



AQUARION
Water Company

Stewards of the Environment™

WATERWATCH

New Hampshire

Winter 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 12 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 assistance voucher.



Dropping Temperatures Raise Risks Of Frozen Pipes And Meters

As winter temperatures arrive, so do the risks of having your water pipes freeze and burst wherever they're exposed to outside air or drafts. That can cause thousands of dollars worth of damage.

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.



Infrastructure Upgrades Deliver Reliably

Not only does Aquarion maintain 17 wells supplying water our Hampton, North Hampton and Rye customers. We also manage the treatment facilities that ensure the ongoing quality of your drinking water. Plus over 140 miles of water main that deliver it to your tap. All of this infrastructure requires maintenance and replacement over time.



So you may have seen us replacing aging water mains in your neighborhood with new, more reliable ones. Within the past ten years, we've actually replaced almost 6 miles of main. Or you might not have noticed, as we're often able to schedule water main replacements in coordination with town road paving schedules. This helps to keep costs and future traffic disruptions down.

Less visible are projects conducted away from the streets and inside our facilities. Last June, for example, we put a new water source, Well 22, into service. Able to supply customers with up to 1.2 million gallons of water per day, a separate project will enable it to take advantage of extensive treatment upgrades planned for Well 7 and will be fully operational in 2023.

Meanwhile, over at our new Mill Road Treatment Plant, work is now complete. All of these projects further improve safety and reliability while also increasing operating and maintenance efficiencies. For example, at Mill Road we consolidated treatment for six wells into a single, centralized facility. Visit www.aquarionwater.com/projects to track progress of our ongoing projects.

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.

