



Dear Valued Customer:

At Connecticut Water we know that water touches everything we care about. The most important thing we do each day is to provide clean, safe drinking water that you can trust. That's why our team of over 200 dedicated, trained professionals is committed to providing you with reliable, high-quality water and responsive service.

Our 2019 Annual Water Quality Report follows and includes the results of more than 170,000 water samples (about 400 tests a day), tested at state certified laboratories for over 120 potential contaminants and water quality parameters.

The data from these tests is regularly reviewed for changes or trends, and any customer water quality complaint is escalated for review by our water quality team. ***We are pleased to report that the water quality results in your system meet all state and federal drinking water standards.***

Within these pages are details about your drinking water: where it comes from, what is done to protect and treat it, what's in it, and the results of our water quality tests.

A lot goes into delivering safe, reliable water from the source to your tap. We invest in our people and systems to make that happen – from the sources of supply, to treatment facilities and processes, water quality testing and investments in the water mains – each step is important to delivering quality drinking water.

We are also committed to the stewardship of water resources: we know that we need to protect our water sources, land and the environment for current and future generations. Some of the ways we do that are:

- A comprehensive source-protection program including annual watershed inspections and clean-ups
- Ownership of over 6,000 acres of land maintained and protected as open space
- Active involvement by our team with local officials, reviewing and commenting on land development proposals or activities that could affect water quality at our sources of supply

Delivering safe drinking water is our highest priority. We appreciate the trust you put in us every day when you turn on the tap and we're committed to honoring that trust by delivering a quality product and world-class service to our customers for less than a penny a gallon. If you have any questions or comments about your drinking water or this report, please call our Customer Service staff at 1-800-286-5700 or send an e-mail to [customerservice@ctwater.com](mailto:customerservice@ctwater.com).

Sincerely,

A handwritten signature in blue ink, appearing to read "Maureen Westbrook".

Maureen Westbrook  
President

Water touches everything we **LOVE** about Connecticut and everything we **CARE** about.



# Connecticut Water is a company with **people from Connecticut** serving in the **interest of Connecticut**.

We are dedicated to serving our customers and communities.

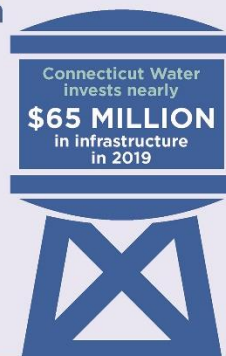
**SERVING A POPULATION OF 360,000  
ACROSS 59 TOWNS AND COMMUNITIES:**

Families | Businesses | Schools | Hospitals | Municipal needs

A lot goes into delivering **high quality water** from the source to you.

**PROVIDING SAFE AND RELIABLE WATER  
SYSTEM OPERATIONS 24/7:**

- 18 surface water supplies
- 200+ groundwater wells
- 22 treatment facilities including 5 major surface water treatment facilities
- 1,700 miles of water main
- 9,700 fire hydrants
- 98,000 service lines
- 170,000 water quality tests per year



It takes a **TEAM** to provide **safe reliable service** to Connecticut communities.

- 200+ water professionals to serve you
- Licensed and certified by State of Connecticut
- Over 1,600 customer appointments per month
- 120,000 customer calls per year
- Provide timely, accurate customer information
- After hours and emergency response
- Preventive maintenance and contingency plans minimize service interruptions

Safe, reliable, quality water service is important to our **quality of life** and a priority for Connecticut Water.



Community



Family



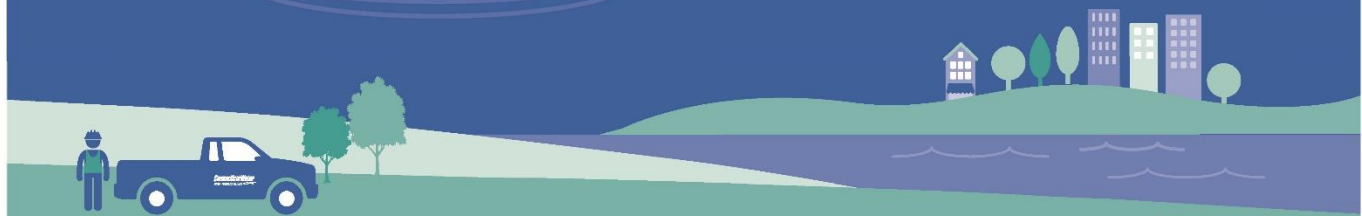
Health



Safety



Environment



[www.ctwater.com](http://www.ctwater.com) | 1-800-286-5700 | [f @CTWtr](https://www.facebook.com/CTWtr) | [@CTWater](https://twitter.com/CTWater)

# 2019 Water Quality Report – Northern Western Water System

Public Water System ID# CT0473011



Connecticut Water is pleased to present a summary of the quality of the water provided to you during the past year. This report is consistent with the requirements of the Federal Safe Drinking Water Act, to report annually the details of where your water comes from, what it contains, and the risks that our water testing and treatment are designed to prevent.

