

WATER WATCH

Massachusetts

Spring 2021

COVID-19 Payment Program Extended



Customers feeling a monetary pinch from the pandemic now have until July 1, 2021 to enroll in a program to stretch out their water bill payments for up to 24 months.

Residential and commercial customers alike are eligible. There are no income requirements or down payment, and no fees or interest will be charged from the start of the pandemic through the end of the plan you arrange with us. You'll also have peace of mind knowing that your service will not be shut off as long as you pay your current month's usage as well as keep

up with your installment plan's payment schedule.

You may also be eligible for a one-time voucher of \$50 to use for paying your balance. To apply, download an application at www.aquarionwater.com/assistance.

Just be sure to apply by July 1, 2021. To find out more about these programs, contact Aquarion's Customer Service Center at 1-800-732-9678, Monday through Friday, between 8:00 a.m. and 5:30 p.m. (Or use our new "Chat" service – see the story below!)

A Fast, New Way To Contact Aquarion

Answers to questions about your water service, billing, assistance programs, conservation or other topics are now easier than ever to get from Aquarion.

We've just added a "chat" feature to our website that will connect you directly to one of our Customer Service representatives. "Chatting" works like texting – you type messages back and forth with our representatives by typing instead of talking. There's not nearly as much waiting as there can be with email exchanges.

The service is available Monday through Friday from 8:00 a.m. until 5:30 p.m. By entering your name and email address, your account information will immediately appear on our service representatives' screens to help them provide faster answers to your questions.

Using the service couldn't be easier. Just go to www.aquarionwater.com and click the blue "Chat with us" button on the bottom, right corner of your computer or mobile screen.

And, of course, other options for getting in touch with Aquarion remain the same. Whether you chat, email, call or write, we're here to make your experience as easy as... turning your faucet to get a glass of water.



Fast, Free Emergency Alert Service

Aquarion customers can receive automated alerts about water outages and other situations affecting their service – but only if we have your latest information.

To be sure that we have your correct phone number and email, please go to www.aquarionwater.com/alerts and sign

up for Aquarion alerts powered by Everbridge.

Otherwise, you'll risk missing alerts if your contact information is outdated or inaccurate.

For example, if you've moved from landline phone service to mobile only, we may not have your mobile number on file. By signing up for Aquarion alerts, you can update your phone number and email address so we can reach you in the best way possible. We will not provide your contact or location information to anyone else.

No one likes surprises about their water service. Here's how to avoid them – head to www.aquarionwater.com/alerts right now, and sign up.



Did You Know?

Checking your toilets for leaks is just a simple call or email away. We'll send you free dye tablets that will help show if your toilet tank is leaking into the bowl and wasting water. Just call us at 1-800-732-9678 or email cs@aquarionwater.com.

