

Free Fun for Winter!



Stamford Museum & Nature Center



Reel to Real - Diversity Film Series

Throughout the winter season, be sure to take advantage of the special deals Aquarion has arranged for its customers at area attractions. You'll find ticket deals to places like the Stamford Museum and Nature Center, the Ridgefield Playhouse, Mystic Aquarium and Mystic Seaport Museum. Just head for aquarionwater.com/freetickets — and enjoy the fun!



Did You Know?

The average family can save 700 gallons of water a year simply by replacing old, inefficient faucet aerators with WaterSense-labeled models. That's like getting 45 free showers! See epa.gov/watersense.

Slamming the Doors on Scammers

We've all heard how scammers abuse today's technologies to steal money and private information from unsuspecting people. But even a simple knock on your door can bring trouble.

Door-to-door scammers are expert at talking past your defenses to gain what they want – payments, personal information, valuables. For utility customers, tactics include threatening to turn off your service, claiming there's an issue with your water or your plumbing needs an "inspection."

Please remember that Aquarion representatives are always ready to provide photo identification when asked. If any visitor seems even slightly suspicious, call us immediately at **1-800-732-9678**. And report it to the police.



More than doors

Meanwhile, watch out for unsolicited emails, calls or texts threatening shut-offs or demanding immediate payment – often in an unusual way or place. Keep passwords and account numbers private. And, again, use our noted 800 number to reach Aquarion customer service to confirm any in-person contact or request.

To learn more about how you can protect yourself from utility scammers, visit aquarionwater.com/scammers.



Understanding Your Water Bill

Aquarion's billing statements provide a wealth of information you can use to conserve water, manage finances, and save time and money in other ways, too.

For example, on the upper left side a graph shows your water usage over the last year. Underneath is a comparison of your current usage and the same period last year.

See any big spikes? That can tip you off to where water's being wasted or possibly leaking. Just to the right is an information block where we share helpful information on a variety of topics.

CONTACT US
1-800-732-9678
C@aquarionwater.com

Account Number: 200000000
Statement Date: 01/03/24
Service For: 3 SAMPLE ST BRIDGEPORT CT 06607

Category	Amount
Previous Balance	41.30
Payments Received	-41.30
Balance Forward	0.00
Total Current Charges	45.89

Water Usage History
Bar chart showing monthly water usage over the last 12 months.

Water Usage Summary
This month your usage was 7 CCF. This month you used 2 CCF more than the same period last year.

Explore Our Customer Assistance Options
Aquarion's Low Income Rate Assistance Program (LIRAP) provides a 10% credit discount for eligible customers. Customers must have an income below 60% of the state median income (SMI). We also offer a Weather Program and Flexible Payment Plans.

If you're having trouble paying your water bill, contact us as soon as possible so we can find a solution that best meets your needs. For more information about these programs, please contact our customer service department at 1-800-732-9678, Monday through Friday, between 8:30 am and 5:30 pm, or visit our website at www.aquarionwater.com/assistance.

On the upper right, you will find a quick summary of your balance and due date. Flip over your bill and you'll find a more

detailed report of your Aquarion account – your meter readings, payments, latest charges and more.

Keep the top part of your bill for your records. Use the detachable stub to send in with your payments.

Even better, sign up for e-billing. You'll avoid buying stamps and mailing in payments. And you'll conveniently get all the above information every billing period. Enrolling in e-billing is easy at aquarionwater.com/billing.