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**Connecticut Water Company  
Testimony to the Government Administration & Elections Committee  
March 21, 2011**

**RE: RB 6600 An Act Implementing the Recommendations of the  
Legislative Paperless Task Force and The Task Force to Study the Reduction of State  
Agency Paperwork and Duplicative Procedures**

Connecticut Water Company joins with our colleagues in the Association of Connecticut Lobbyists in urging the Committee to carefully consider the potential impact on the public process at the legislature of any proposed changes to move toward paperless. We understand and support the goals of reducing costs and better using technology to reduce paperwork and duplicative processes. As GAE is the Committee which has focused on ensuring the integrity and transparency of the legislative process, we hope you will help ensure that proposed changes to go paperless do not have the unintended consequence of limiting public access to transparent, timely and reliable information on legislative proceedings.

The legislative process is complex and paper intensive and we agree there are opportunities to reduce the number and types of documents printed. We think, however, moving to paperless may make it difficult for members of the public, lobbyists, local officials, and even legislators to be adequately informed without the appropriate tools. It appears in many cases the paper documents are still being printed, with the costs being shifted to individual committees or offices, often at a higher cost than when printed in bulk.

If there is a move to greater reliance on electronic documents, it is important that technology at the LOB supports that effort, with readily available public access to computers, printers, and power supply as well as consistent, reliable internet access, web site and extranet server. Changes that would be necessary to enhance the technology have costs which should be considered when weighing the potential savings from reducing production of paper documents. It is important that those technology changes be implemented and supported if the traditional methods of document production and distribution are being modified or eliminated.

Members of the General Assembly encourage and value public input and we believe that such input improves public policy and public confidence. While lobbyists, businesses and local officials who regularly testify at the capitol are more familiar with the process, and likely to develop tools to navigate through changes, we believe the proposed changes could be problematic for the general public and those who are less familiar with the process if there is an issue of interest to them.

We were grateful that leadership in the General Assembly restored funding for printing of certain legislative documents and for providing transcripts of public hearings, despite budget cuts this session. We understand there will be pressure again to consider eliminating those items and ask that your committee support funding for the key documents and public hearing records. Public hearing transcripts are particularly important to maintain the integrity of the legislative process, document the record and support the legal process as the courts and agencies interpret the legislative history and the statutes.

We thank the Committee for your consideration and urge you to support measures that will ensure the integrity and transparency of the legislative process with access to timely, reliable information.

#### **About Connecticut Water Company**

Connecticut Water Company is a private water company that serves nearly 90,000 customers or more than 225,000 people in 55 towns in Connecticut. We have 200 employees dedicated to providing our customers and the communities we serve with quality water and service. Like so many businesses in Connecticut, we are working hard to meet the needs of our customers and our employees, and remain financially stable in this economy.

We are regulated by the Department of Public Health with respect to the purity and adequacy of our supplies, by the Department of Public Utility Control for rates and quality of service, and by the Department of Environmental Protection for environmental issues. We regularly testify before various legislative committees and work with stakeholders to ensure the appropriate laws and regulations are in place to provide for public health, safety and service to our customers.

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