

July 9, 2010

Following is an update of our current peak demand issues:

With a 153-year track record, Aquarion Water Company began experiencing all-time peak demands this week. These demands increased from 125 million gallons (MG) on Sunday July 4, to 135 MG Monday July 5. On Tuesday and Wednesday, July 6 and 7, demand peaked at 145 MG. As a point of information, our normal demand at this time of year is 90MG-100MG.

Due in part to an extensive demand management outreach program that included activation of our Reverse 911 system in select towns, we were able to reduce demand to 128 MG yesterday, July 8. However, because of heavy overnight demand this morning between 2 and 5 a.m., our water tanks were not able to recover.

Initiation of the demand management outreach program began on Wednesday, July 7, with a notice sent directly to key municipal personnel in Stamford, Ridgefield, Weston, Georgetown, Redding, Simsbury, Greenwich, Darien, New Canaan, Westport, Wilton and Mystic, asking for certain steps to be taken to curtail use. This included:

- Odd-Even watering restricted to 5-9 a.m., and 7-9 p.m.
- Banning all outdoor water use other than irrigation (washing of automobiles, boats, streets etc.)
- Banning use of outdoor ornamental or display fountains
- Banning the use of outdoor sprinkler caps
- Deferring street sweeping
- Allow watering of athletic fields, golf courses and clay tennis courts only for one hour per day between 8 pm and 6 am
- Use of hydrants only for emergency, or public health-related flushing of sewers.

The Reverse 911 or "CodeRed" system was implemented on July 7 and contacted 94,000 customers to request that customers conserve water between July 7 and July 14. Specifically, customers were asked to defer watering for the next 24 hours, and, thereafter, voluntarily water only on an odd-even schedule (for instance if your house number is 102 Main Street, you would only water on July 8, 10, and 12) and only between the hours of 5-9 a.m. and 7-9 p.m. The message also urged elimination of all outdoor water usage other than essential landscaping.

On July 7 calls were also made to 19 country clubs within the areas of concern. Country clubs were asked to conserve water wherever they could and asked to only water fairways on odd-numbered days.

The impact of this demand management program has been helpful, but not fixative. Due to the fact that the weather forecast calls for more hot, dry weather over the next 7-10 days, with limited rain activity, we continue to be very concerned about our ability to meet multiple-day peak demands. There is still a critical need to conserve water.

We are asking communities to continue to spread the conservation message to all employees and are asking specifically to **defer any outdoor watering of municipal facilities over the weekend**. We are currently extending our system to its limits and are concerned that mechanical breakdowns or extended periods of peak demand will lead to water outages.