



WATER WATCH

Fall 2009



Connecticut

Customers Give Aquarion An 'A'

Fresh on the heels of a report from the state Department of Public Utility Control naming Aquarion Water Company's customer service record the best of all regulated utilities in Connecticut, an independent survey shows that customers who were interviewed rated the company at more than 90 percent (out of a possible 100). That's an increase over the 87.5 percent reported in the last survey of Aquarion customers, which took place in 2007.

The survey, conducted by The Center for Research & Public Policy, also indicated that 95.1 percent of customers interviewed about Aquarion would describe themselves as "satisfied," "loyal," or "an advocate" for the company.

Aquarion President and CEO Charles V. Firlotte said he is proud of the survey results, but the company is not about to take customer loyalty for granted.

"The satisfaction and loyalty of our customers is something all of us strive to earn every day," Firlotte said. "That goes for our treatment plant operators and field personnel; the scientists testing water samples in our labs; the customer service representatives answering phones at our call center; right up to my office.

"This dedication reflects Aquarion's mission to be the service provider of choice through a relentless commitment to excellence."

The survey also reported that:

- 92.9% of respondents said their water quality has either improved or remained good in the past year
- 96.7% expressed confidence that Aquarion maintains an adequate water supply
- 90.4% of respondents who have interacted with customer services representatives described them as "responsive" or said they "listened carefully and then acted" on the customer's concern.



Aquarion Website Offers Wealth Of Information For Customers

With autumn close at hand, the hiking trails near Aquarion Water Company's Fairfield County reservoirs are especially appealing for family outings or solitary get-aways. And once winter arrives, those same trails will be open for cross-country skiing and snowshoeing. For details, visit www.aquarionwater.com and click on "Recreation."

The website also has information about the Water Infrastructure Conservation Adjustment, bill payments, water quality, educational programs, water emergencies, job openings and customer service.



Aquarion Water Company 2010 Holiday Schedule

New Year's Day	Friday, January 1
Martin Luther King Day	Monday, January 18
Presidents Day	Monday, February 15
Good Friday	Friday, April 2
Memorial Day	Monday, May 31
Independence Day	Monday, July 5
Labor Day	Monday, September 6
Thanksgiving	Thursday, November 25
Day After Thanksgiving	Friday, November 26
Christmas Eve	Friday, December 24

Conservation Corner Befriend the Earth – Conserve Water

You'll help yourself, your children, and your environment

You Should Know

- A person can survive about a month without food, but only 5 to 7 days without water. People should drink about 2 ½ quarts (80 ounces) of water a day for good health.
- Less than 2% of the Earth's water supply is fresh water, and only 1% is available for drinking.
- The average American uses 140-170 gallons of water per day. Showering and bathing account for 27% of that amount.
- An average bath requires 37 gallons of water. A 5-minute shower takes 15-25 gallons of water, and a 10-minute shower uses around 40 gallons.
- You use about 5 gallons of water if you leave the water running while you are brushing your teeth.
- A leaky faucet can waste 100 gallons a day.
- Energy-saving washing machines can save you about 20 gallons per use over older models.
- You can refill an 8-oz glass of water approximately 15,000 times for the same cost as a six-pack of soda.
- You can refill a stainless steel or plastic, biodegradable water bottle for 1¢, or you can pay \$1 or more for bottled water at the store, which often contains water of similar quality, fills our landfills and litters our roadsides.



*Most facts provided by The Nature Conservancy, www.nature.org/initiatives

E-billing Makes Payment Easy, Safe

Paying bills the traditional way is a hassle: pile up the bills, write out the checks in time to meet the due dates, lick the envelopes, search for stamps, get to the post office...who needs it?

If you have access to a computer, you can eliminate the hassle and do something beneficial for the environment



— sign up for e-billing. It's easy and safe: go to our website, www.aquarionwater.com, click on "Sign Up" at the right side of the home page, and you will be directed to mycheckfree.com, the website for CheckFree, Aquarion's e-billing partner.

CheckFree guarantees it will store your confidential information securely. Not only will it accept your payment and direct the funds to Aquarion, it also will e-mail your quarterly bills, eliminating at least part of that stack on your desk. You can even arrange to have the payments drawn automatically from your bank account, if you prefer.

Save yourself time, money and the hassle, while doing a little more to help the environment. Sign up for e-billing — it's fast, convenient and free.

Special Offer for Aquarion Customers

The Bridgeport Sound Tigers — top affiliate of the NHL's New York Islanders, and Connecticut's premier sports franchise — announces a special offer: Aquarion customers can receive one free ticket with any full-priced ticket purchased at the Arena at Harbor Yard Box Office during the 2009-10 regular season!

Come enjoy the best affordable, family-oriented, live entertainment that Connecticut has to offer.

To obtain your free ticket, bring this Aquarion newsletter to the Arena at Harbor Yard Box Office prior to



any Sound Tigers home game. The newsletter will serve as your coupon to receive one free ticket when you purchase a full-priced seat anywhere in the stadium (subject to availability).

This offer is available exclusively to Aquarion customers and cannot be combined with any other offers. A full list of the home game dates and times can be found online at www.soundtigers.com.

For Customer Service calls during business hours or after-hours emergencies, please call 203-445-7310 in the Bridgeport area, or 1-800-732-9678.