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Customer Service: 800.286.5700

February 10, 2020

Dear Watershed Property Owner:

As you may be aware, Connecticut Water is a public water utility that provides drinking water to over 280,000 people in 59 communities in the state. Our water comes from a combination of wells and reservoirs, and we take a number of steps to protect those water sources as well as treat and monitor the water delivered to our customers.

We are reaching out to you because you own property that is located within a watershed area or an area that drains into one of our public drinking water sources and your property is scheduled to be inspected this year.

We want you to know about our Watershed Inspection Program and how you, as a property owner, can help protect these drinking water supplies. Please see the frequently asked questions (FAQs) on the reverse of this letter for more information about this program or visit our website at www.ctwater.com/watershed.

There are over 5,600 watershed properties throughout the state that Connecticut Water is required by state health department regulations to inspect.

- Section 19-13-B102(b) of the Regulations of Connecticut State Agencies requires water utilities to perform an annual inspection of their watershed areas and to submit an annual report to the Department of Public Health (DPH).
- Section 25-51 of the Connecticut General Statutes authorizes water utility inspectors to enter and inspect premises located within public drinking water supply reservoir watershed areas.

The inspection involves a visual evaluation of your property by our watershed inspectors for any conditions that could potentially impact the water quality of the water supply. You do not need to be present for the inspection, but do want you to be aware of the requirement.

Our employees always have company ID's and travel in vehicles with the Connecticut Water logo. The local police department is notified when we will be conducting inspections. Feel free to call us at 1.800.286.5700 or send us an e-mail at watershed@ctwater.com if you have any questions. Contact your local police if you are concerned that someone is on your property that you are not sure is from Connecticut Water.

We thank you for your cooperation in this important matter.



Watershed Inspection Program FAQ

Q: What is a public drinking supply watershed?

A watershed is the area of land that drains surface water (rainfall/snowmelt) to a common basin such as a stream, river, lake or reservoir. Water companies are required to inspect watershed areas where the surface water drains to a lake, river, or reservoir whose water is used to supply people with their drinking water.

Q: What are watershed inspectors looking for?

The watershed inspectors look for anything on the property that has the potential to pollute the public drinking water supply. Inspectors note things such as the presence, contents, size, location, and/or condition of:

- sanitary system (sewer or septic)
- above-ground and underground fuel storage tanks
- chemicals used and stored on the property
- stormwater management systems (catch basins, detention areas, drywells, municipal system tie-ins)
- animal structures and manure management
- trash and debris dumping

Inspectors also make note of nearby ponds or watercourses, which could carry potential pollutants to the public drinking water supply.

Q: What happens if a problem is found?

If we discover a problem, the property owner will be notified in writing and be given a reasonable time to correct the problem. The problem will be reported to the local town health department or state agency if not resolved in a reasonable amount of time.

Q: Do I need to be home for the inspection to take place?

No. Only the outside grounds will be checked during an inspection.

Q: Will I be notified of the date of the inspection at my property?

Given that the number of inspections to be conducted, and given our intent to inspect the property in its typical condition, we do not notify you of an exact date for an inspection. All of our inspectors have company ID's and travel in vehicles with the company logo. You will know whether or not your property have been inspected if you find a door hanger on your door with the inspectors initials and a summary of the visit (issue found or not found).