

Schedule of Special Charges

The PURA Decision authorizes separate Fire Protection Charges as well as a number of Special Charges for various non-routine services.

Miscellaneous Service Charges*	
Service Turn On/Off & Meter Charges	Rate
Service Turn Off - Normal Hours	\$45
Service Turn On - Normal Hours	\$45
Service Turn Off - After Hours	\$65
Service Turn On - After Hours	\$65
Frozen/Damage Meter Charge - Normal & After Hours	
Meter Size - 5/8"	\$95
Meter Size - 3/4"	\$136
Meter Size - 1"	\$174
Meter Size - 1 1/2"	\$343
Meter Size - 2"	\$455
Meter Size > 2"	Actual Cost
Miscellaneous Fees & Charges	Rate
Bulk Water Account Activation or Key Charge	\$150
Bulk Water Commodity Charge	Commercial Metered Rate plus Daily Basic Service Fee
Unauthorized Water Use	\$250
Curb Box Repairs - Equipment Required	\$323
Curb Box Repairs - Hand Dug	\$108
Cross Connection Notice Fee	\$43
Failure to Comply with Water Use Restriction Fee	\$200
Water Service Capability Report - Individual Premise Consumption Report	\$350
Water Service Capability Report - Summary Premise Consumption Report	\$125
Collection Fees	Rate
Return Check Fee	\$40
Lien Placement Fee	\$260
Late Payment - Interest Fee*	1.5% per month

If you need additional information on this topic or have specific questions, please feel free to contact the Connecticut Water customer service team at 1-800-286-5700.

H2O Help 2 Our Customers Program

Connecticut Water understands that customers may experience financial hardships from time-to-time. The H2O program offers financial assistance and/or payment plans to support customers who may be experiencing challenges so they can have uninterrupted water service. For more information go to ctwater.com/H2O.

*Note: Late payment/interest charges are applied to amounts past due 30 days or more at a rate of 1.5 percent per month. Interest charges will appear on customer notices and subsequent bills based on the amount outstanding and time past due.



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