



Stewards of the Environment

Aquarion Customer Care Center
200 Monroe Turnpike
Monroe, CT 06468
(203) 445-7310
(800) 732-9678

August 31, 2011

Dear Aquarion Customer:

Welcome! We are delighted to report that the state's Public Utilities Regulatory Authority (PURA, formerly the Department of Public Utility Control or DPUC) has approved Aquarion Water Company's acquisition of the Topstone Water Company. Customers of Ridgefield Knolls, Hollandale Estates, and Rolling Ridge will become part of Aquarion's customer base effective August 31, 2011.

About Aquarion

Aquarion Water Company is the public water supply provider for more than 580,000 people in 39 communities throughout Connecticut, as well as five in Massachusetts and three in New Hampshire. We are the largest investor-owned water utility in New England and among the seven largest in the U.S. Based in Bridgeport, CT, we have been in the public water supply business since 1857. Across our operations, we strive to act as a responsible steward of the environment and to assist the communities we serve in promoting sustainable practices.

Since our customers drink our product every day, we take great pride in providing safe, high-quality drinking water and customer service rated the best among all utilities in Connecticut. Earlier this year, the PURA awarded Aquarion the highest rating of all utilities it regulates for the fifth consecutive year—an unprecedented honor. The award was presented for the fewest number of customer complaints (five) per thousand customers. We continue to provide the same exceptional level of service to each of our customers.

Welcome Package

Attached is a welcome package that provides a wealth of information about Aquarion and other topics including water quality, sustainability efforts, recreation, conservation, how to contact us, payment and billing options, customer rights, and **other customer care information, and our customer newsletter, which offers a wide range of dollar-saving coupons to venues throughout Connecticut.**

Billing Information

You will receive a final bill for water service from Topstone Water Company shortly. **Your first Aquarion bill will be provided shortly after October 4th for Hollandale Estates and Rolling Ridge customers and December 8th for Ridgefield Knolls customers.** For Hollandale Estates and Rolling Ridge customers, this first bill is considered a "short" bill because it will be for less than a full quarter of water service. For customers of Ridgefield Knolls, this first bill is considered a "long" bill because it will be for more than a full quarter of water service. You will then receive a bill every 85-95 days going forward.

Of special note is that Aquarion always allocates the basic service charge on a per diem (daily) basis; therefore, this service charge will fluctuate from quarter to quarter based on the number of days in the billing cycle.

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Your Water Meter

Your meter will be changed within the first three months following the acquisition. For indoor meters, you will be contacted for an appointment by Aquarion's vendor, Connecticut Professional Water Services, with further instructions. For outdoor meters, our vendor will knock on your door to let you know he is changing the meter in your meter pit. The meter will be changed at no cost to you and should take approximately 20 minutes.

Our state-of-the-art meters feature a radio reading device that allows us to read your meter without entering your property or home. We appreciate your cooperation and understanding while we perform this important work.

Aquarion's Customer Advocate

To assist you in the transition of water service to Aquarion, we have designated our Customer Advocate, Rhonda Mercer, as a direct liaison you may call upon with any questions. Rhonda is in our Monroe Customer Care Center and can be reached directly at (203) 445-7424.

How to Reach Us

Our Customer Care Center is open weekdays from 8:00 AM to 5:30 PM, and our emergency answering service is available all other days and times. You can reach us locally at (203) 445-7310, or outside the greater Bridgeport area at (800) 732-9678.

We hope to hear from you, and we encourage your feedback during the transition to Aquarion Water Company. Once again, welcome. We look forward to serving you.

Sincerely,



Jean A. Zanella Dyer