



Value of Water Presentation

Easton Town Hall - September 21, 2023

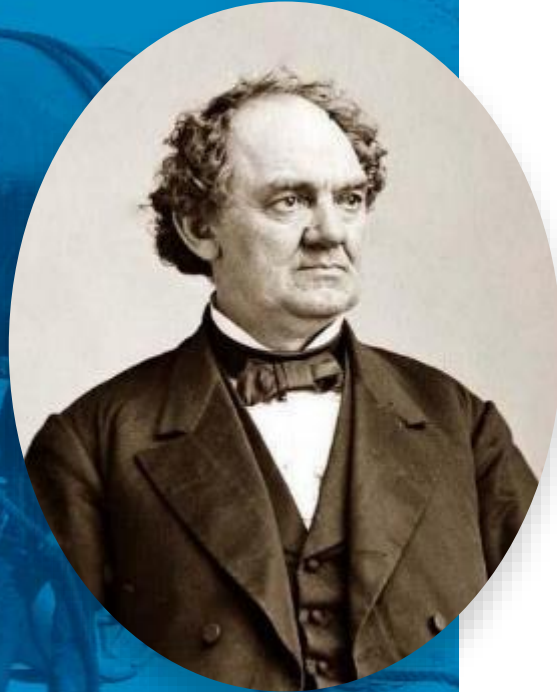
George Logan, Director - Community Relations



AGENDA

- About Aquarion
- Consumer Usage
- Conservation Program
- Easton Distribution System
- Infrastructure Improvements
- Water Supply Update

ABOUT AQUARION



P.T. Barnum
elected second
company
president in 1877

We are the largest investor-owned water utility in New England and are among the seven largest in the United States

- Based in Bridgeport, Connecticut, we've been in the public water supply business since 1857 (originally the Bridgeport Hydraulic Company)
- Experienced steady growth throughout the 20th century in Connecticut
- Expanded into Massachusetts and New Hampshire in 2002
- Integrated over 84 water systems into its operations since 2011
- Acquired by Eversource Energy in 2017

AQUARION AT A GLANCE*



Serving 86 systems in 72 cities and towns across New England

AWC – CT

- **Connections** – 217,000
- **Rate Base** – \$1B
- **Revenues** – \$200.2M
- 59 Cities & Towns

AWC – NH & Abenaki

- **Connections** – 11,000
- **Rate Base** – \$41M
- **Revenues** – \$7.5M
- 8 Towns