Federal law allows water providers to make the annual water quality reports available online. Paper copies can be mailed to customers who request it. We will notify customers through our notification system, bill inserts, news releases, our website and social media any time a new water quality report has been posted to our website. If you have any questions about this report, please call us at 1-800-286-5700 or e-mail [customerservice@ctwater.com](mailto:customerservice@ctwater.com).

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**Water Source: The Western System serves Connecticut Water Company customers in the towns of East Granby, East Windsor, Ellington, Enfield, Mansfield, Somers, South Windsor, Suffield, Tolland, Vernon, and Windsor Locks. Water for the Western water system comes from surface reservoir and groundwater well resources.**

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Sources of tap water and bottled water include reservoirs, ponds, wells, and springs. As water travels over the surface of the land or through the ground, it can dissolve naturally occurring minerals and in some cases, radioactive material, and pick up substances resulting from the presence of animals or from human activity, including:

- Viruses and bacteria, which may come from septic systems, livestock, or wildlife.
- Salts and metals, which can be natural or may result from storm water runoff and farming.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban storm water runoff, or farming.
- Organic chemicals, which originate from industrial processes, gas stations, storm runoff, and septic systems.
- Radioactive substances, which can be naturally occurring.

To ensure safe tap water, the U.S. Environmental Protection Agency (EPA) prescribes limits on these substances in water provided by public water systems.

# Source Water Assessment



The Source Water Assessment and Protection (SWAP) program determines how susceptible public water supplies are to potential contamination by microbial and/or chemical contaminants. The susceptibility ranking is assigned using information collected by the Department of Public Health (DPH).

The below table summarizes the SWAP assessments for the system. These assessments are not an indication of water quality from our water sources. Complete SWAP reports can be found here: <http://tinyurl.com/cwc-swapreport>

Town	Water Supply Source	Type	Overall Susceptibility
East Windsor, Suffield & Windsor Locks	Hunt Wellfield	Groundwater	Moderate
East Windsor, Ellington, Mansfield, Manchester, South Windsor, Suffield, Tolland, Vernon, & Windsor Locks	Shenipsit Lake	Surface Water	Moderate
East Windsor, Ellington, Enfield, Somers, Suffield, & Windsor Locks	Powder Hollow & Spring Lots Wellfields	Groundwater	Moderate
South Windsor	Pine Knob Well	Groundwater	Moderate
Suffield	W. Suffield Well	Groundwater	Moderate
Vernon	Vernon Well 5	Groundwater	Low

# Protecting Water Sources



Source water is untreated water from streams, rivers, lakes, or underground aquifers that is used to supply public drinking water. Preventing drinking water contamination at the source makes good public health sense, good economic sense, and good environmental sense. Most contaminants enter rivers, lakes and reservoirs from storm water runoff of streets, parking lots, golf courses, athletic fields, construction sites, farms and residential neighborhoods. You can be aware of the challenges of keeping drinking water safe and take an active role in protecting drinking water.

There are lots of ways that you can get involved in drinking water protection activities to prevent the contamination of the ground water source:

- Restrict the use of lawn chemicals, especially before heavy rains.
- Dispose of pet or animal waste properly so that it does not wash into a nearby stream or storm drain.
- Inspect septic tanks every two years, and clean as needed. Make septic system repairs as soon as possible.
- Do not pour used motor oil on the ground or into storm drains. Contact your town for proper disposal of household chemicals.
- Report muddy runoff from construction sites to your town's zoning or wetland officials.

