

How To Read Your RWA Bill

Account Info: The name and address associated with your account, and your unique Account Number.

Account Summary: A summary of account activity in the last cycle, including any balance forward.

Charge Details: Description and dates of services charged, including dates and water usage information. Charges for water usage are presented in CCF (100 cubic feet).

Ways To Pay. Scan the QR code for more information on payment options. Don't forget to register in our online account portal to set up paperless billing and Autopay.

Regional Water Authority
Call 203-562-4020 24/7 for emergencies
For non-emergencies, call M-F 8am-5pm
ask.info@rwater.com

JANE DOE
000 MAIN ST. HAMDEN
Account Number 123456789

Amount Due \$44.68
Due Date Upon Receipt

Bill ID: B002910960

Account Summary	
Previous Amount Due	\$0.00
Payments Received	\$0.00
Balance Forward	\$0.00

Current Charge Details		Bill Date: 04/01/2025	
Monthly Water (5/8" Meter # 000000000)			
Water Consumption	3/1/25-3/31/25	3 CCF x \$5.027	\$15.08
Service Charge	3/1/25-3/31/25		\$21.95
Products			
PipeSafe Water	3/22/25-4/21/25	1 Mo x \$7.65	\$7.65
Total New Charges			\$44.68
Total Amount Due			\$44.68

Please pay the Total Amount Due by 04/29/2025 to avoid interest charges.
Balances over 28 days old are subject to an interest charge of 1.5 % per month.
Any invoices not paid when due will constitute a lien against the premises.

Important Information
Please pay the past due balance to avoid collection action. Visit our website for Payment Plan options or to make your payment.
Would you like to receive your bill electronically? Sign up today at rwater.com.
Have you considered enrolling in AutoPay? It will make paying your bill even easier. Check it out on rwater.com.
Assistance Programs and other services are available to people and families in need. See the back of the bill for information or visit our website.
Get a PipeSafe Protection Plan for a few pennies a day and great peace of mind: rwatersolutions.com/protection-plans

Ways to Pay You may manage your account online at <https://rwater.com>. To sign up, use your Activation Code: ABCD

Scan QR Code Autopay Online Mail Phone In-Person

Bill ID: B002911237 Return lower portion with payment. Make check payable to: Regional Water Authority

Regional Water Authority
90 Sargent Drive
New Haven CT 06511-5918

ACCOUNT NUMBER 123456789
AMOUNT DUE \$44.68

Contribution
 \$10
 \$5
 \$1

JANE DOE
000 MAIN ST.
HAMDEN, CT 06517-0000

REGIONAL WATER AUTHORITY
PO BOX 981102
BOSTON MA 02298-1102

Amount Due: The amount you currently owe, including new charges and any balance forward.

Bill Date: The date your bill was issued. Payment is due upon receipt.

New Charges: Charges from the most recent billing period.

Pay By Date: Payments must be received by this date to avoid interests and penalties.

Activation Code. You'll need this code to set up your account in our online portal. (Also called Activation Token.)

Charitable Donation: Add an optional contribution to the Claire C. Bennit Watershed Fund to your payment.

Meter Read: RWA water customers can find their meter number(s), the date and reading from the latest meter read, and total CCF (100 cubic feet) of water consumed in the last cycle. A=actual read; E=estimated read.

Other Information: Learn about programs and services available to you.

JANE DOE Account #: 123456789 Page 2 of 2

Bill Questions & Concerns

The RWA is committed to customer service and satisfaction. If you have a question or complaint about your bill, call us at 203-562-4020 and speak to a Customer Care representative.

If you are not satisfied, you have 13 days from the date of the mailing of a termination notice to call us and ask that a Company Review Officer examine your dispute.

If you disagree with the Review Officer's decision, you must request a further investigation by our Office of Consumer Affairs by writing us at 90 Sargent Drive, New Haven, CT 06511-5966.

Usage Comparison by Billing Month

Meter	Date	Read	CCF
123456789	03/29/25	12345 A	3

Current Usage 3 CCF Avg Cost per Day \$1.36 Avg CCF per Day 0.13 CCF

Serious Illness

We are committed to providing water service to residential customers during a serious illness.

If you or someone presently and normally living in your home is seriously ill, please have your physician call us at 203-562-4020. Your doctor must send us a letter telling us about the nature and length of the illness within a week after they call us.

You will be required to make an equitable arrangement to pay your past due bills and to pay on a current basis all future bills during the duration of the illness.

Assistance Programs

Call 1-888-282-6816 or visit rwater.com to see if you qualify for our Residential Water Assistance program that offers relief for families having difficulty paying their water bill.

Claire C. Bennitt Watershed Fund

One of the greatest legacies we can leave for future generations is clean, safe drinking water. To do this, we need to protect the water at its source.

This is why the RWA created The Claire C. Bennitt Watershed Fund, Inc. Its mission is to protect water quality by acquiring watershed land and promoting environmental education.

These activities benefit customers by protecting the quality of their drinking water.

You can support the Fund by selecting a contribution amount and adding it to your water bill payment. All contributions are tax deductible.

Other Important Messages

Usage Info: Compare month-to-month water usage and other information. Find ways to save at rwater.com.