

# WATERWATCH

Connecticut

February 2022

## Aquarion Welcomes Valley Water Customers

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

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

Aquarion has retained all NESC 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.

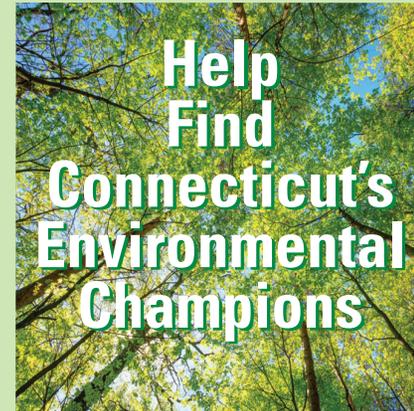
In Connecticut, we're welcoming customers of NESC's Valley Water System, which serves customers in Farmington, Plainville and Southington.

Since 2011, Aquarion has grown its customer base by about 10 percent through the acquisition of 84 water systems whose customers can benefit from our larger scope and technical expertise. Aquarion now serves some 226,000 customers in the three states.



## Greener Than Ever!

Nominations will soon open up for the 2022 Aquarion Environmental Champion Awards Program – with our largest awards ever – up to \$5,000. Award categories include business, non-profit, adult and student (grades 9-12). Watch for full details in mid-February!



## “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 Ridgefield Playhouse, 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**



Diversity Film Series



## Keep Off Reservoir Ice – And Enjoy Safer Recreational Activities

Not only is it illegal to step out onto the ice of any of Aquarion's reservoirs, it's extremely dangerous.

Reservoirs don't freeze like lakes and ponds. As we raise and lower water levels, the ice can break, or lose its support from below. Warmer upwellings from springs and currents can eat away at surface ice as well.

You simply can't tell where the danger spots are until you fall through.

The worst can and does happen. Numerous, unfortunate accidents across the country serve as reminders why this is an unsafe activity.

Due to reservoir trespassing prohibitions, even those who make it back to shore safely face the possibility of arrest and fines.

So if you're looking for safer and legal places to skate, check local parks and recreation departments for some great options. For land-based outdoor recreation, keep in mind that Aquarion continues to welcome hikers, cross-country skiers and snowshoers to trails in the Centennial Watershed State Forest. To get a permit or learn more about our recreational opportunities, visit our website at [www.aquarionwater.com/recreation](http://www.aquarionwater.com/recreation).



## Did You Know?

Aquarion's Customer Assistance Programs are still available to help anyone having difficulty paying their water bills. Visit [www.aquarionwater.com/assistance](http://www.aquarionwater.com/assistance) or call Customer Service at **1-800-732-9678** to learn more.

