

Connecticut Water Balances Compliance & Business Growth

Connecticut Water is one of the nation's fastest growing water utilities. As the company expanded, it recognized the need for a software solution to manage its extensive compliance obligations.

Connecticut Water needed a software system to manage its compliance obligations

Connecticut Water Service (CT Water) was incorporated in 1974 and has become one of the largest investor-owned water utilities in the US.

Like any water utility, CT Water is highly regulated and is focused on ensuring compliance with all of their permits and regulatory or contractual obligations.

The company has undergone considerable growth, having increased its customer base by more than 45% since 2012, primarily through its acquisitions in Maine in 2012 and the purchase of Heritage Village Water and Avon Water in Connecticut in 2017.

The company's leadership recognized the need for a software system to help organize, centralize, and reduce dependency on single points of failure.

About CT Water

CT Water is the largest publicly traded water company based in New England, and one of the ten largest investor-owned water utilities in the US. The company serves over 400,000 people, with 75 non-contiguous water systems and approximately 2,144 miles of water main.

Industry: Utilities

Company Size: 250 employees

Location: United States

Solutions: Compliance Task Management, Document Management, Incident Management

The team at CT Water outlined 5 key requirements for a software system:

- Improving the organization, storage of, and access to documents and operational agreements
- Reducing the company's compliance risk by tracking obligations and due dates
- Managing follow-up actions related to environmental health and safety related incidents
- Providing timely reminders for the completion of key tasks
- Reducing reliance on institutional memory for critical obligations and succession planning



Finding a 'right-size' solution

The team researched nearly a dozen different solutions before deciding on Perillon.

"It was all about right-sizing it for our company. We knew we wanted it to be simple, and we wanted a cloud-based solution to take the burden off our ITS team," explains Jessica Demar, Environmental and Regulatory Compliance Coordinator at CT Water.

CT Water appreciated the support Perillon offered as they introduced the new system to their employees.

"The implementation went really well," says Jessica. "You're extremely responsive. You fix issues, and you don't mind explaining things more than once."

Since implementing the system, CT Water has worked with Perillon to make modifications and enhancements based on their users' experience in order to optimize its use across the organization.

Connecticut Water uses Perillon to ensure compliance

Today, Connecticut Water leverages Perillon's TaskTrak and DocumenTrak modules to track the company's permits, contracts, and agreements and effectively manage over 600 company-wide compliance deadlines, reporting requirements, and renewal dates.

With Perillon in place, it's easy for everyone to find what they need. Says Jessica, "Leadership will come and ask me, 'How many of a particular type of permit do we have?' I can just search for the type of permit and they all come up. It's been a real timesaver to have this clearinghouse."

The team also uses IncidenTrak for water quality incidents. Email alerts and escalations have been especially helpful in making sure follow-up actions are completed on time.

"I would recommend Perillon to others because it greatly increases the efficiency of compliance tracking and verification, thereby allowing me more time to focus on other responsibilities. It gives us all greater confidence that we are meeting our obligations and minimizing our regulatory compliance risks."

Perillon helps manage natural turnover & succession planning

Perillon has helped reduce CT Water's reliance on individuals to ensure critical obligations are met. Within the software, tasks are assigned to individuals and can be quickly identified and reassigned if someone leaves the organization.

"Someone in my department retired in May and had about 30 things in [Perillon]," says Jessica. "I was able to just take her name out and put my name in. Now I know what all of those things are and when they're due."

By including supporting documentation with the various tasks, CT Water has a record of compliance and details on what is required for future obligations.

Perillon gives leadership peace of mind

Perillon has also given the Connecticut Water leadership team peace of mind. The centralized system keeps important docket and order due dates from getting lost in the shuffle. What's more, having all of their documents, tasks, and agreements in one place and verifying compliance has been helpful during mergers and acquisitions.

Since implementing Perillon, other departments — including finance and procurement — have started using the system. Going forward, CT Water is building an administrative team and plans to expand use of the tool across the company. They have even branded the system internally as OnTRAK.

CT Water's compliance program has sparked interest within their industry. "I actually had another water company ask me to do a demo for them. I've spoken at the Connecticut Water Works Association conference to other water utility professionals. People are interested in how we're managing our compliance obligations and eager to find an effective tool for that."



Ready to start your own success story?

[Request a live demo](#) with our solutions team and see how Perillon can help you save time, cut costs due to unwanted events, and reduce corporate risk.