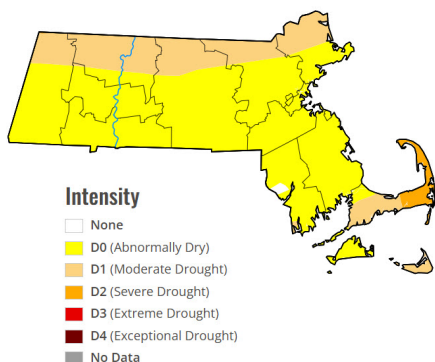


Abnormally Dry Weather Continues throughout Massachusetts



Aquarion customers are currently experiencing moderate to extreme drought conditions across our service areas.

We ask that you continue to follow our outdoor watering restrictions. Your cooperation plays a vital role in:

- Preserving a sustainable supply of drinking water.
- Protecting local natural resources and streamflow essential for aquatic life.
- Helping our communities respond to ongoing drought conditions, especially with limited rainfall in the forecast.

Thank you for doing your part to support water conservation. To learn more, visit aquarionwater.com/watering.

Imagine Not Having Any Water

Please forgive us for not sending you a card on October 16 to mark **Imagine a Day Without Water**. Instead, we'll just keep sending you something far more important – water itself.

That's why October 16 is a day for you and all of our customers to take pride in the role you play in keeping the water flowing and helping protect our health, economy, and environment. So, fill a glass from the tap and raise it in toast to every drop you save through conservation, big and small.

Meanwhile, everyone at Aquarion – from our treatment plant operators and field crews to our water quality and customer service teams – remains committed to the essential work we do every day in the communities we serve.

We hope imagining even one day without water inspires you to discover new ways conserve it. Visit aquarionwater.com/conserve for the latest tips and tools.

Imagine a Day Without Water



It's Time to Freeze-Proof Your Pipes and Water Meter

Autumn in our state is simply beautiful – and it's also the perfect time to make sure cold weather doesn't sneak into hidden corners of your home and freeze your pipes or meter, potentially causing costly water damage.

Start by checking any pipes that run through exterior walls. These are especially vulnerable to freezing if they lack proper insulation or are enclosed behind a cabinet.

If you have an outdoor water meter, ensure it's securely covered and protected from the cold.

If your pipes do freeze, never attempt to thaw them with an open flame. You could easily start a fire. Stay safe and call a licensed plumber instead.

For more proven tips on freeze-proofing your pipes and water meter, check out aquarionwater.com/frozenpipes. And enjoy winter at its best – worry-free!

