

Free Fun for Fall!

Throughout the fall 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!



Stamford Museum & Nature Center



Diversity Film Series

Did You Know?

America's Clean Water Act has now been protecting your drinking water for 50 years.

Learn more at epa.gov/laws-regulations/history-clean-water-act

Are Your Water Pipes Ready For Winter?



Ice is great in drinks and under skates, but it can be a disaster if it forms inside your home's water pipes.

When water turns to ice it expands with enough force to split pipes wide open. This could flood your home or business with a rush of water. And cost you thousands of dollars in emergency repairs.

With winter poised to make its annual visit, now is the time to make sure none of your pipes – or your water meter – are exposed to cold air. Pipes within any outside-facing walls are at special risk of freezing.

Surprisingly, fire is another danger. Each year, people trying to thaw a frozen pipe with an open flame end up accidentally setting flammable materials ablaze.

Fortunately, there are many ways to avoid frozen pipes, plus far safer ways to thaw any that do freeze. For timely tips on how to save yourself a lot of inconvenience and money, check out aquarionwater.com/frozenpipes.

Have An Overdue Balance? We Can Help.

A new, Flexible Payment Plan will be available beginning December 1, 2022, and is open to residential or commercial customers with an overdue balance. This program replaces Aquarion's COVID-19 Payment Plan. The plan spreads out the overdue balance over a flexible payment period with no interest charges. Anyone with medical protection can enroll with no down payment. Others can enroll by making a down payment of 5% of their past due balance, or \$25 – whichever amount is lower.

Those with medical protection whose service was shut-off for non-payment can get reconnected by enrolling in the Flexible Payment Plan and paying 20 percent of the



total past due amount and the reconnection charge, up to a maximum of \$400.

Other eligible customers can get reconnected by enrolling in the Flexible Payment Plan and paying 50 percent of the total of the outstanding amount and the reconnection charge, up to a maximum of \$1000.

Customers may also be eligible for our Voucher Program and Connecticut's Low Income Household Water Assistance Program (LIHWAP). To learn more, please visit aquarionwater.com/assistance.