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*Connecticut Water staff works closely with developers, local land use agencies and state agencies to minimize potential impacts from proposed land use activities within our source water protection areas. We also work with local and state officials to correct new or existing violations in our source water protection areas, as necessary.*

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Connecticut Water regularly inspects more than 5,600 properties within our public water supply watershed areas throughout the state. Our watershed inspectors protect your drinking water by inspecting properties and ensuring they meet the regulations set by the Connecticut DPH. They look for and report conditions such as failing septic systems, wastewater discharge, improper livestock manure management, soil erosion and sedimentation, leaking heating oil tanks, improper usage and storage of chemicals, road salt, pesticides and fertilizers, or illegal dumping that could affect water quality.

# PFAS in Water Sources



PFAS (Per-and Polyfluoroalkyl substances) are a large group of man-made chemicals that have been manufactured and used around the world since the 1940s for many industrial and consumer purposes including the coating of fabrics, nonstick cookware, food packaging, and firefighting foam.

These chemicals can accumulate over time and have been found in both the environment and the human body. They do not break down easily in the environment or the human body and are sometimes called “forever chemicals”.

Of these chemicals, the most extensively produced and studied have been PFOA and PFOS.

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*At this time, the United States Environmental Protection Agency (EPA) and regulators in Connecticut and states across the country are working to develop appropriate standards for these chemicals in drinking water. Connecticut Water Company will be engaged with our industry colleagues and regulators as the process continues, to ensure we best meet the needs of our customers.*

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Connecticut Water is in full compliance with Connecticut Department of Public Health (DPH) and United States Environmental Protection Agency (EPA) drinking water standards and the guidelines for risk assessment of all water sources and systems as well as all the monitoring and testing requirements under the Unregulated Contaminate Monitoring Rule (UCMR) to date.

For more information and 2020 source water testing results, please visit [www.ctwater.com/water-quality](http://www.ctwater.com/water-quality) and find our section on PFAS.



# Educational Information on Lead & Copper



We believe it is important to provide you with information about the sources of lead and copper in drinking water and the health effects associated with them.

## ***What is Lead?***

Major Sources in Drinking Water: Corrosion of household plumbing systems; erosion of natural deposits.

Health Effects Statement: Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.

Connecticut Water Company is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components in your home where they could potentially cause result in lead in your drinking water. If you are concerned about the potential for lead in your drinking water from in-home plumbing and fixtures, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. This is important especially in cases where you may not have used your water over a period of several hours and it's been sitting in the pipes. You may also wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline

(<https://www.epa.gov/ground-water-and-drinking-water/safe-drinking-water-hotline>) or [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead)

Where needed, we have a comprehensive corrosion control program, to reduce risk of lead leaching from our customers' service line or internal plumbing. This includes pH monitoring and adjustment. And, we fully comply with EPA requirements regarding sampling for lead in drinking water. We provide documentation to the Connecticut Department of Public Health to demonstrate our results.

## ***What is Copper?***

Major Sources in Drinking Water: Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives

Health Effects Statement: Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could, suffer liver or kidney damage. People with Wilson's Disease should consult their personal doctor. If you are concerned about elevated lead or copper levels, you may wish to have your water tested. Running your tap for 30 seconds to two minutes before use will significantly reduce the levels of lead and copper in the water. Additional information is available from the U.S. Environmental Protection Agency's Safe Drinking Water Hotline website <https://www.epa.gov/ground-water-and-drinking-water/safe-drinking-water-hotline>.

For information on the levels of lead and copper detected in your drinking water system, please refer to the table in this water quality report.

***Special Considerations:*** Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/Centers for Disease Control and Prevention (CDC) guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline website <https://www.epa.gov/ground-water-and-drinking-water/safe-drinking-water-hotline>.

# Water Quality Data – Northern Western Water System



The results of the tests conducted on water samples throughout the distribution system for regulated compounds are summarized in the table below. The Safe Drinking Water Act allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old. If levels were tested prior to 2019, the year is identified in the sample year column. The presence of contaminants in the water does not necessarily indicate that the water poses a health risk. The “Range of Detection” column represents the lowest and highest concentration detected throughout the monitoring period.

