



**Testimony  
Elizabeth Gara  
Executive Director  
Connecticut Water Works Association (CWWA)  
Before the  
Planning & Development Committee  
March 5, 2013**

**RE: SB-315 - AN ACT CONCERNING COMMUNICATION BETWEEN PUBLIC SERVICE COMPANIES AND CUSTOMERS**

CWWA respectfully submits the following comments relative to **SB-315, An Act Concerning Communication Between Public Service Companies and Customers**, which require each public service company to (1) develop a communication plan with customers of such company, including, but not limited to, communication in an emergency, and (2) submit such plan to the Public Utilities Regulatory Authority and to the joint standing committee of the General Assembly having cognizance of matters relating to energy.

Certainly, recent storm events have serious challenges for utilities and municipalities. Fortunately, as acknowledged by the state Department of Public Health, the vast majority of water systems were not disrupted by the storm and service continued uninterrupted.

In response to concerns following the two major storm events in 2011, the legislature adopted Public Act 12-148 which requires the Public Utilities Regulatory Authority (PURA) to conduct public proceedings to establish industry-specific standards for acceptable emergency preparedness and response efforts by public service companies and other utilities. PURA has initiated dockets to address these issues, which include communication with customers and municipalities.

In addition, the Regulations of Connecticut State Agencies Section 25-32(d)-3(d), requires each water company supplying water to 1,000 or more persons or 250 or more consumers, to have a water supply emergency contingency plan as part of a water supply plan. The plan uses an all hazards approach that encompasses the multitude of possible crises, from natural disaster to acts of terrorism and includes communications plans to ensure customers, state agencies and others are communicated with regarding such issues.

Accordingly, we do not believe any additional legislation is necessary at this time. Thank you for the opportunity to comment.

*The Connecticut Water Works Association, Inc. (CWWA) is an association of private, municipal and regional public water supply utilities serving more than 500,000 customers, or population of about 2½ million people, located throughout Connecticut.*