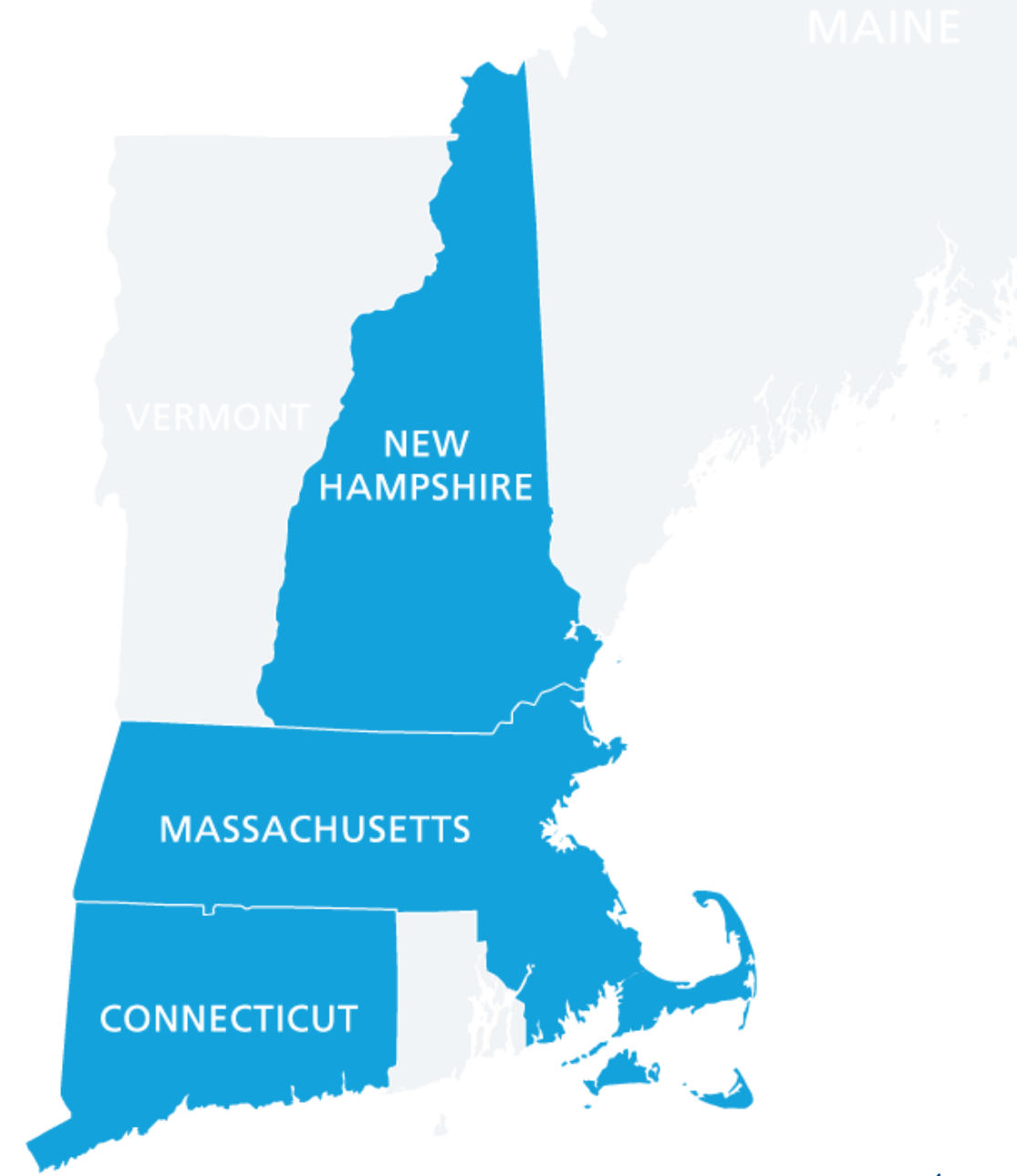
AWC – MA

- **Connections** – 9,000
- **Rate Base** – \$24M
- **Revenues** – \$4.9M
- 5 Towns

ALL SYSTEMS

- **Connections** – 237,000
- **Rate Base** – \$1.066B
- **Revenues** – \$212.6M
- 72 Cities & Towns

*Statistics as of December 31, 2022



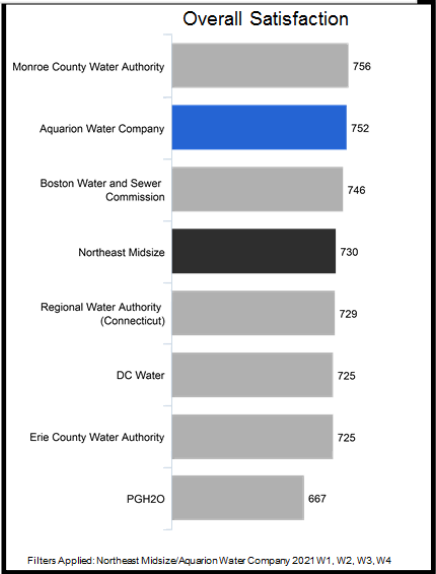
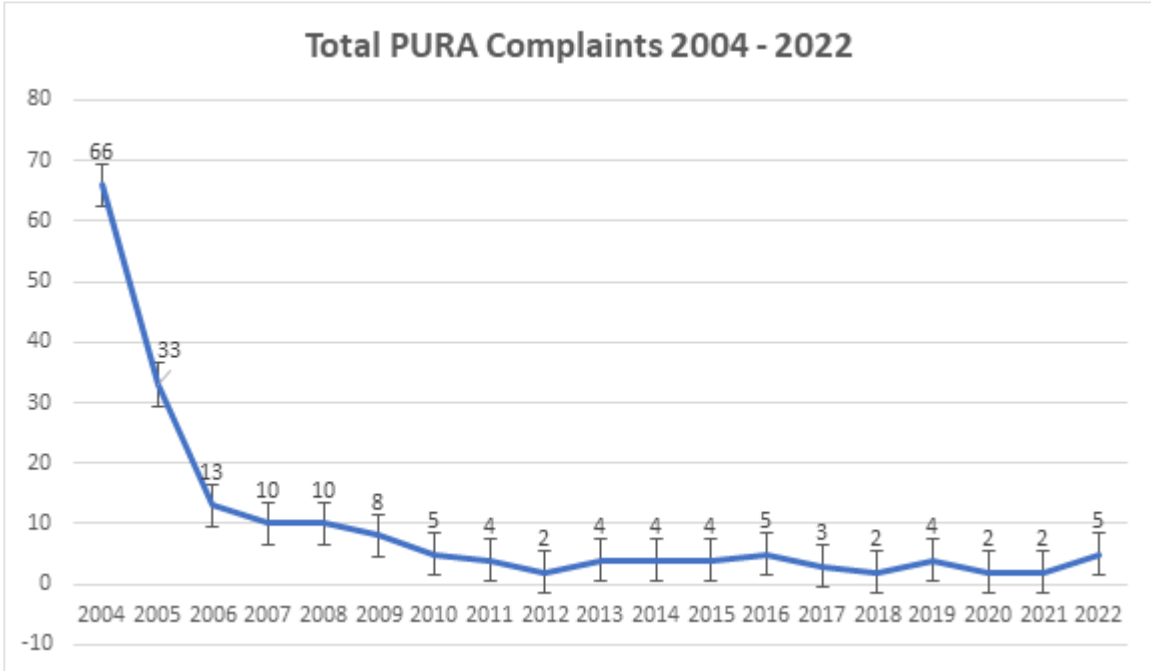
AQUARION AT A GLANCE (continued)