DISINFECTANT RESIDUAL								
Analyte	Unit	MRDL	MRDLG	Range of Detection		Sample Year	Met Drinking Water Standards	Typical Source
				Low	High			
Chlorine	ppm	4	4	ND	1.35	2019	Yes	Water additive used to control microbes

INORGANIC CHEMICALS								
Analyte	Unit	MCL	MCLG	Range of Detection		Sample Year	Met Drinking Water Standards	Typical Source
				Low	High			
Arsenic	ppb	10	0	ND	2.5	2017-2019	Yes	Erosion of natural deposits
Barium	ppm	2	2	0.008	0.407	2017-2019	Yes	Erosion of natural deposits
Chloride	ppm	250	NA	7.2	86.8	2017-2019	Yes	Erosion of natural deposits
Fluoride	ppm	4	4	ND	0.73	2017-2019	Yes	Water additive for dental health
Nitrate	ppm	10	10	0.02	4.419	2019	Yes	Runoff from fertilizer
Nitrite	ppm	1	1	ND	ND	2019	Yes	Runoff from fertilizer
Selenium	ppb	50	50	ND	1	2017-2019	Yes	Erosion of natural deposits
Sodium	ppm	NL = >28	NA	8.8	29.2	2017-2019	Yes*	Erosion of natural deposits
Sulfate	ppm	NA	250	6.8	83.8	2017-2019	Yes	Erosion of natural deposits

## \* Sodium Notification

During routine water quality testing in the Western System, the results of one water quality sample indicated a sodium level of 29.2 ppm. The State of Connecticut has established a notification level of greater than 28 ppm for sodium in drinking water. Further, Section 19-13-B102 of the State Public Health Code requires us to provide a notice to you if the sodium content exceeds 28 ppm. The reason for the notification is so that consumers on low or restricted sodium diets may take into account their sodium intake from the drinking water. If you have been placed on a sodium-restricted diet, please inform your physician that based on most recent testing, your water contains 29.2 ppm of sodium.

## Nitrate:

Connecticut Water Company's Western System is in compliance with the EPA's standard of less than 10 ppm for nitrate in drinking water. However, you should know that a nitrate level in drinking water above 10 ppm is a health risk for infants less than



six months of age. High nitrate levels in drinking water can cause blue baby syndrome. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant, you may want to ask for advice from your health care provider.

RADIONUCLIDES								
Analyte	Unit	MCL	MCLG	Range of Detection		Sample Year	Met Drinking Water Standards	Typical Source
				Low	High			
Net Gross Alpha	pCi/L	15	0	ND	5.14	2017-2018	Yes	Erosion of natural deposits
Radium 228	pCi/L	5	0	ND	1.46	2017-2018	Yes	Erosion of natural deposits
Uranium	ppb	30	0	ND	5	2017-2018	Yes	Erosion of natural deposits
Radon	pCi/L	NA	NA	ND	1,692	2017-2018	Yes	Erosion of natural deposits

#### **What is Radon:**

There is currently no federal drinking water standard for radon and it is not clear whether radon that is ingested (i.e. taken through the mouth) contributes to cancer or other adverse health conditions. EPA is considering a standard of no more than 4,000 pCi/L in water, though the final EPA standard may be different. As more information becomes available, Connecticut Water will take appropriate measures as may be necessary.

Radon is a colorless, tasteless, naturally occurring radioactive gas that may be present in rock, soil, groundwater and air. Radon can move up through the ground and into a home through cracks and holes in the foundation. Radon can enter homes from tap water during showering, washing dishes, and other household activities. Compared to radon entering the home through soil, radon entering the home through tap water will, in most cases, be a very small portion of the total radon in indoor air.

Approximately only 1 part in 10,000 of radon in water will move into the air through these normal household activities.

If you are concerned about radon in your home, you may wish to test the air. Testing is inexpensive and easy. For additional information, call DPH at 860-509-7299 or EPA's Radon Hotline at 1-800-SOS-RADON.

MICROBIOLOGICAL							
Analyte	MCL	MCLG	Detected in Water System		Sample Year	Met Drinking Water Standards	Typical Source
Total Coliforms	Not to exceed 5% of monthly samples **		Absent		2019	Yes	Naturally present in environment
<i>E. coli</i>	See below †	0	Absent		2019	Yes	
Turbidity	TT >5 NTU	0	ND	1.25	2019	Yes	Soil runoff
Total Organic Carbon	TT (compliance ratio ≥1)	0	Compliance Ratio = 1.6		2019	Yes	Naturally present in environment

#### **\*\* Total Coliform**

This report reflects compliance with the Revised Total Coliform Rule (RTCR) issued April 1, 2016. The RTCR requires water systems to continue to monitor for coliform contamination, and replaced the monthly MCL for total coliform with a TT for total coliform. The TT dictates that when coliform contamination exceeds a specified frequency, water systems must conduct an assessment of the system to identify and correct any potential routes of contamination in order to remain in compliance with Drinking Water Standards.

