

WATER WATCH

Massachusetts

Winter 2022

Aquarion Welcomes Colonial And Mountain Water Customers

In December 2021, the 10,000 customers of New England Service Company (NES), which provides regulated water service in Connecticut, Massachusetts and New Hampshire, became customers of Aquarion.

We completed this acquisition after receiving approvals from NES shareholders, each company's board of directors, and utility regulators in all three states.

As part of the acquisition, Aquarion retained all NES employees. As part of our team, they now have access to greater financial and technical resources to help in delivering high-quality water and services to customers.

In Massachusetts, we're welcoming customers of NES's Colonial Water, serving Dover and Plymouth, and Mountain Water, serving Sheffield.

Since 2011 Aquarion has grown its customer base by about 10 percent, mainly through mergers with smaller water service companies whose customers can benefit from our larger scope and technical expertise. Aquarion now serves some 226,000 customers in the three states.



No Time Like The Present To Upgrade Bathroom Fixtures

With winter putting a chill on many outdoor projects around the home, it's a great time for bathroom makeovers.

Upgrading toilets, showerheads and faucets are usually simple tasks with big payoffs. According to the EPA, they can save many households enough water each year to



wash six months worth of laundry. Higher efficiency showerheads and faucets also reduce energy costs for hot water. Start saving by looking for the EPA's "WaterSense" label on every fixture you buy. Visit www.epa.gov/watersense to learn more.

Free Service – Alerts You to Emergencies

You turn a tap – and it's dry.

If you'd signed up for Aquarion's free emergency alert service, you'd probably know immediately whether the problem was confined to your home or was part of a service outage affecting our system.



To receive alerts, simply sign up for the service and give us your latest contact information. The phone and email information we have for you in our files may be out of date. For example, if you've canceled your landline phone service in favor of mobile, we may not have the newer number.

To get on the alert list, just go to www.aquarionwater.com/alerts and click the button for "Sign up for Aquarion Alerts, powered by Everbridge." You'll then be among the first to know about outages and other situations affecting your water service.

And rest assured knowing we'll keep your contact information private, and only use it only to notify you about emergencies, scheduled maintenance, and other water system information.

Did You Know?

Aquarion's Customer Assistance Programs is still ready to help anyone having difficulty paying their water bills. Visit www.aquarionwater.com/assistance or call Customer Service at **1-800-732-9678** to learn more.