Summary of Assets Aquarion – CT

- **Towns Served:** 59
- **Supply:** 249 Wells; 27 Reservoirs; 10 Reservoir Systems; 36 Dams;
- **Treatment Facilities:** 10 Surface Water; 70 Groundwater;
- **Distribution:** 3,447 Miles of Water Mains; 176 Water Storage Tanks; 98 Pumping Stations;

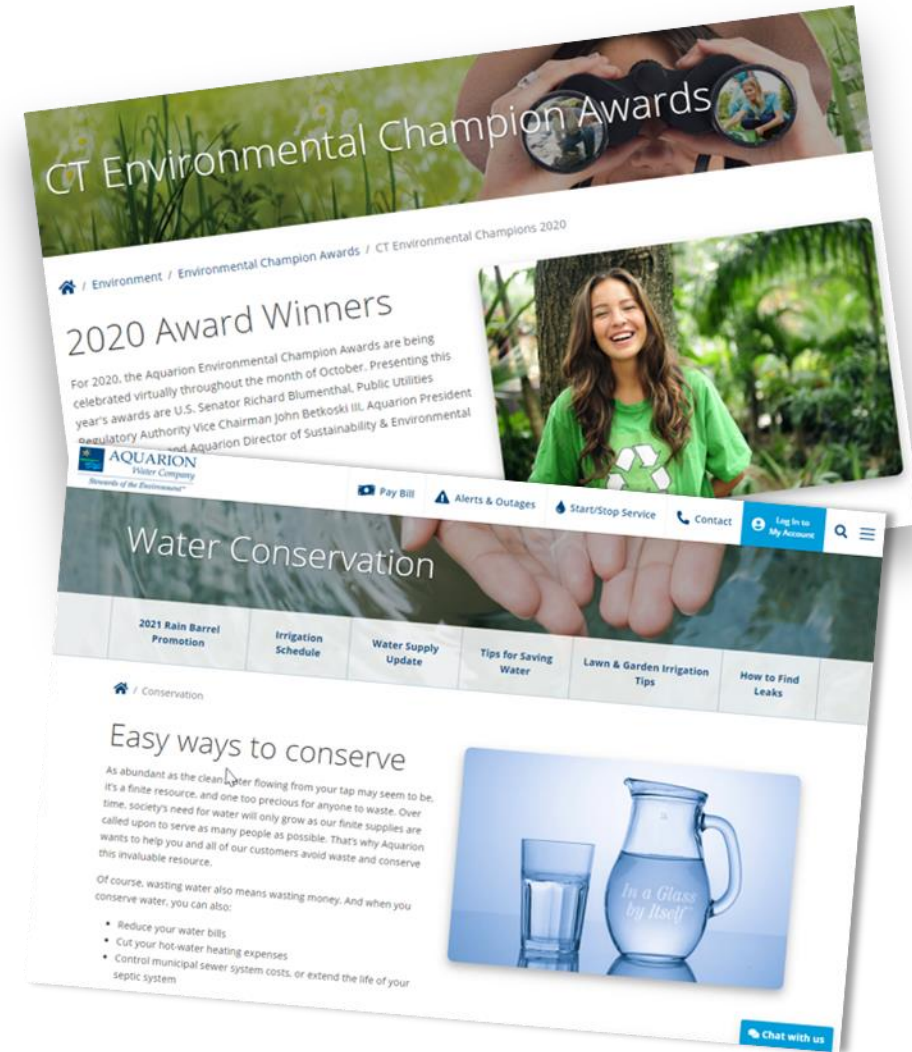
Customer Satisfaction

- Customer service is a top priority
- Latest survey: 95% of Aquarion customers satisfied or extremely satisfied
- Strong J.D. Power results
- Historically, among the lowest number of complaints for regulated utilities



Environmental Champion

- Stewards of the Environment
- 2022 Water Quality Compliance for Legacy Systems
 - Goal: Zero Violations
 - Results: Zero Violations
- 100% Environmental Compliance in 2022
- Carbon neutral by 2030
- Comprehensive conservation program used to manage supplies when needed



