

January 9, 2025

Dear Aquarion (Valley Division) Customer:

Aging water infrastructure poses a growing challenge for water utilities nationwide and has been further compounded by emerging environmental and climate-related concerns affecting water quality. To help address this, Aquarion utilizes a mechanism called the Water Infrastructure and Conservation Adjustment (WICA) program to facilitate more timely replacement of eligible infrastructure.

As an Aquarion customer, effective April 1, 2025 you will notice a small surcharge related to the WICA program on your water bill. This surcharge supports the timely replacement of aging infrastructure, such as outdated water mains and valves, ensuring reliable water delivery and quality.

**Why is WICA beneficial to you?**

1. **Improves Reliability:** WICA enables Aquarion to replace infrastructure in a more timely manner in order to address issues that may compromise water quality or service reliability.
2. **Stabilizes Rate Increases:** Infrastructure improvements under WICA result in smaller, incremental charges compared to larger, rate increases. As an example, if Aquarion applied and received approval for a 1% WICA adjustment, the increase would amount to just under 2 cents per day for a typical family of four using 200 gallons of water a day. The WICA surcharge requires approval by the Public Utilities Regulatory Authority (PURA).

Aquarion is dedicated to delivering the highest quality water to our customers and meeting or surpassing standards set by State and Federal health agencies. WICA is one of the tools we utilize to achieve this goal.

For additional questions about WICA or other water service matters, please contact our customer service center at **(800) 732-9678** or visit our website at **[aquarionwater.com](http://aquarionwater.com)**.

Sincerely,



Lucy Teixeira  
President