

# WATER WATCH

Winter 2012 ❄️❄️❄️❄️

[aquarionwater.com](http://aquarionwater.com)

Connecticut

## Aquarion Ranked As A Top Workplace Second Best Place To Work

Aquarion Water Company recently was ranked as one of the top places to work among large companies in Connecticut in a survey conducted by Hearst Connecticut Newspapers. This was the latest in a series of accolades Aquarion has received this year.

It began in the spring when, for the fifth consecutive year, Aquarion received the highest customer service and satisfaction rating of all utilities regulated by the Connecticut Department of Utility Control (now the Public Utilities Regulatory Authority). The field included not only water utilities, but also electric, natural gas, cable TV and telephone companies.

Next came recognition from the Connecticut Energy Efficiency Fund for Aquarion's leadership in reducing its



carbon footprint. In presenting the award, Amy Thompson, Ph.D., a member of the state's Energy Conservation Management Board, said, "The Fund honors companies for employing energy-efficient technologies and practices. Aquarion is at the forefront of demonstrating its dedication to business and energy sustainability, and environmental stewardship."

Most recently, in a multi-company employee survey conducted by Hearst Connecticut Newspapers, Aquarion was ranked the second best place to work among large companies. Employees gave Aquarion high praise on more than 20 criteria, including the company's direction, execution, working conditions,

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## Lots To "Like" At Aquarion's New Facebook Page



Facebook is now part of the daily routine for hundreds of millions of users around the world – including a huge percentage of the more than 580,000

Connecticut residents and businesses who get their water from Aquarion. To take advantage of this opportunity to build a new communication link with our customers, Aquarion has launched its own Facebook page.

We'll be using it to help keep customers up-to-the-minute on a wide range of topics, and to provide other features as well. You'll find:

- Information ranging from maintenance schedules to special offers from the museums, sports teams and other local attractions that offer discounts and deals to our customers
- Videos of Aquarion-sponsored exhibits (Mystic Aquarium, Stamford Museum &

Nature Center, Connecticut's Beardsley Zoo) and other great community projects

- News about Aquarion programs such as the Aquarion Environmental Champion Awards, other environmental initiatives, the House of Hope Food Drive, community programs and recreational information

- Details on special events in which we're participating

So climb aboard! Simply head for [www.facebook.com/aquarionwater](http://www.facebook.com/aquarionwater) and click the "Like" button at the top of the page. You'll then be set to receive important customer updates and other valuable news and information from Aquarion.

And remember with Facebook installed on your mobile device, you can stay current on Aquarion news even when you're away

from home. **See you on Facebook!**



## Conservation Corner

### Water Efficiency Helps The Environment

Using water efficiently, together with reducing pollutants such as pesticides, can be an effective way to reduce pollution. According to the Environmental Protection Agency's WaterSense program, some of the environmental benefits derived from water efficiency include:

- Healthier natural pollution filters, such as downstream wetlands.
- Reduced water contamination caused by polluted runoff from over-irrigating yards and agricultural lands.
- Less need for additional dams and reservoirs, or other actions that might affect the natural flow of streams, thus preserving their free flow and retaining the value of stream and river systems as wildlife habitats and recreational areas.

Most people realize hot water uses up energy, but supplying

and treating cold water requires a significant amount of energy too. However, if just 1 percent of American homes replaced an older toilet with a new, water-efficient toilet, the country would save more than 38 million kilowatt-hours of electricity — enough electricity to supply more than 43,000 households for one month.

Even careful use of water in your home can save energy and help the environment. For example, letting your faucet run for five minutes wastes between 3 and 5 gallons of water and uses about as much energy a 60-watt light bulb running for 14 hours. So, turn off the faucet when you're brushing your teeth, shaving, or rinsing dishes.



(Continued from front)

### Aquarion Ranked As A Top Workplace

pay and benefits, and opportunity for advancement. In addition, Aquarion won top ranking among all the companies for demonstrating its appreciation for employees.

Charles V. Firlotte, Aquarion President and CEO, is also quick to credit the breadth of Aquarion's efforts to engage and empower employees in every aspect of the company's mission. "We take special pride in investing in our greatest asset – our employees," he said. "From health-related programming to opportunities for growth and advancement, we strive to make Aquarion a place where people enjoy coming to work. We also understand the link between their well-being, the business we're in, and the overall health of the planet."

Asked if there is any common component to the recognition that has come from different quarters, Firlotte cited the company's constant focus on innovation.

"We're fortunate to have a team here that is constantly ready to question the status quo, even when it seems to be working well. That's enabled us to introduce fresh ideas into every area of our business, from the way we protect our water sources, to the ways we ensure the purity of the water we deliver, to how we map our distribution systems, and to how we serve and satisfy our customers."

Firlotte expressed confidence in the continuing yield of the programs and policies that have brought the company to where it is today. And he pointed to what he says might be the most critical factor in the company's leadership and success.

