

VALLEY WATER SYSTEMS
37 NORTHWEST DRIVE
PLAINVILLE, CT

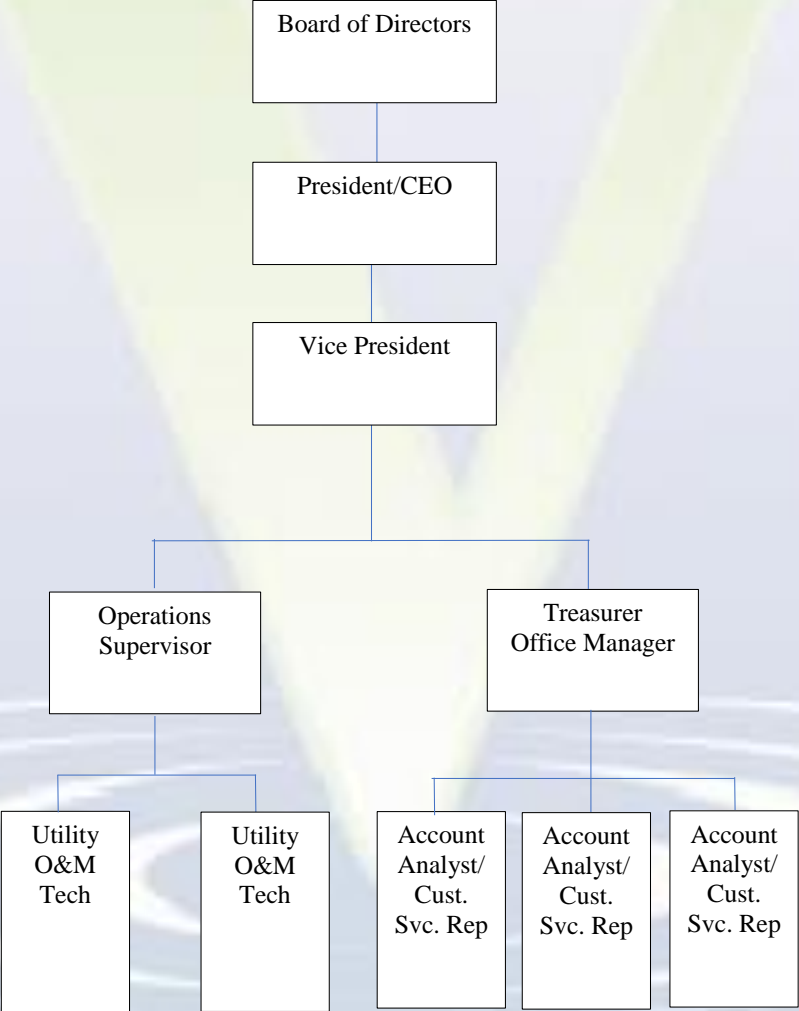
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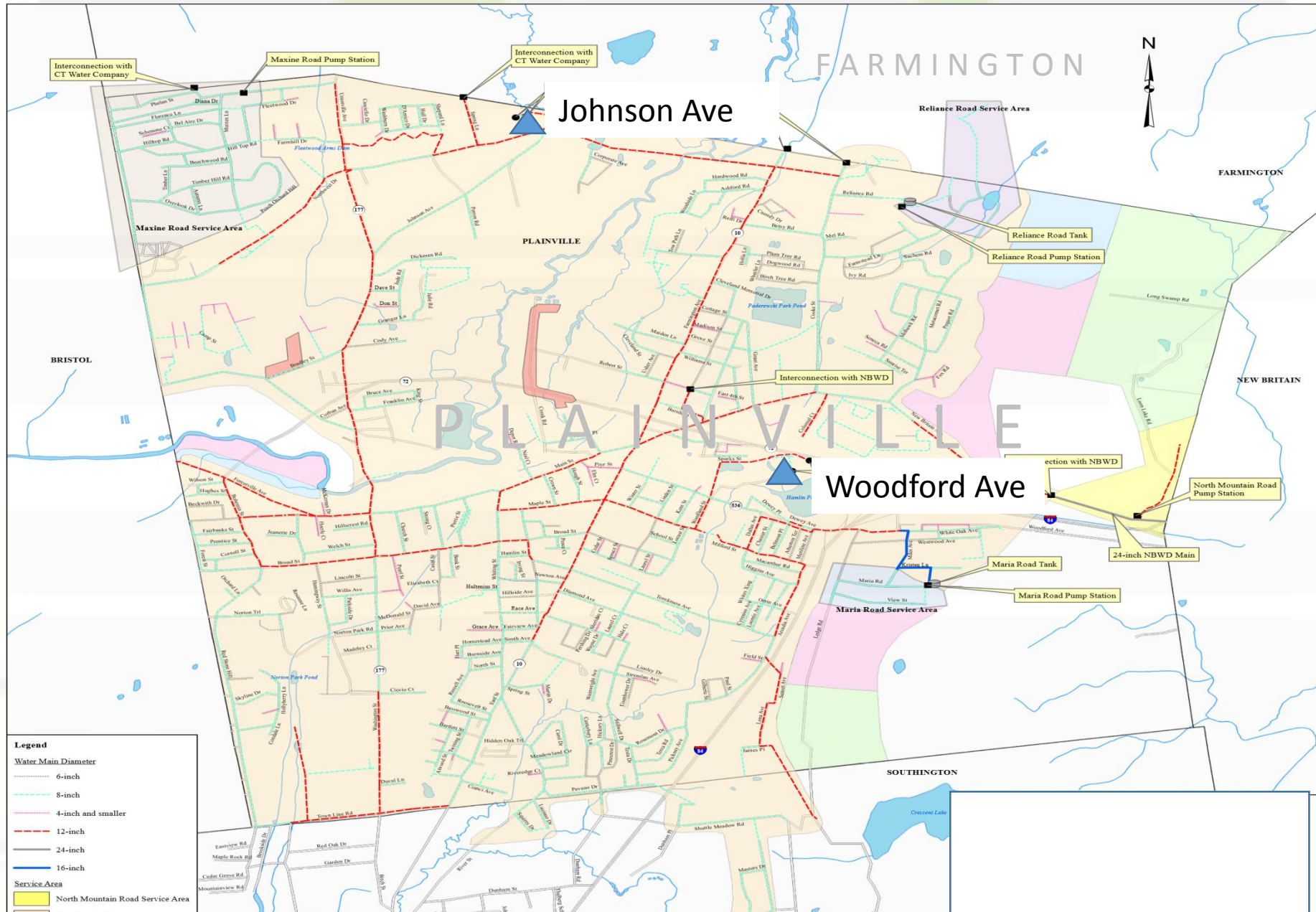
VWS FACTS AND FIGURES