#### **† *E. coli***

Any routine sample that shows the presence of total coliform triggers repeat samples that must be analyzed for total coliform and *E. coli*. If *E. coli* is found in any repeat sample, the system is considered to be in violation of the MCL.

### ***Turbidity***

Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea and associated headaches.

DISINFECTION BYPRODUCTS									
Analyte	Unit	MCL	MCLG	Range of Detection		LRAA	Sample Year	Met Drinking Water Standards	Typical Source
				Low	High				
Total Trihalomethanes	ppb	80	NA	16.3	70.5	61.9	2019	Yes	By-product of drinking water disinfection
Haloacetic Acids	ppb	60	NA	1.3	27	19.7	2019	Yes	By-product of drinking water disinfection

LEAD AND COPPER									
Analyte	Unit	MCL	MCLG	Range of Detection		90 <sup>th</sup> %ile value	Sample Year	Met Drinking Water Standards	Typical Source
				Low	High				
Lead	ppb	AL = 15	0	ND	157	14	2019 (7 of 152 samples > AL)	Yes	Corrosion of household plumbing systems
Copper	ppm	AL = 1.3	1.3	0.02	0.36	0.14	2019	Yes	Corrosion of household plumbing systems

### ***Educational Information about Lead and Copper:***

Connecticut Water believes it is important to provide you with information about the sources of lead and copper in drinking water and the health effects associated with them. The primary source of lead and copper in tap water is household plumbing, and plumbing can vary from house to house within the same neighborhood. For information on the levels of lead and copper detected in your drinking water system, please refer to the table above.

#### ***What is lead:***

Major sources of lead in drinking water are corrosion of household plumbing systems and erosion of natural deposits. Health Effects: Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink water containing lead in excess of the action level over many years could develop kidney problems or high blood pressure.

#### ***What is copper:***

Major sources of copper in drinking water are corrosion of household plumbing systems, erosion of natural deposits, and leaching from wood preservatives. Health Effects: Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. Anyone with Wilson's Disease should consult their personal doctor.

If you are concerned about elevated lead or copper levels, you may wish to have your water tested. Running your tap for 30 seconds to two minutes before use will significantly reduce the levels of lead and copper in the water. Additional information is available from the U.S. Environmental Protection Agency's Safe Drinking Water Hotline at <https://www.epa.gov/ground-water-and-drinking-water/safe-drinking-water-hotline>.

#### UNREGULATED CONTAMINANT MONITORING RULE 4 (UCMR 4)

EPA continually evaluates its drinking water standards to protect public health. As required by the 1996 Safe Drinking Water Act amendments, once every five years EPA issues a new list of no more than 30 unregulated contaminants to be monitored by public water systems. This monitoring provides a basis for potential future regulatory actions to protect public health.

Connecticut Water conducted the required sampling and analysis between 2019 -2020 under the UCMR 4. The table below shows which of the unregulated contaminants were detected:

UCMR 4 parameters have no standards and are being evaluated for potential future regulation		
Contaminant	Range	Likely Source of Contamination
Manganese (ppb)	1.1 - 42.2	Erosion of natural deposits
HAA5 Group (ppb)	2.6 - 23.2	By-product of drinking water disinfection
HAA6Br Group (ppb)	1.0 - 8.3	By-product of drinking water disinfection
HAA9 Group (ppb)	3.6 - 32.2	By-product of drinking water disinfection
Bromide (ppb)	1.9 - 25	Naturally present in environment
TOC (ppm)	ND - 4.85	Naturally present in environment

