

# WATERWATCH

Connecticut

December 2021

## Need Help Paying Your Water Bills?

If your income level qualifies, you can get up to \$1000 in assistance with your water bills through a new, federally funded state program.

The Connecticut Low Income Household Water Assistance Program (LIHWAP) is now taking applications from people who have had their water service disconnected or who are behind on paying their bills.

To qualify for this one-time benefit, your annual household income must be at or below 60 percent of the state median income and the funds must be used to restore your water service, pay overdue bills or prevent service disconnection.

There's no limit on financial assets to qualify – the state looks only at current household income alone to determine who's eligible for help.

But the program is temporary. So don't delay in checking your eligibility and signing up if you qualify. You'll find more information at <https://bit.ly/ctlihwap>.

Aquarion also has its own assistance programs to help customers keep current on their water bills. For more information, check out [www.aquarionwater.com/assistance](http://www.aquarionwater.com/assistance).



## Know The Signs... And Stop The Scam

We continue hearing from customers who've received calls from people posing as Aquarion employees. Your Caller I.D. may even falsely identify the call as coming from Aquarion. Typically, you'll be asked for money or charging information to cover a water bill or a payment plan – and that's how to tell that the call is a scam.



Aquarion will NEVER call to ask for immediate payment over the phone. If you get such a call, immediately hang up and call our Customer Service team at 1-800-732-9678, Monday through Friday from 8:00 a.m. until 5:30 p.m.

So stay on guard against scammers. For more information, check out [www.aquarionwater.com/scams](http://www.aquarionwater.com/scams).

## A Big Appetite For Feeding The Hungry

Huge thanks to the many Aquarion employees and customers who recently opened their hearts and pantries to the less fortunate through the annual House of Hope Food Drive we organize each year in partnership with St. Vincent's Medical Center.

This year – the program's 11th – we collected over 10 tons of healthy, nutritious food and distributed it into local communities through organizations that included Bridgeport Rescue Mission, Healthy Choices for Seniors, Port 5 Naval Veterans and Thomas Merton Center (all in Bridgeport); Shelton's Spooner House and Stratford's Sterling House and South End Community Center.



The final distribution was held in Shelton at the Big Y supermarket. We thank not only everyone who took part in this year's House of Hope Drive but also the Big Y stores in both Shelton and Monroe for their community spirit and generous financial and logistical support.



## “Buy One, Get One” Free Ticket Deals

### Great Family-Focused Entertainment

Aquarion has arranged top deals for you at great attractions across Connecticut. Your choices include Stamford Museum and Nature Center, The Mystic Seaport Museum and Mystic Aquarium. Visit [www.aquarionwater.com/freetickets](http://www.aquarionwater.com/freetickets) for more information – and have fun!



Stamford **Museum**  
& Nature Center



**MYSTIC**  
**SEAPORT**  
**MUSEUM**

## Did You Know?

Even with all the rain we've received this year, no one knows what next year will bring. Please help keep reservoirs at healthy levels by continuing your conservation efforts – and finding new ones! For ideas, see [www.aquarionwater.com/conserv](http://www.aquarionwater.com/conserv).

