay by 03/12/24      **\$57.73**

## Detailed Account Activity

Premise Served:	Combs Gate Veh Bldg 85-185 Windsor Locks, CT 06096				
Customer Type:	Commercial				
Billing Period:	01/12/24 to 02/14/24				
Billing Frequency:	Monthly				
Usage-Gals	2,000				
Avg Daily Use-Gals	61				
Type of Reading:	Actual				
Current Charges	Meter Size/#	Meter Reading	# Days/Usage	Rate	Amt
Daily Basic Service			33	.658000	21.71
Water Usage	54723296	148	2000	.004950	9.90
WICA				.073800	2.33
Revenue Adjustment Credit				-.049700	-1.57

Accumulative Interest 0.37  
**Current Charges** \$32.74

## Contact Information

Customer Service: 1-800-286-5700 \* Linebacker: 1-888-205-1073  
 For payment options, go to [www.ctwater.com](http://www.ctwater.com) or see back of your bill.

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Please detach and return below portion with your payment.

If Payment is not received by 03/12/24, interest charges will accrue on a monthly basis and further collection activity will be initiated

WR17KX25

0  
0  
5  
8  
7 93 West Main Street  
0 Clinton, CT. 06413-1600  
1  
6

**Connecticut Water**

BOMBARDIER  
 C/O FINANCE SUSAN SWANSON  
 85-173 BRADLEY INTL AIRPORT  
 WINDSOR LOCKS CT 06096-1051

Check here for change of address (see reverse for details)

Per CT State Regulation 16-3-100-e, if you or anyone presently living in your home is seriously ill, we will not shut off your utility service during such illness. To see if you are eligible, contact us at 1.800.286.5700 for assistance.



We have a variety of programs to help customers with their water bills.

Please call us at 1-800-286-5700 or visit [ctwater.com/H2O](http://ctwater.com/H2O) to learn more.

Do we have your phone number(s) in our records? Connecticut Water uses a telephone notification system to quickly notify customers if there is an important issue affecting water quality or water service. You may not get a call if we don't have your current phone number. If you want to update your phone number with us, please call us at 1.800.286.5700 or e-mail us at [customerservice@ctwater.com](mailto:customerservice@ctwater.com).

## Remittance

Customer:	BOMBARDIER
Invoice Date:	02-16-2024
Account Number:	00117894
<b>Amount Due:</b>	<b>\$57.73</b>
<b>Amount Enclosed:</b>	\$ _____

Please put your account number on your check and make payable to: **CWC**

The Connecticut Water Company  
 P.O. Box 981015  
 Boston, MA 02298-1015,



00001001178940000057736



## For Customer Assistance

Customer Service: 1-800-286-5700

Emergency Calls – All Hours

• Linebacker: 1-888-205-1073

## Customer Rights, Rules & Regulations

Connecticut Water is committed to providing the best possible service to our customers. This includes resolving billing disputes and maintaining water service if someone in your home is seriously ill. As a customer, you have the Right to Dispute a Bill and the Right to Service During an Illness. Please visit our website at [www.ctwater.com](http://www.ctwater.com) for more information on your rights. Click on CUSTOMERS and then "Customer Rights" or call 800.286.5700 or email us at [CustomerService@ctwater.com](mailto:CustomerService@ctwater.com).

Please do not write notes on the bill. It may delay payment or not get to those who can assist. If you prefer to write us with your comment or questions, please use a separate piece of paper and include your name, address and account number and mail to:

CONNECTICUT WATER, Vice President of Customer Service  
93 West Main Street, Clinton, CT 06413

The Company's Rules and Regulations are also available online at [www.ctwater.com](http://www.ctwater.com) by clicking on CUSTOMERS and then "Rules and Regulations."

## Convenient Ways to Pay Your Bill

Online at [ctwater.com](http://ctwater.com) or  
**24 hours a day** by phone at **800-286-5700**  
with checking account, credit card, Apple Pay or Google Pay

Via check in the **envelope provided**  
(include account number and bill stub)

With cash at hundreds of **in-person locations**  
(visit [ctwater.com](http://ctwater.com) for a list)

## For Connecticut Water Customers

### Understanding the Additional Charges or Credits on Your Water Bill

In addition to your Basic Service charge and Water Usage for your account, your bill may include surcharge or credit line items explained below. These charges have been authorized under state law to allow for recovery of certain approved costs between rate cases. The charges must be approved by PURA before being added to the bill. They are applied as a percentage of the amount billed for the Basic Service charge, Water Usage, and miscellaneous service charges as noted below. They do not apply to interest or Linebacker fees.

**WATER INFRASTRUCTURE AND CONSERVATION ADJUSTMENT (WICA)** - Provides for recovery of costs for eligible infrastructure replacement projects completed and in service between rate cases. Examples of WICA eligible projects are the replacement of mains, valves and hydrants that are aged or deteriorated over time. The company can apply to adjust WICA every 6 months.

**WATER REVENUE ADJUSTMENT (WRA)** - Allows water utilities to recover the difference between actual revenues collected in the year as compared to revenues approved by PURA in the last rate case. The amount is reviewed and adjusted annually, based on actual revenues in the prior year. WRA is applied to miscellaneous service charges and service fees.

ctw-147416

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### Have you moved or changed your phone number?

Please provide your new address or telephone number and return this portion with your payment. Your records will be updated on request.

Effective Date: \_\_\_\_\_ Account Name: \_\_\_\_\_

New Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Work Number: \_\_\_\_\_ Signature: \_\_\_\_\_