

Connecticut Water Company
93 West Main Street
Clinton, CT 06413

Customer Service: 800.286.5700



July 17, 2026

«Mailing_Name»
«Mailing__Line_1»
«Mailing_Line_2»
«Mailing_City», «Mailing__State» «Mailing_Zip»

Dear Valued Customer:

Connecticut Water Company (CWC) will be replacing water main in your neighborhood starting on or about August 3 2026. The work hours will be 7 a.m. to 4:30 p.m., Monday through Friday. We expect the project to be fully complete by October 2026.

This work to improve your water system is possible because of our Water Infrastructure and Conservation Adjustment (WICA) program. WICA funds enable us to accelerate the replacement of aging water system infrastructure and sustain valuable water resources. These projects ensure you and future generations of customers will continue to experience high-quality, reliable water service.

As part of the project, all houses will be upgraded with new meter pits located on the property line, at no additional cost. Your existing water meter will be removed from the house and placed in the new meter pit by a licensed plumber. We will also be replacing the water service line that runs from our water main to your shut off valve close to the street. It may be necessary to briefly interrupt your water service during that time. We will notify you at least 24 hours in advance of any planned interruptions so that you can plan accordingly.

Please use caution in the construction work zone. Our work will involve trenches that may be up to 6 feet deep. Our contractor will take all required safety measures to ensure the work area is safe, including appropriate signs, barricades and traffic control. At times traffic lanes may be restricted. Restoration work, such as repaving of driveway aprons and restoration of grass along the curb line, will take place when the project is fully completed. Due to seasonal constraints around paving and planting, the restoration work may take place several weeks after we have moved through your area.

Additional information can be found at ctwater.com/projects. Specifics, including scheduled service interruptions, will be communicated by phone, text and e-mail messages. You will only receive these notifications if we have your contact information. Please visit ctwater.com/notification to provide your contact information for future notifications.

Thank you for your patience and understanding as we work to improve our infrastructure to better serve our customers. If you have any questions concerning this project, please contact Joe Ruzbasan, Project Coordinator, Distribution System Engineering, at 860-664-6136.

Sincerely,

A handwritten signature in blue ink, appearing to read "C. Wojciak".

Christopher J. Wojciak, P.E.
Manager, Distribution System Engineering

