



April 1, 2009

Dear Aquarion Water Customer,

A few weeks ago, you received a letter discussing WICA, the Water Infrastructure and Conservation Act, designed to expedite timely replacement of aging water infrastructure. Included in this are old or problematic water mains, valves, Aquarion-owned fire hydrants, meters and leak detection equipment.

**How much is the Surcharge?**

Approved by the Department of Public Utility Control on April 1, the WICA adjustment for infrastructure is designed to enhance water service and delivery. As the result of WICA, you will find a new line on your bill that shows less than a 1% surcharge (.93%), approximately a penny a day. This surcharge will begin on April 1st. Although your cost is approximately one cent per day, the total utility plant investment amounted to \$9,220,821.

**Our commitment to you.**

We appreciate the important responsibility placed upon us to bring clean, healthy water that meets or exceeds quality standards required by State and Federal public health agencies. Our commitment to you is to continue to provide high quality water with outstanding service, and WICA will help support this effort.

If you desire more information about the surcharge, please visit our website at [www.aquarionwater.com](http://www.aquarionwater.com) or contact us locally at (203) 445-7310 [toll-free at (800)-732-9678].

Sincerely,

Charles V. Firlotte  
President & CEO



1 de Abril del 2009

Querido Cliente de Aquarion Water,

Varias semanas atras, usted recibio una carta explicando WICA, la Infraestructura de Agua y ajuste de Conservacion diseñada para agilizar el reemplazo de la infraestructura vieja. Incluyedo, tuberias principales problematicas, valvulas, boca de incendios de Aquarion, detectores o contadores de agua y equipo de deteccion de escapes o gotereos de agua.

**Cuanto es el sobre cargo?**

Aprovado por el Departamento de Utilidades Publica en el primero de Abril, el ajuste de WICA para la infraestructura esta diseñada para mejorar el servicio y entrega de agua. Como resultado de WICA, usted encontrara una nueva linea en su factura que representara menos de un porciento (.93%) aproximadamente un centavo por dia. Este sobrecargo comenzara el primero de Abril. Aunque su costo es menos de 1 centavo por dia, el costo total de la inversion sera \$9,220,821.

**Nuestro compromiso a usted.**

Apreciamos la importante responsabilidad que a sido puesta sobre nosotros para proveer agua limpia y saludable que excede la calidad requerida por el Estado y Agencia de Salud Publica. Nuestro compromiso a usted es continuar proveyendo alta calidad de agua con un servicio extraordinario, y WICA nos ayudara a mantener este esfuerzo.

Si usted desea mas informacion sobre el sobrecargo, favor visite nuestra pagina web [www.aquarion.com](http://www.aquarion.com) o comuniquese localmente a (203) 445-7310 o gratuitamente al (800)-732-9678.

Sinceramente,

Charles V. Firlotte  
Presidente & CEO