Motivated and Efficient Workforce

- **Top Employer:** Aquarion selected as one of the top places to work in Connecticut (6 times)
- **Community Involvement:** Over one-third of employees volunteer in over 140 organizations



Challenges Facing Water Industry

Aging Infrastructure

Water Quality Issues – Emerging Contaminants

- PFAS – group of man-made chemicals

Lead (Pb) and Copper Rule (new regulations)

- Increased sampling
- Lead service line replacements will be costly (tens of millions \$)

Streamflow Regulations

- Reduces available supply (100 MGD to 85 MGD)
- Need for new water supplies and new infrastructure to move water

Aging Workforce / Large Number of Retirements

Rising Customer Expectations

- High level of reliable

New Irrigation System Installations

What Aquarion brings to the table

Professional Organization with Big Responsibilities

- Experienced organization
- Cares about the consumer
- Wants to be responsible to the environment
- Supports a knowledgeable and diverse workforce

Highly Skilled New England Organization

- Roots and headquarters in CT for more than 165 years

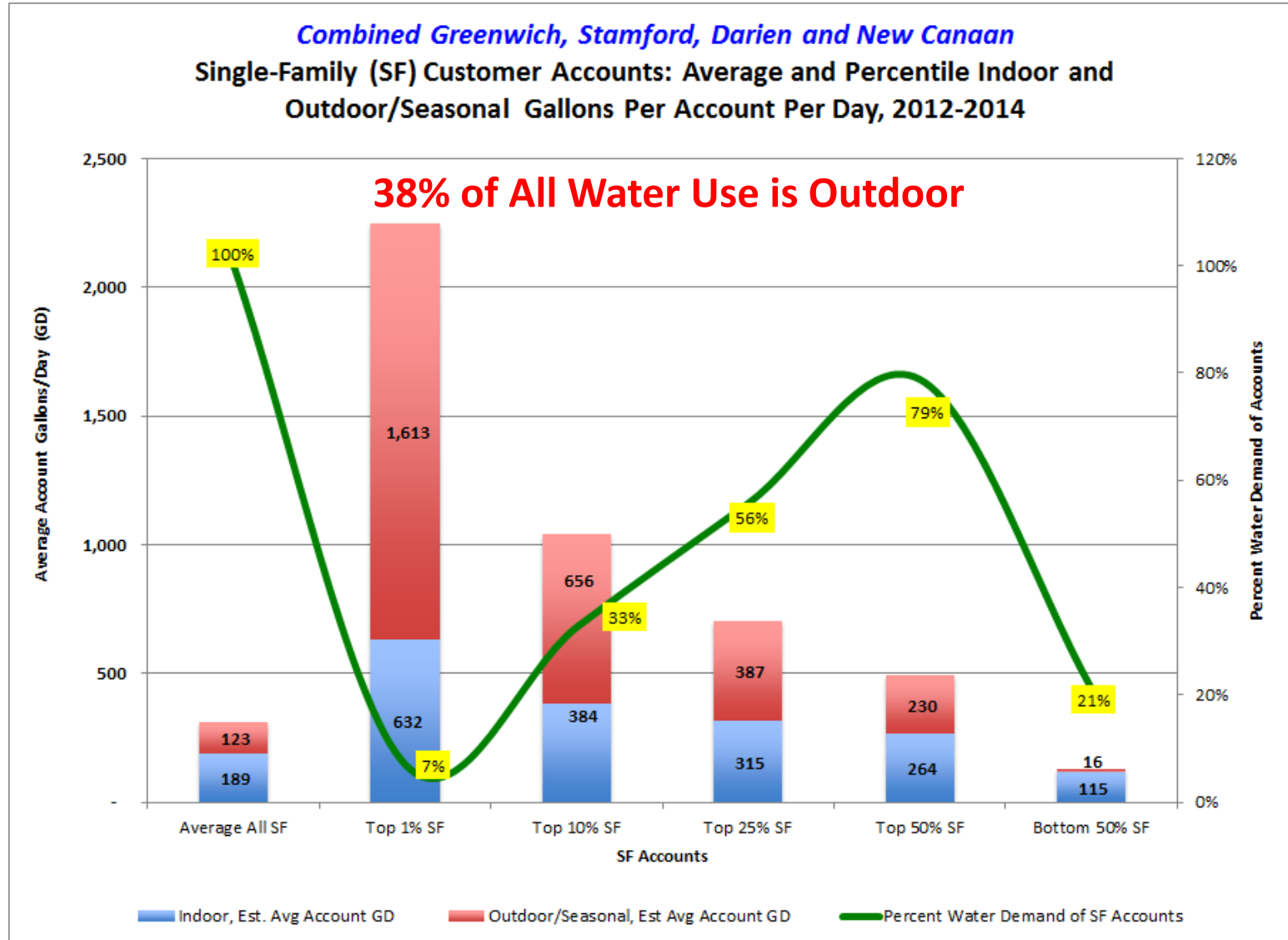
Customers Benefit, Great Service, High Quality Drinking Water

