



Fact Sheet

Water Revenue Adjustment (WRA)

At Heritage Village Water Company, we take our responsibility to control costs and reduce the impacts of rates on our customers and communities seriously, while working to ensure we deliver quality water and service.

When Heritage Village joined with Connecticut Water, we committed to hold Heritage Village Water base rates at current levels until at least 2020. We also indicated we would honor the terms of the 2015 Heritage Village Water Company rate decision and the phase in of the rate adjustment in that decision.



We want to make sure that the information on your bill is clear and explain any charges that are applied.

- ◆ Bills for metered customers include a basic water and sewer service charge and a usage charge based on the volume of water used. Bills for flat rate customers include a set base charge, regardless of the amount of usage. All bills are subject to any Connecticut Public Utilities Regulatory Authority (PURA) approved surcharges or credits.
- ◆ Your water bill now includes a PURA approved charge, the Water Revenue Adjustment (WRA), as authorized by Connecticut law. The WRA is not a part of the base rate.
- ◆ Heritage Village Water Company was ordered by the Connecticut Public Utilities Regulatory Authority (PURA) during their 2015 rate case to implement a WRA, which took effect on April 1, 2017.
- ◆ The WRA is applied as a percentage charge or credit on water and sewer charges, based on the company's actual year end revenues as compared to what was previously approved by PURA.
- ◆ The amount is subject to annual review and adjustment, and may be a charge or credit on customers' bills based on actual water revenues collected in the prior year. The current WRA includes a charge of 5.32% for sewer and a credit of 3.54% for water.
- ◆ This adjustment ensures that water utilities do not over-collect or under-collect the revenues that were approved in rates by PURA.
- ◆ The law authorizing the WRA ensures that PURA regulated water utilities only collect the revenues authorized by PURA during the last full rate proceeding. There are customer safeguards to ensure that if revenues are above or below the authorized level they will be reflected on customers' bills through annual adjustments of the WRA.
- ◆ Customers using Auto Pay should check to make sure the WRA charge is added to the amount currently authorized.

If you have questions or need assistance, please call our customer service team at 203-264-8100. For more information on rates or billing please visit our website at www.heritagevillagewater.com.