- Water system operations since 1884
- 6,800 customers in Plainville, Southington and Farmington
 - Population served – 18,000 people
- Two water supply wellfields with multiple high producing and reliable wells
 - More than 80 miles of water mains and 600 hydrants
 - Two water storage tanks, 1 million gallons each
- VWS is regulated by the CT Public Utility Regulatory Authority (PURA) & the Department of Public Health (DPH)

VALLEY WATER SYSTEMS ORGANIZATION CHART



VALLEY WATER SYSTEMS SERVICE AREA MAP



MARIA ROAD TANK AND PUMP STATION



RELIANCE ROAD TANK AND PUMP STATION



WOODFORD AVENUE WELLS AND TREATMENT



JOHNSON AVENUE TREATMENT PLANT AT WELLFIELD



JOHNSON AVE. WATER SYSTEM TREATMENT OPERATIONS



WATER SYSTEM CONSTRUCTION



CUSTOMER SERVICE IMPROVEMENTS

1. New water quality job order system
2. Quarterly customer service training
3. Daily customer service surveys performed via telephone
4. Customer service surveys now available online
5. Customer service satisfaction tracking

CUSTOMER SERVICE PROTOCOL

Water Quality and Service Concerns

1. Call is logged into the system as a water quality concern
2. Customer service representative will ask the customer to set an in home appointment with a field tech
3. A job order is created and tracked in our system to ensure completion
4. Field tech will discuss concerns with customer and perform tests for:
 - pH Level
 - Chlorine Residual
 - Water Pressure
 - Color & Clarity
 - Taste & Odor
5. Field tech to report their findings to and discuss recommendations with the customer
6. Job order is filled in with information gathered and findings noted on customer file
7. President/Operations Supervisor verify information is sufficient to close the job order or require additional steps as necessary

CUSTOMER SATISFACTION SURVEY EXAMPLE

1. How would you rate your overall experience with the Customer Service Representatives over the telephone and/or front counter?