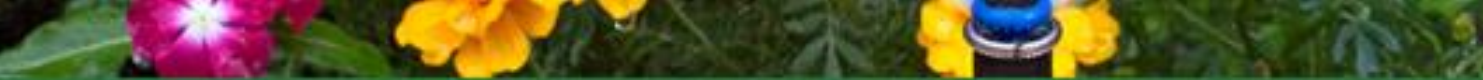
- Industry leading customer service
- Proven ability to manage rates and work with CT PURA

Deep Technical Bench to Solve Engineering, Operational, and Regulatory Hurdles

- 340 employees
- 100% environmental compliance in 2022
- Zero health-based water quality violations in 2022 for legacy Aquarion systems
- Acquired and integrated 84 systems in 26 separate transactions since 2011

Consumer Usage - Single Family

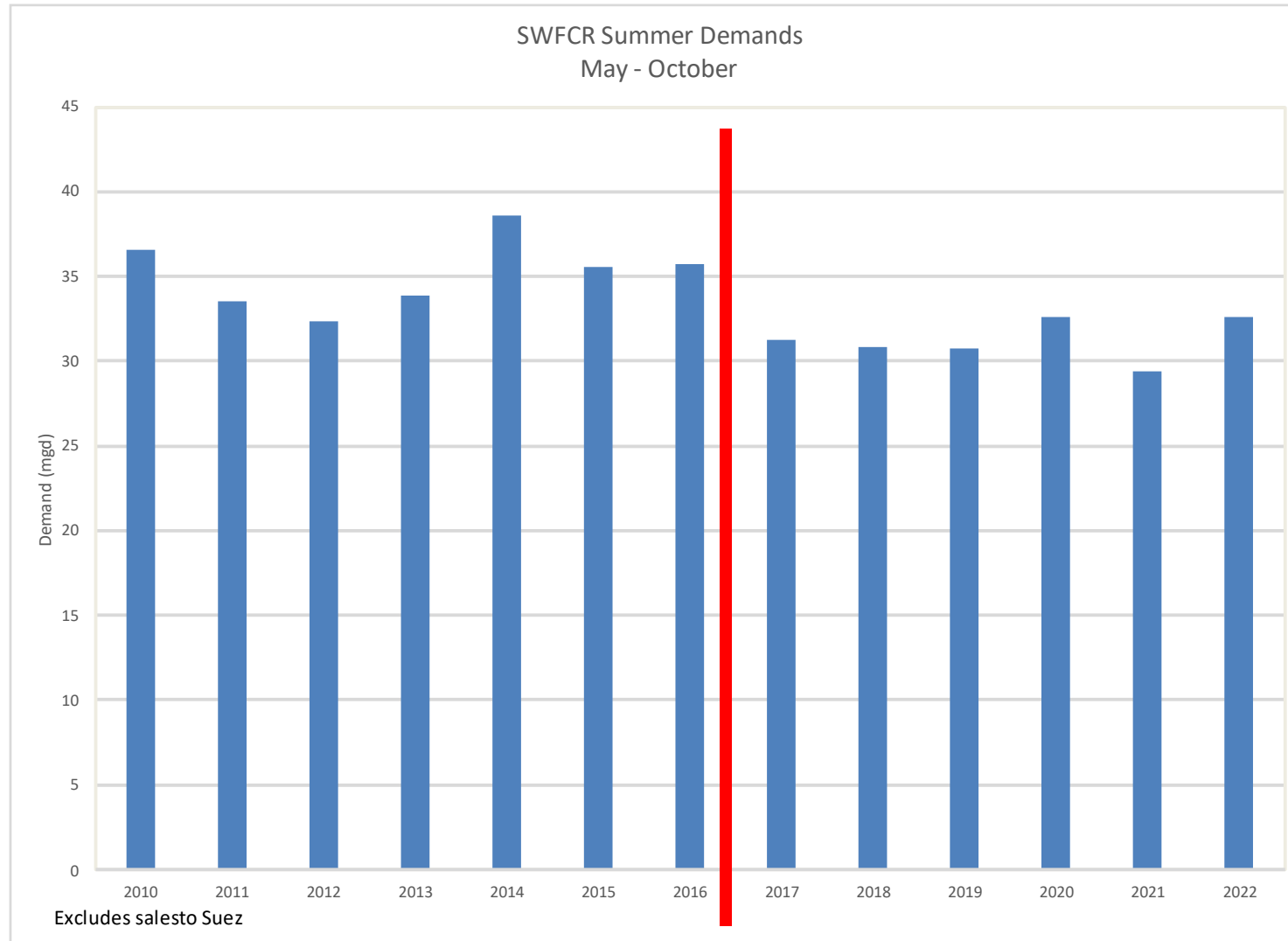




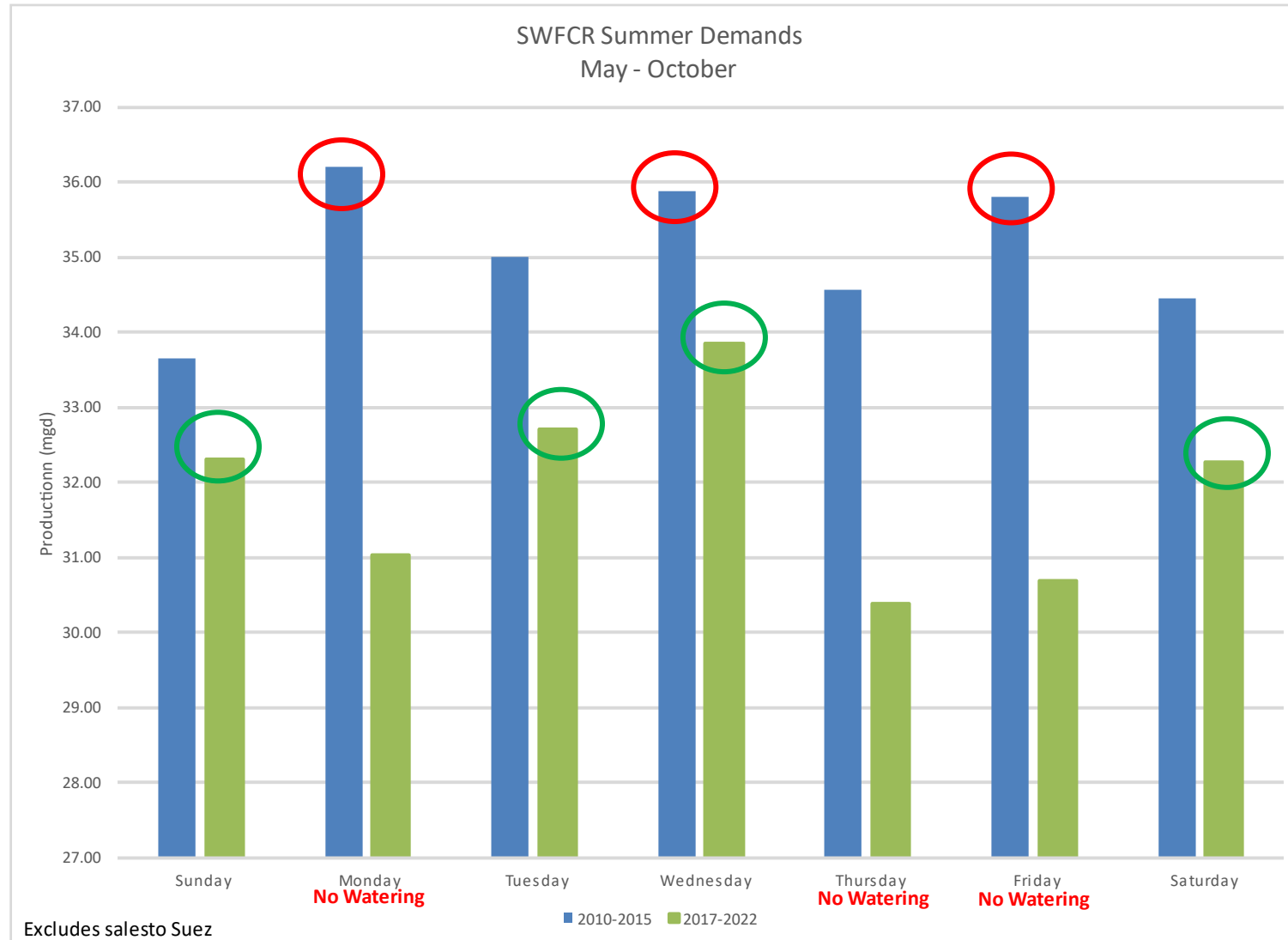
Twice-Weekly Sprinkler Irrigation Schedule

Last Digit of Your Address Number	Please Water Only On:
0, 2, 4, 6 or 8 (even numbers)	Sunday & Wednesday 12:01 am – 10:00 am, or 6:00 pm – Midnight
1, 3, 5, 7 or 9 (odd numbers)	Saturday & Tuesday 12:01 am – 10:00 am, or 6:00 pm – Midnight
No address number	Sunday & Wednesday 12:01 am – 10:00 am, or 6:00 pm – Midnight

