

Need Assistance Paying Your Bill?



If you're facing difficulties paying your winter water bill, Aquarion is here to help. Learn more about our assistance options at aquarionwater.com/assistance.

For immediate assistance, please contact our Customer Service Center at **1-800-732-9678**, email us at cs@aquarionwater.com or live chat from our website.

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.

AQUARION Water Company
1-800-462-4338
CSNH@aquarionwater.com

Account Number: 200000000
Statement Date: 01/08/24
Service From: 1 SAMPLE ST
HAMPTON NH 03842

CONTACT US
1-800-462-4338
CSNH@aquarionwater.com

Total Amount Due by 02/02/2024 \$58.15

Previous Balance	64.31
Payments Received	-64.31
Balance Forward	0.00
Total Current Charges	58.15

Water Usage History
Bar chart showing consumption over 12 months.

Water Usage Summary
This month your usage was 5 CCF. This month you used 1 CCF more than the same period last year.

Can't Pay Your Water Bill? We Can Help.
• **Flexible Payment Plan:** Enroll in a Flexible Payment Plan to pay a portion of your bill over 12 months interest-free. As long as you make your payments, your service will not be disconnected for the duration of your plan. The fee or interest will be charged as long as your plan remains active. The Flexible Payment Plan is available to residential and commercial customers.
• **Customer Assistance Program:** Customers who qualify can receive a one-time voucher in the amount of \$50.

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.



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.