

# WATER WATCH

New Hampshire

Spring 2021

## A Fast, New Way To Contact Aquarion

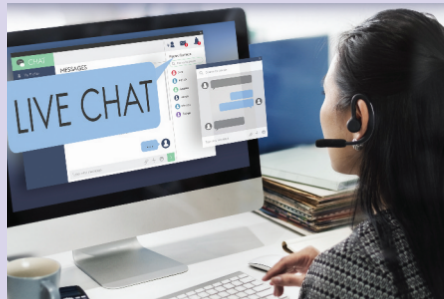
Answers to questions about your water service, billing, assistance programs, conservation or other topics are now easier than ever to get from Aquarion.

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](http://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.



## Get The Most From Springtime Showers

A great way to reduce water waste is by utilizing some of the thousands of gallons that fall each year on your roof for your garden.

Aquarion offers customers high-quality, 60-gallon rain barrels that normally go for \$125 for only \$75. Just be sure to order yours by May 28. Get the details at [www.aquarionwater.com/rainbarrels](http://www.aquarionwater.com/rainbarrels).



## Sign Up For 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 contact information.

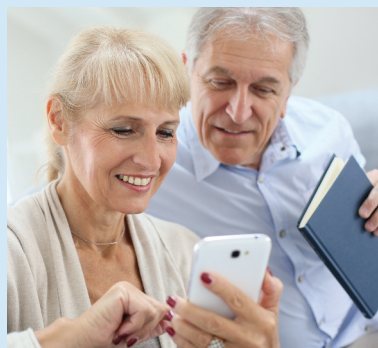
To be sure that we have your correct phone number and email, please go to [www.aquarionwater.com/alerts](http://www.aquarionwater.com/alerts) and sign up for Aquarion alerts powered by Everbridge. Otherwise, you'll risk missing alerts if your contact information is outdated or inaccurate.

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.

You can ask to be notified of emergencies and other important information by phone, email or both. Once you're in the Aquarion alert system, you can sign in anytime to change your preferences and to keep your contact information up to date.

Aquarion will only use your contact information to notify you about emergencies, scheduled maintenance, and other important information. 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](http://www.aquarionwater.com/alerts) right now, and sign up.



## Did You Know?

Aquarion has programs available for customers having difficulty paying their water bill. You'll find more information at [www.aquarionwater.com/assistance](http://www.aquarionwater.com/assistance).

