

## Connecticut Water Service Announces Local Leadership Promotions

**Art O'Neill Named Vice President of Customer Service**  
**Karen B. Maines Named Vice President of Human Resources**  
**Jay A. Fusco Named Vice President, Information Systems Executive**  
**Kristen Johnson Named Senior Vice President of Administration of CTWS**  
**and Chief Administrative Officer of SJW Group**

**CLINTON, Conn. — Dec. 23, 2019** — Connecticut Water Service Inc. (CTWS) today announced that its board of directors has promoted four current executives to key positions within the company. The individuals, selected from the current Connecticut Water team, have extensive experience in their respective areas and will maintain the local management and priorities for serving customers and communities.

**Arthur J. O'Neill** is the vice president of customer service. Mr. O'Neill has been with Connecticut Water since 1975 and was most recently the director of customer service. He has assumed the customer service responsibilities of Maureen P. Westbrook, who was recently named the president of CTWS and Connecticut Water Company. Prior to being named president, Ms. Westbrook was the vice president of customer and regulatory affairs.



Arthur J. O'Neill

In his new role, Mr. O'Neill has responsibility for all of the customer service programs and teams in Connecticut and Maine. He will continue to lead and empower our customer service team, building on the customer-centric culture in the organization to drive the highest levels of satisfaction for the customers and communities we serve. He will collaborate with the information technology team to leverage information systems and technology to cost-effectively enhance the delivery of service to customers and meet their changing expectations.

**Karen Maines** is the vice president of human resources. Ms. Maines has been at Connecticut Water since 2012 and most recently served as the director of employee relations and talent acquisition for the company's Connecticut and Maine operations. She replaced Kristen A. Johnson, who was named the chief administrative officer of SJW Group, CTWS's parent company, and senior vice president of administration at CTWS. Ms. Johnson had most recently been the vice president of human resources and corporate secretary.



Karen Maines

In her new role, Ms. Maines has overall responsibility for employee engagement, total rewards programs, talent strategy, employee relations and regulatory compliance for the company's operations in Maine and Connecticut.

**Jay A. Fusco** is the vice president, information systems executive. Mr. Fusco has been with Connecticut Water for five years and most recently served as the chief technology executive.

In his new role, Mr. Fusco is responsible for coordinating technology integration, investment and business support across SJW Group's water and wastewater operations, including those in Connecticut and Maine.

Ms. Westbrook stated, "The appointment of Jay, Karen and Art to their new leadership positions is well deserved and reflects their passion and commitment to providing world-class customer service and attracting, retaining and providing meaningful careers for employees. It will allow us to leverage the benefits of information technology while focusing on cybersecurity to serve our customers." Ms. Westbrook explained, "The selection of these individuals from Connecticut Water to fill these critical New England leadership roles demonstrates that the company is honoring its merger commitments in the regulatory approvals to maintain local leadership and local control." The merger approval required that there be separate boards for the New England subsidiaries that, among other things, "select officers deemed best able to serve the local interests, support the continued achievement of target levels in the annual customer satisfaction survey, and review and approve their annual capital and operating budgets."

In addition, Kristen A. Johnson, who is now CTWS' senior vice president of administration, has been appointed the chief administrative officer of SJW Group.

Ms. Johnson is responsible for leading the CTWS New England human resources and information technology functions and will further coordinate with SJW Group to also support those functions in its operating subsidiaries in California and Texas. She continues to focus on building teams, strategies and programs designed to effectively and efficiently serve and support the organization.

"Kristen was instrumental in the work to bring together the SJW Group and CTWS," stated Ms. Westbrook. She added, "In her new role, Kristen will support the CTWS team and work with her new SJW colleagues to ensure that the benefits of bringing our two great companies together will be delivered to customers, communities, employees, shareholders and the environment. Her commitment to servant leadership will ensure that employees will have the tools needed to drive exceptional customer service."

#### **About Connecticut Water Service, Inc.**

Connecticut Water Service, Inc., is the New England subsidiary of SJW Group. Headquartered in Clinton, Connecticut, Connecticut Water Service provides water service to more than 450,000 people in Connecticut and Maine and wastewater service to more than 10,000 people in Southbury, Connecticut, through its operating utilities, Connecticut Water Company, Maine Water Company, Avon Water Company and Heritage Village Water Company. SJW Group, through its water utility subsidiaries, serves nearly 1.5 million customers in the states of California, Connecticut, Maine and Texas.

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Jay A. Fusco



Kristen A. Johnson