



**AQUARION**  
*Water Company*

***For Immediate Release***

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**Aquarion Water Company Receives Connecticut's Best DPUC Customer Service Satisfaction Rating for Water Utilities**  
***Significantly Improved Score is the Result of Renewed Focus on Responsiveness***

BRIDGEPORT, CT, April 2, 2007 – Aquarion Water Company has received Connecticut's best customer service satisfaction rating for the state's regulated water utilities for 2006, officials of the Connecticut Department of Public Utility Control (DPUC) reported today.

The DPUC Annual Consumer Service Scorecard rates cable, telecommunications, electric, natural gas, and water utilities throughout the state on consumer complaints. Not only did Aquarion Water's employees achieve the lowest number of customer service complaints for 2006, their latest scorecard rating reflects the company's most impressive performance since 1994.

The DPUC scorecard is based on calls or letters from customers and other citizens who have contacted the department with concerns such as billing, installations, outages, payment arrangements, and service quality but who have reported some dissatisfaction with the companies' responses. Aquarion received 13 complaints or 7.26 complaints per 100,000 customers in 2006, 33 complaints or 18.74 complaints per 100,000 customers in 2005, and 66 complaints or 37.92 complaints per 100,000 customers in 2004. The company serves approximately 600,000 people throughout Connecticut.

President and Chief Executive Officer Charles V. Firlotte said he is proud of Aquarion's 2006 scorecard rating, but emphasized that the company remains committed to service excellence. "The employees in our Customer Services Department demonstrate first-rate skills as they respond to our customers. However, providing good customer service is not just the Customer Services Department's responsibility; we all must provide quality service as we continue to strive for excellence."

As well, Firlotte added, "We're on a never-ending journey to improve our customer

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service, and we do so by identifying the key factors that improve satisfaction.”

Aquarion Company's principal business is public water supply. Through its Aquarion Water Company subsidiaries, it is one of the 10 largest investor-owned water utilities in the U.S., serving 221,000 homes and businesses, or approximately 714,000 people, in 52 Connecticut, New York, Massachusetts and New Hampshire communities.

### *Celebrating 150 Years of Water Service Excellence*

*Note: For more information on Aquarion Water Company and its subsidiaries, please contact us on the internet at [www.aquarion.com](http://www.aquarion.com).*

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