



What is the status of the SJW Group and Connecticut Water Service merger?

On October 9, 2019, our parent company, SJW Group, and Connecticut Water Service completed their merger. With the close of the merger, we are now part of one of the nation's largest investor-owned, pure-play water and wastewater utilities. This means we have a greater capacity to invest in local infrastructure, build on our strong customer service, provide growth opportunities for employees, and continue to focus on supporting our local communities where we live, work, and serve.

With highly experienced leadership, a talented team of 700+ dedicated local water professionals across the organization and access to greater resources, the combined company is well positioned to deliver exceptional water service to nearly 1.5 million people across Texas, California, Connecticut and Maine.

How will this benefit me as a customer?

The families and communities served by Canyon Lake Water Service Company will continue to benefit from the same qualified team of local water professionals and the exceptional level of service they have come to know and expect.

We intend to deliver benefits to our families and communities, including:

- Delivering customer benefits through outstanding customer service. This will be enhanced by the sharing of systems, best practices, operational expertise, and more extensive resources throughout the entire company.
- Maintaining a focus on environmental stewardship, water conservation, and protection of the valuable lands and water resources entrusted to us. We will operate in a manner that promotes water and energy conservation, source protection, and preservation of open space.
- Fostering socially responsible programs, policies, and environmentally sustainable business practices.

Will anything change now that the transaction has closed?

There will be no change to your water service. You will continue to be served by the same qualified team of local water professionals who remain committed to delivering the exceptional level of service that you have come to know and expect.

Will my rates change now that the transaction has closed?

No. There will be no change to Canyon Lake Water Service Company customer rates as a result of the combination.



Will the company name change?

No. The combined company is called SJW Group and Canyon Lake Water Service Company will retain its existing name.

If I have additional questions, whom do I contact?

Please reach out to our customer service team at (830) 312-4600.