SWFC Total Demand – May Through Oct



SWFC – Demand – Days of the Week



Reduction in Demands

May - October	Rainfall	SWFCR Demand (mgd)	Greenwich Demand (mgd)
2010 - 2015	28.14	35.08	14.83
2016	21.07	35.73	13.99
2017	25.02	31.28	12.01
2018	34.39	30.85	12.25
2019	31.52	30.76	12.38
2020	22.02	32.65	13.34
2021	39.90	29.38	11.03
2022	23.48	32.61	12.72


2017 Difference from 2010-2015	-3.12	-3.80	-2.82
2018 Difference from 2010-2015	6.26	-4.24	-2.58
2019 Difference from 2010-2015	3.38	-4.32	-2.45
2020 Difference from 2010-2015	-6.11	-2.44	-1.49
2021 Difference from 2010-2015	11.77	-5.70	-3.80
2022 Difference from 2010-2015	-4.66	-2.47	-2.11
Average	1.25	-3.83	-2.54

-11%

May - Oct change in production (MG)		-704	-468
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Consumer Usage Review – Take Aways

- Better Understanding of Everyday Water Use
 - Most Customers are Water Efficient
 - Small Number of Users in each Customer Class are Very Large Users
 - Outdoor Water Use offers a Large Potential for Savings
- Irrigation has become pervasive in some areas
 - Grass will survive
 - Right thing to do – Finding most equitable balance of water use
- Changing Behavior – Contractors and Customers
- 2 Day per Week Restrictions were successful
 - Total demand reduced by 700 Million Gallons
 - Positive impact on reservoirs
 - Reduce the potential for future droughts



YOU CAN'T
FIGHT A FIRE IF
THERE'S NO
WATER IN THE
TANK



AQUARION & CONSERVATION

Decoupling

Streamflow regulation

Capital investment

Climate change

Drought of 2016



CONSUMPTION ANALYSIS

Demand is going slowly but steadily down
November through March in all communities

Demand is going up April through October with
some communities having dramatic "peaking
factors" in the summer months

Aquarion's customer base is 90+% residential

Majority of customers are efficient (use less than
the national average per person, per day)