"If you take a hard look at everything we do here, you'll

see that it's all based on respect – respect for our customers, our employees, the environment, and the good name our company has earned over the decades. That's the heritage we want to perpetuate, even as we dedicate ourselves to being constantly open and supportive of new ideas and innovation."



*The Connecticut Energy Efficiency Fund honored Aquarion Water Company recently for enacting measures that cut the company's electrical consumption by up to 50 percent in seven of its facilities. A grant from the EEF paid a portion of those projects, and representatives of The United Illuminating Co. and CL&P worked with Aquarion to help bring the projects to fruition. Amy Thompson, Ph.D. (third from right) presents Aquarion President and CEO Charles V. Firlotte with a plaque on behalf of the EEF, recognizing the company's successes in energy efficiency. Joining them, from left, are Art Bradshaw of Aquarion; Roy Haller of UI; Justin Bevis of CL&P; John Herlihy and Mike Liberante of Aquarion.*

## Coming Soon: The 2012 Aquarion Environmental Champion Awards

Done anything great for your planet lately? Know another person, business, or non-profit organization that has excelled in doing its part? If so, stand by for the 2012 Aquarion Environmental Champion Awards program.

This year's competition drew entries from all over the state. We announced the winners in June at a gala celebration at Connecticut's Beardsley Zoo in Bridgeport. You can view videos of the winners on our website, [aquarionwater.com](http://aquarionwater.com).

In 2012, Aquarion will again be searching for outstanding nominees to honor for their contributions to environmental quality through the protection, conservation, restoration and/or

stewardship of Connecticut's water, air, soils, and plant and wildlife habitats.

We will honor work in four categories: Student (Grades 9-12), Adult, Non-Profit Organization, and Business.

So, start documenting the top achievements you know about now, and get ready to tell us about it early in 2012.

We'll have more information and an entry form available by early February. And thanks, in advance, for helping shine

a spotlight on Aquarion's Environmental Champions and the work they're doing to protect the planet and resources on which we all rely.



## Aquarion Partners With St. Vincent's For Food Drive

Hunger has been called America's "hidden crisis." In Greater Bridgeport alone, tens of thousands of people are at risk of not having enough to eat, and all the consequences that can bring about.

To help tackle this problem, Aquarion Water Company teamed up with St. Vincent's Medical Center to launch the "House of Hope" Food Drive. Aquarion customers and employees, along with St. Vincent's visitors and employees, and the public at large were invited to drop off nutritious, non-perishable items in a special shed at the hospital entrance. The donations were then distributed to food banks throughout the area.

The drive began in late September and experienced generous donations, including cash that people delivered to St. Vincent's lobby information desk. The planned end date of Nov. 15 was set to ensure the food banks had enough items on hand for the holiday season.

"Aquarion sees St. Vincent's as the perfect partner for this kind of effort," said Charles Firlotte, President and CEO

of Aquarion Water Company. "In addition to the items Aquarion employees donated, we knew that if every visitor to the hospital dropped off one food item on every visit, we would be able to make a tremendous contribution to the overall health and well-being of our area."

St. Vincent's President/CEO Susan L. Davis, RN, EdD, said, "During these difficult times, we all need to step up to help our less-fortunate neighbors. Every day, tens of thousands of people in Greater Bridgeport are at risk of not having enough to eat. That figure includes many thousands of children, plus homeless teens, seniors, and adults unable to put food on the table. By joining together, we can help many of those struggling with hunger so they can focus on other important needs."



*At the ribbon-cutting for House of Hope, from left: Charles Firlotte, President and CEO of Aquarion Water Company; Rachel Giliotti of St. Vincent's, House of Hope Co-Chair; Carolyn Giampe of Aquarion, House of Hope Co-Chair; and St. Vincent's President/CEO Susan L. Davis, RN, EdD.*

**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.**

# Aquarion Extends Amnesty For Illegal Water Use

With the onset of winter, AWC has extended its amnesty offer for illegal water use until March 31, 2012.

Illegal hydrant use, which is the most common type of water theft, can affect public safety significantly, especially in the winter. “When an untrained person opens a hydrant in the winter, it can be damaged or it can freeze, making it unavailable to firefighters when an emergency arises,” said Jean Zanella-Dyer, Aquarion’s Director of Customer Service. “It also can affect water pressure and cause discolored water in neighboring homes, so we are asking the public to be vigilant in reporting illegal use from hydrants this winter.”

*“When an untrained person opens a hydrant in the winter, it can be damaged or it can freeze, making it unavailable to firefighters when an emergency arises,”*

**– Jean Zanella-Dyer,**  
*Aquarion’s Director of Customer Service*



Other types of water theft include individuals who connect to a water line without a meter in place, or people who bypass the meter so their consumption doesn’t register.

“We understand that people affected by economic hardship would be tempted to take these measures,” said Dyer. “That’s why we enacted this moratorium earlier this year – so individuals with illegal connections could have an opportunity to set things right without having to worry about fees and extra bills for the water they used off-meter.”

