



Customer Assistance Program 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.

COVID-19 Extended Payment Plans



- Available for any Connecticut Water customer, regardless of income
- Can be spread out for up to 24 months
- Interest-free
- No down payment required

COVID-19 Payment Plans are available until Governor Ned Lamont's COVID-19 Pandemic Emergency Order is lifted.

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, COVID-19 Extended 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
- 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 www.ct.gov/dss/WaterAssistance 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.