TERMS AND ABBREVIATIONS
<p><b>AL = Action Level:</b> The concentration of a contaminant that, if exceeded, triggers treatment or other requirements that a water system must follow.</p> <p><b>LRAA = Locational Running Annual Average:</b> The average of sample analytical results for samples taken at a particular monitoring location during the previous 4 calendar quarters. The LRAA is used for direct comparison to the MCL.</p> <p><b>MCL = Maximum Contaminant Level:</b> The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.</p> <p><b>MCLG = Maximum Contaminant Level Goal:</b> The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.</p> <p><b>MRDL = Maximum Residual Disinfectant Level:</b> The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.</p> <p><b>MRDLG = Maximum residual disinfectant Level Goal:</b> The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contamination.</p> <p><b>NA = Not Applicable</b></p> <p><b>ND = Not Detected</b></p> <p><b>NL = Notification Level:</b> There is no MCL for sodium. However, the Connecticut Department of Public Health requires that customers be notified if sodium levels exceed 28 ppm.</p> <p><b>NTU = Nephelometric Turbidity Unit:</b> A measure of water clarity.</p> <p><b>ppm = parts per million, or milligrams per liter (mg/L)</b> This is equivalent to one second in 11.5 days.</p> <p><b>ppb = parts per billion, or micrograms per liter (µg/L)</b> This is equivalent to one second in 32 years.</p> <p><b>ppt = parts per trillion, or nanograms per liter (ng/L)</b> This is equivalent to one second in 32,000 years.</p> <p><b>pCi/L = picocuries per liter</b> (a measure of radioactivity)</p> <p><b>TT = Treatment Technique:</b> A required process intended to reduce the level of a contaminant in drinking water.</p> <p><b>90<sup>th</sup> %ile = 90<sup>th</sup> percentile value:</b> The calculated value that is equal to or greater than 90 percent of the individual sample concentrations for the water system. The 90<sup>th</sup> percentile value is used for direct comparison to the AL.</p>

#### Special Considerations:

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with

HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/Center of Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbiological contaminants are available from the Safe Drinking Water Hotline at <https://www.epa.gov/ground-water-and-drinking-water/safe-drinking-water-hotline>.

# INFRASTRUCTURE INVESTMENT

Investing in our infrastructure is **crucial** to maintaining the **safe, reliable high quality** water we provide to customers 24 hours a day, 365 days a year.

**FAMILIES & COMMUNITIES** see the **BENEFIT** of these investments through:

- Clean, safe drinking water that contributes to good health
- An increase in the volume of water supplied to the nearby hydrant for public safety
- A reliable supply of water for economic development & job creation
- New equipment and programs that result in greater water conservation, benefitting the environment



We plan to invest over **\$27 million in 2020** in upgrades to water quality, treatment, storage and pipeline



We have invested **more than \$425 million** in infrastructure over the past 10 years - that's more than \$4,480 per customer.



For information on this year's projects, visit our website at **[ctwater.com/projects](http://ctwater.com/projects)**



Since 2008 we have replaced more than 145 miles of old water mains in Connecticut - some over 100 years old - through the Water Infrastructure and Conservation Adjustment (WICA) program. This directly impacts the reliability of our water systems.

# WATER CONSERVATION

*Conserving water helps ensure that we have an adequate supply of water for public health and safety and reduces demands on the state's water resources. A typical household uses 15,000 gallons of water per quarter, or 60,000 gallons a year. YOU can play a role in conserving water by being conscious about the amount of water your household is using.*

**Here are some ways to conserve.  
Find more on our social media handles:**



## **REPAIR** leaky toilets

Check for leaks by putting food coloring in the tank; if the food coloring seeps into the bowl without flushing, there is a leak.

**Water Savings:**  
73,000 gallons/year



## **CONSIDER** a low flow toilet

Modern toilets use just 1.6 gallons per flush, versus older models using 3.5 gallons per flush.

**Water Savings:**  
15,000 gallons/year



## **RUN** full loads in the washer & dishwasher

Go ahead and fill 'er up! Full loads of laundry and dishes save water AND energy.

**Water Savings:**  
3,400 gallons/year



## **COVER UP** - your pool

Pool covers not only keep out leaves and debris, they reduce up to 95% of evaporation.

**Water Savings:**  
20,000+ gallons/year



## **WATER EARLY**, not often

Lawns develop short root systems when watered every day. Water just once or twice a week in the morning to maximize root health and avoid water loss from evaporation

**Water Savings:** 6,750 gallons per watering day avoided for .25 acre lawn



## **TURN OFF** the tap

Running water during toothbrushing, shaving and washing dishes all adds up; turn off the tap when you don't need the water

**Water Savings:** 3,000 gallons/year just through toothbrushing

**Connecticut Water is committed to preserving our environment for current and future generations.**

Protection of  
**OPEN SPACE  
AND WATERSHED  
LANDS**

**WATER  
CONSERVATION**  
education and  
programs

**INFRASTRUCTURE  
INVESTMENTS** to  
reduce system  
water loss

**SUSTAINABLE  
DESIGN** of  
buildings and  
facilities