Minority of customers are using excessive amounts
of water in the summer months



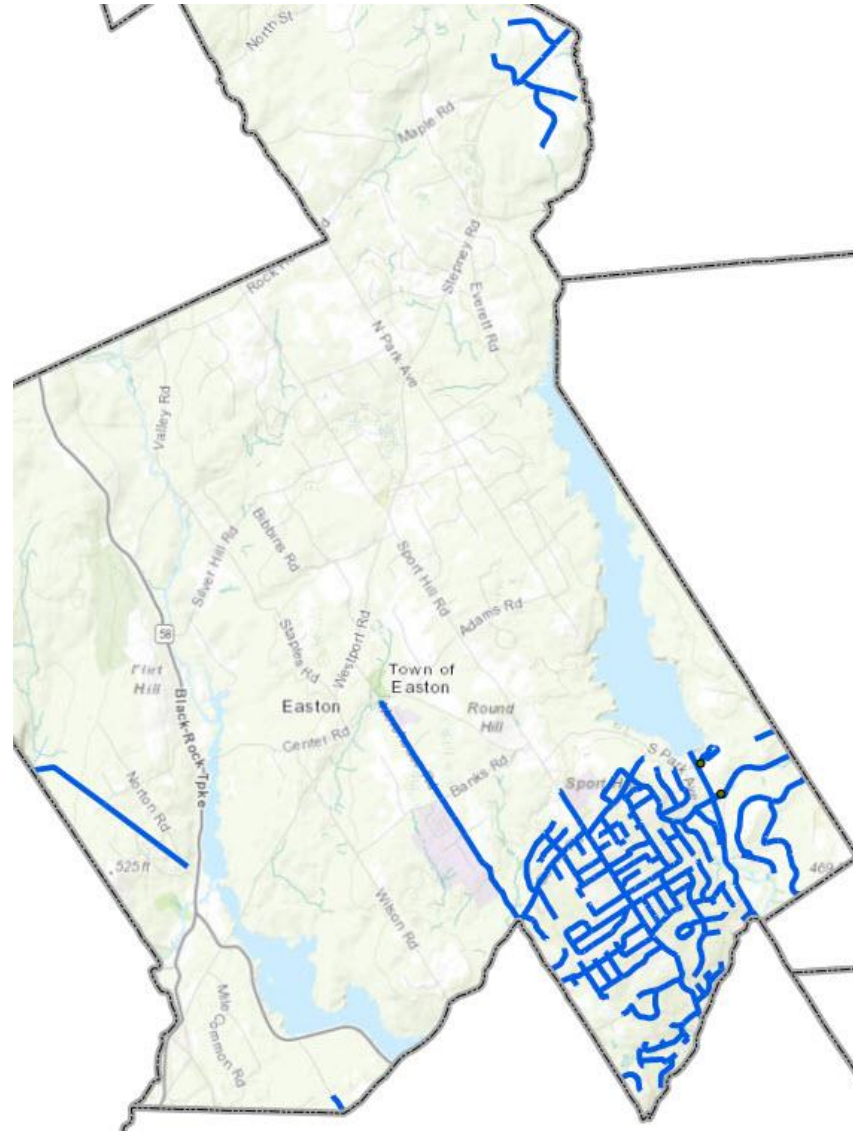
Smarter Watering Begins With You

Mandatory, Maximum Twice-Weekly
Sprinkler Irrigation Schedule



AQUARION
Water Company

Stewards of the Environment™



Easton Water Distribution System



Easton Infrastructure Improvements

- Easton Water Treatment Plant – Fuel Tank Replacement (2022-2023)
 - Easton Water Treatment Plant – Sed Basins Rehabilitation (2023-2024)
 - Easton Water Treatment Plant – Tank Painting & Rehabilitation (2023-2024)
 - Easton Water Treatment Plan – Phosphate Chem Feed & Storage (2022-2023)
 - Easton Water Treatment Plan – Process Pipe Supports & Coatings (2023-2024)
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Water Supply Update - Reservoir Graphs

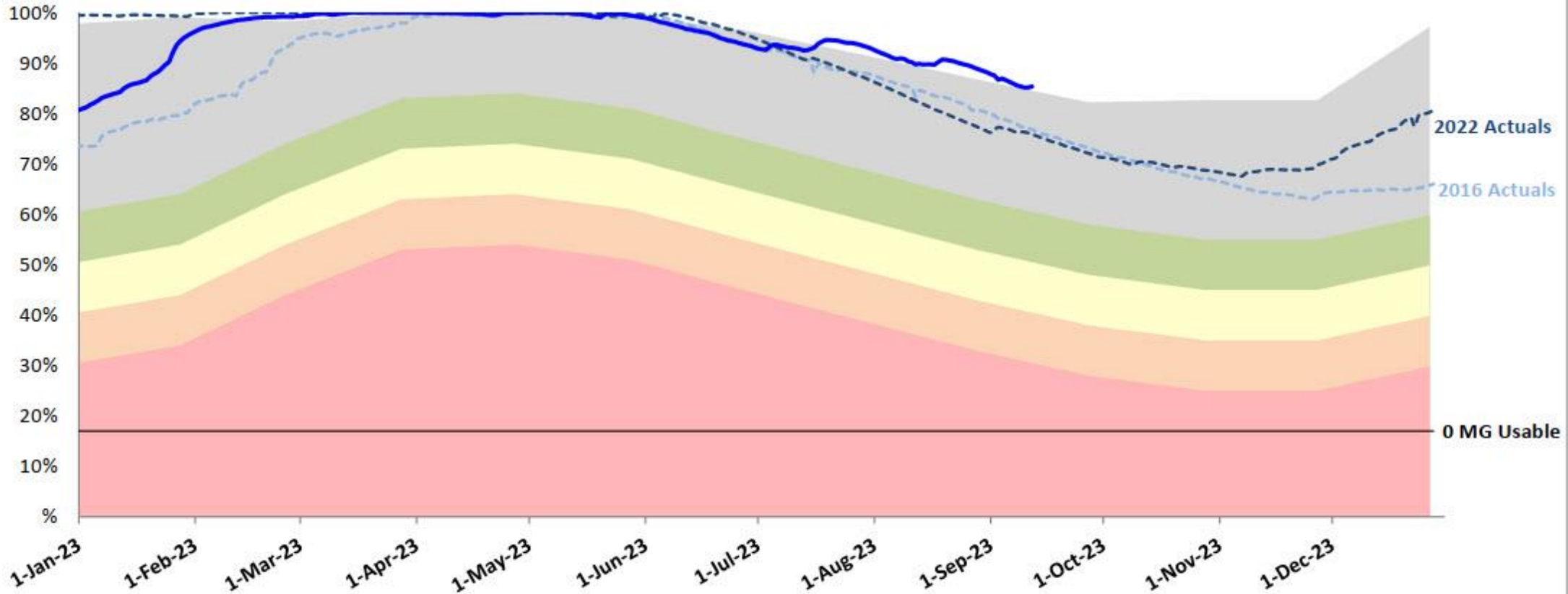


Reservoir Capacity - Greater Bridgeport System

(Total Usable Storage: 19,477 MG)

9/12/2023
85.3%

20 YR Median 2003-2022 Advisory Watch Warning Emergency 2023 Actuals





**We never know the
worth of water 'til the
well is dry.**