- Excellent Very Good Good Fair Poor

2. Did the Customer Service Rep,

Understand how to properly handle your request? Yes No

Answer questions clearly? Yes No

Resolve your problem? Yes No

Show interest and concern? Yes No

3. Comments /Suggestions about Customer Service Representatives:

4. Overall, how would you rate the service that was provided by the Service Technician?

- Excellent Very Good Good Fair Poor

5. Did the Service Technician,

Identify themselves? Yes No

Understand how to properly handle your request? Yes No

Answer questions clearly? Yes No

Resolve your problem? Yes No

Show interest and concern? Yes No

Treat you courteously? Yes No

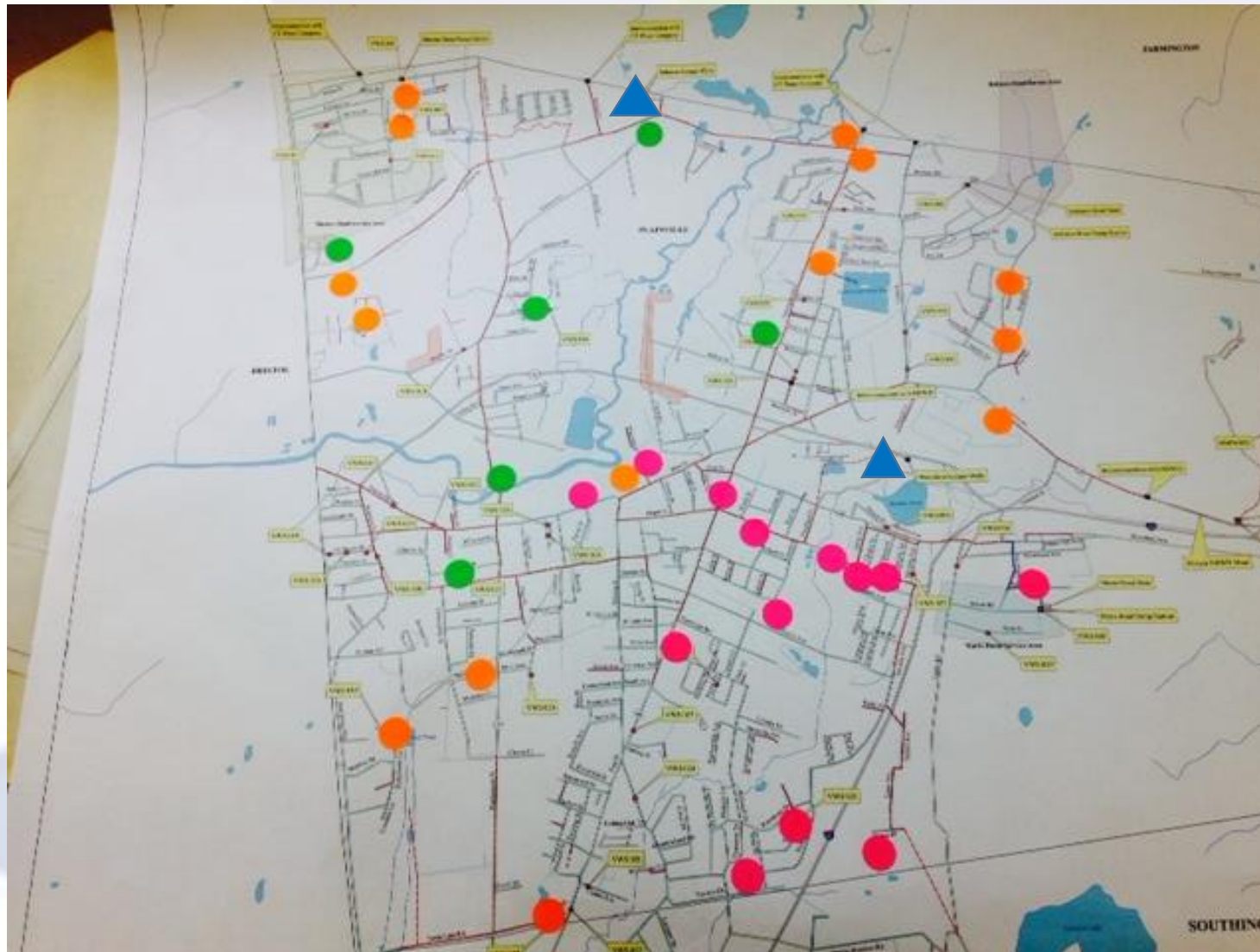
6. Comments /Suggestions about Service Technician:

7. Other Comments / Suggestions:

NEXT STEPS

- Evaluate techniques to soften our supplies while keeping customers informed
 - ✓ Engineering analysis
 - ✓ Water chemistry
 - ✓ Effectiveness
 - ✓ Technical feasibility
 - ✓ Regulatory approvals
- Determine the rate impacts with each potential solution
 - ✓ Capital costs
 - ✓ Annual costs
- Survey our customers for input to assist in making decisions based on costs & benefits
 - Share information with our customers and regulators

HARDNESS LEVELS 2017



2017 Hardness Levels



< 200 ppm (min 184)



200-250 ppm



> 250 ppm (max 305)