



SJW Group MaineWater

Delivering on Our Commitment to Serve Maine Customers and Communities

As our parent company, Connecticut Water Service, and SJW Group come together, we will build on our shared commitment to service for the benefit of our customers and communities. There will be access to enhanced systems, skills and best practices across the new combined organization that will support the delivery of exceptional water service.



Maine Water Company customers and communities will continue to be served by the same experienced local leadership and employee teams. Our management will continue to establish priorities, respond to local conditions and be the primary points of contact for customers in Maine.

Bill credit for all Maine Water customers



Customers will enjoy a one-time bill credit of just over 2% of 1 year of each customer's water bill, excluding any surcharges or credits, representing a total of approximately \$467,000, which will vary based on the division that serves you and the difference in water rates among our systems.

The bill credit will be applied as a one-time credit to each customer of record following the close of the transaction to customer bills, for all water service accounts.

Typical Residential Bill Credits by Maine Rate Division:

MWC Division	Average Residential Customer Credit
Biddeford/Saco	\$5.83
Bucksport	\$7.05
Camden/Rockland	\$7.81
Freeport	\$6.32
Greenville	\$8.26
Hartland	\$9.40
Kezar Falls	\$10.54
Millinocket	\$7.12
Oakland	\$7.53
Skowhegan	\$5.55

A comprehensive set of commitments to Maine stakeholders, including:



Job protection and creation in Maine.



Experienced local leadership and employee teams to serve Maine communities.



Continued leadership in water resources and land conservation.



Increased investment in Maine infrastructure to serve our customers.

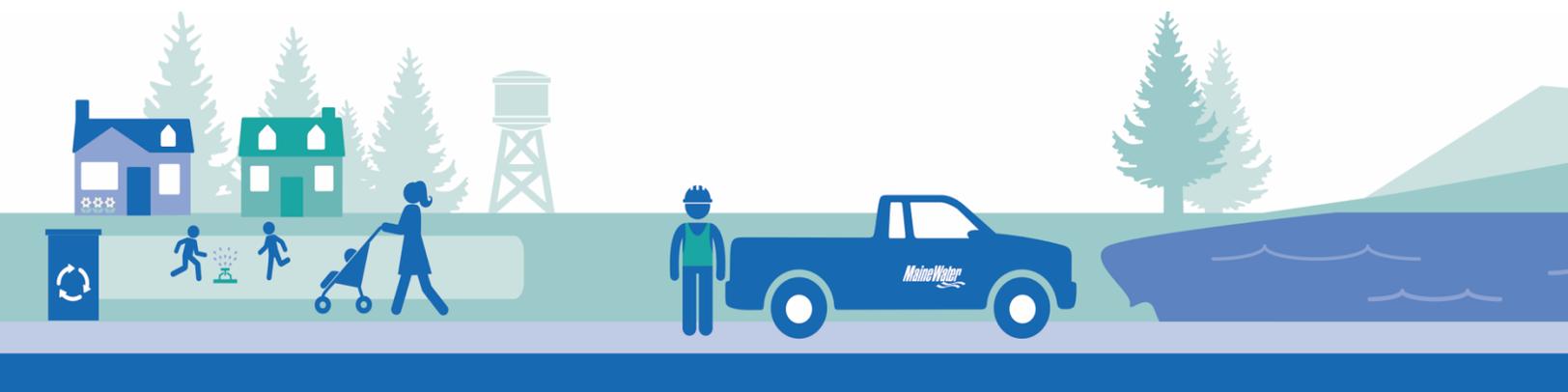


Leveraging national capabilities and presence to manage expenses.

Maine Water Company will continue its regular outreach to elected officials in its local service communities through in-person meetings and frequent communication and its participation in and support of local community events and educational opportunities.

Maine Water is a company with people from Maine serving in the interest of Maine.

We are dedicated to serving our customers and communities. The delivery of life sustaining, high quality water and exceptional service is a priority for Maine Water.



Water touches everything we CARE about.



Community



Family



Health



Safety



Environment