

WATERWATCH

Connecticut

January 2021

Scammer Alert!

People across the country are reporting calls from scammers who pose as utility representatives and demand over-the-phone payments on outstanding bills to avoid having their services shut off.

Please be alert for these scams. Aquarion will never call to demand a payment over the phone, including anyone in our COVID-19 customer assistance program. (This program can stretch out water bill payments up to 24 months, with no interest or penalties.)

If you ever suspect a scam, hang up and call our Customer Service team at **1-800-732-9678**, Monday through Friday from 8:00 a.m. until 5:30 p.m. More information on avoiding scams is available at www.aquarionwater.com/scams.

For more information on the COVID assistance program, visit www.aquarionwater.com/assistance. This program supplements our voucher program which offers eligible customers a one-time, \$50 to \$250 assistance voucher.



Dropping Temperatures Raise Risks Of Frozen Pipes And Water Meters

As winter temperatures arrive, so do the risks of having your water pipes freeze and burst.

Those risks are especially high wherever your pipes are exposed to outside air, especially uninsulated or drafty spaces.

Beyond the damage that a burst pipe can cause, there's the potential for fire if you attempt to thaw a frozen pipe with a torch or an open flame.



The safest course is to prevent pipes and water meters from freezing in the first place.

So before the coldest days set in, take some time to ensure your water meter is protected from cold air and trace the routes your water pipes take throughout your house. Find the main shutoff valve in case you ever need to stop a flood caused by a frozen and burst pipe. Then look for places where pipes are most likely to freeze and take steps to block them from outside air.

For more tips and techniques, head for www.aquarionwater.com/frozenpipes, and keep your pipes and water meter protected throughout the winter months.

House Of Hope Food Drive Serves Up Health And Nutrition

Each October for 10 years, Aquarion has teamed up with St. Vincent's Medical Center to conduct a food drive for local communities in need.



This year, the pandemic added extra urgency to the effort. Aquarion kicked it off by delivering a van packed with nutritious, non-perishable food to the St. Vincent's collection point. Healthy donations from employees and the community continued throughout the drive and ended on a high note with a final large food distribution at Monroe's Big Y. We thank our friends at Big Y for their unwavering support over the years. Recipient organizations included Bridgeport Rescue Mission, Healthy Choices for Seniors, Port 5 Naval Veterans and Thomas Merton Center (all in Bridgeport); Shelton's Spooner House and Stratford's Sterling House.

Did You Know?

You can avoid being surprised by disruptions to your water service by signing up for our Everbridge alerts at www.aquarionwater.com/alerts.



“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 for more information – and have fun!



Stamford **Museum**
& **Nature Center**



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