Under the amnesty program, anyone who asks Aquarion to restore a legal connection will avoid the standard \$500 theft-of-service fee, a bill for up to a year of water use, and possible arrest. Aquarion will send a technician out to any home or business that needs a meter connection, no questions asked, and billing will begin from the date of connection.

“We must be vigilant in monitoring our water quality and safeguarding our supply,” Dyer said. “We’re also committed to keeping our rates reasonable – our customers should not have to pick up the tab for individuals who use the water without paying their fair share.

“Customers can help us ensure water safety and quality by simply reporting something that just doesn’t seem right.”

To report an illegal connection or renew legal service, email [cip@aquarionwater.com](mailto:cip@aquarionwater.com) or call 203-445-7395.

# Mark Your Calendars

## Upcoming Local Events In 2012

### Webster Bank Arena

Disney on Ice	January 4 – 8
FMX Freestyle Motocross	January 20 – 21
Harlem Globetrotters	February 24
Monster Jam	March 2 – 4
NCAA Div 1 Women's Basketball Tournament	March 17 – 19
NCAA Div 1 Men's Frozen Four Regional	March 23 – 24

**Visit [websterbankarena.com](http://websterbankarena.com) for more information.**

### Stamford Museum & Nature Center

#### CENTURIES OF PROGRESS:

American World's Fairs, 1853 – 1982	January 14 – March 18
Maple Sugar Weekend	March 3 – March 4
DANCING BY THE LIGHT OF THE MOON: The Art of Fred Marcellino	April 7 – May 20

**Visit [stamfordmuseum.org](http://stamfordmuseum.org) for more information.**

### Connecticut's Beardsley Zoo

**Visit [beardsleyzoo.com](http://beardsleyzoo.com) to see 90th Anniversary celebration information and events.**



### ***After the Storm***

*Tropical Storm Irene caused damage in many of the communities Aquarion Water Company serves, and tens of thousands of people endured up to a week without electricity. Through diligence and preparation, Aquarion “weathered” the storm with one main break, but residents on private wells were not as fortunate – without electricity, water could not be pumped from their wells. Upon learning many individuals in Easton were still without electricity and water five days after the storm had passed, employees brought 200 gallons of drinking water to the town’s library parking lot and invited residents to fill as many containers as needed. For one boy who was helping his mother, that included a tea kettle!*

## FREE Tickets And Great Deals

### Trumbull Marriott... Buy One Breakfast Buffet, Get One FREE!

The next time you stay at the Trumbull Marriott (weekend rates from \$99), present this coupon when you buy one breakfast buffet, and you will receive another one free.

At the Trumbull Marriott, you will enjoy luxurious guest rooms, indoor and outdoor pools, and delicious cuisine at Porter's. Offer expires 4/1/12.



### See What's New At The Zoo

Aquarion customers can take a walk on the wild side at Connecticut's Beardsley Zoo with this Buy One, Get One Free coupon.

Visit Andean condors, Amur (Siberian) tigers, ocelots, red & maned wolves, Andean (spectacled) bears, llamas, and golden lion tamarins.

Present this coupon to the gate attendant when buying an admission ticket and obtain a free ticket, for equal or lesser value, up to four admissions.

Valid for individual admissions only. This offer may not be combined with any other offers.

Connecticut's Beardsley Zoo is open daily year-round, 9 a.m.-4 p.m. Parking is free. For more information, visit [beardsleyzoo.org](http://beardsleyzoo.org)



### See Sound Tigers On Ice

The Bridgeport Sound Tigers — top affiliate of the NHL's New York Islanders — announces a special offer: One free ticket with any full-priced ticket purchased at the Arena at Harbor Yard Box Office during the 2011-12 regular season!

To obtain your free ticket, bring this Aquarion newsletter to the Arena at Harbor Yard Box Office prior to any Sound Tigers home game. This 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 [soundtigers.com](http://soundtigers.com).



### The Mystic Aquarium Experience

Whales, jellyfish, sea lions and more - meet creatures of the deep at Mystic Aquarium in



Mystic, CT! Aquarion customers who show this coupon will receive one free admission with the

purchase of one full-priced adult admission. This offer cannot be combined with any other offer.

Visit Mystic Aquarium's website at [mysticaquarium.org](http://mysticaquarium.org) for hours and directions. Offer expires 4/1/12.



### Visit The Stamford Museum & Nature Center

When Aquarion customers visit the Stamford Museum & Nature Center, they can buy one ticket and get another free. See a working New England farm with heirloom breeds of animals, an otter pond, planetarium, 80 acres of hiking trails, including a universally accessible Wheels in the Woods trail, and much more.

Simply show this newsletter to the gate attendant to receive **special 2-for-1** admission. Aquarion Water Company customers also can enjoy these membership discounts: \$40 individual (from \$50); \$80 family (from \$100); and \$150 family plus (from \$175).

Offers do not apply on special event days. Visit the museum's calendar online at [stamfordmuseum.org](http://stamfordmuseum.org) for a complete listing of events, hours and directions.



Stamford Museum & Nature Center

View Us On Facebook

### Check Out Our New Aquarion Videos OnLine Or On Facebook

