



NEWS

93 West Main Street, Clinton, CT 06413

Connecticut Water Pledges To Work With Customers Financially Impacted by the COVID-19 Crisis *Shutoffs For Non-Payment and Collections For Past-Due Balances Have Been Halted*

CLINTON, Conn. — Mar. 20, 2020 — Connecticut Water understands that the fight against the coronavirus will be taking a financial toll on some of its customers, especially those whose employment is affected by preventive measures being taken across the states.

“Our hearts go out to those whose livelihoods are at risk because of the coronavirus. This is a time when people need to focus on taking preventative measures to protect the health and wellbeing of themselves, their families and the community. They should not have to worry about having the water service shut off because of financial hardship,” said Connecticut Water president Maureen Westbrook.

In addition to halting shut offs for nonpayment that were previously announced, Connecticut Water reminds customers of its established H2O, Help 2 Our Customers assistance program, which includes bill reductions and payment plans for eligible customers. More information on the program can be found at ctwater.com or through the customer’s local social service agency and community support organizations.

We encourage customers who are financially impacted by the fight against the coronavirus to contact us before their account becomes past due. Our customer service representatives are working remotely and still available to work with customers, which is something they do every day.

Collections Also Halted: Connecticut Water Advises Customers to Be Aware of Potential Scams

We also advise customers to protect themselves from scams during this uncertain time. Connecticut Water has suspended all collections activities, and will NOT call customers to demand payment or threaten shutoff. If a customer receives any kind of phone call of this nature, we ask you to hang up and notify us at 800-286-5700.

Connecticut Water is proud to continue to provide safe, reliable water service during these times through the essential employees that assure the delivery of the water that is necessary for good hygiene and to reduce the spread of disease. While treatment plant operators and 24/7 emergency service personnel are among Connecticut Water employees who are required to work outside of the home to complete the duties essential to delivering water to customers, Connecticut Water’s offices are closed to the public and much of our team is working remotely.

We ask customers to reach out to us by phone at 800-286-5700, by email at customerservice@ctwater.com or online at ctwater.com for more information about available assistance and our COVID-19 preparedness measures.

(more)

About Connecticut Water

Connecticut Water, Avon Water and Heritage Village Water provide water to nearly 350,000 people in 59 communities in Connecticut, and wastewater service to 10,000 people in Southbury, Connecticut.

The towns served are Ashford, Avon, Beacon Falls, Bethany, Bolton, Brooklyn, Burlington, Canton, Chester, Clinton, Colchester, Columbia, Coventry, Deep River, Durham, East Granby, East Haddam, East Hampton, East Windsor, Ellington, Enfield, Essex, Farmington, Griswold, Guilford, Hebron, Killingly, Killingworth, Lebanon, Madison, Manchester, Mansfield, Marlborough, Middlebury, Naugatuck, Old Lyme, Old Saybrook, Oxford, Plainfield, Plymouth, Portland, Prospect, Simsbury, Somers, Southbury, South Windsor, Stafford, Stonington, Suffield, Thomaston, Thompson, Tolland, Vernon, Voluntown, Waterbury, Westbrook, Willington, Windsor Locks and Woodstock.

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