



Powering Connecticut Households Since 1977

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News Release

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Aquarion Water Allows More Residents, Small Businesses to Get COVID-19 Water Bill Assistance

HARTFORD, Conn. (May 5, 2020) – In response to the COVID-19 crisis, Aquarion Water Company of Connecticut has announced enhancements to their Customer Assistance Program that will allow Operation Fuel to assist more Aquarion customers, including small businesses, struggling to pay water bills due to economic effects of COVID-19.

In January, Aquarion partnered with Operation Fuel and allocated \$50,000 for one-time grants to assist customers in need with water bill payment. Now, with many families facing financial crisis because of COVID-19-related job loss or reduced work hours, Aquarion has modified its requirements so more households and small businesses can seek assistance.

“We’re committed to supporting our customers during these difficult and uncertain times,” said Lucy Teixeira, Aquarion vice president of administration. “Due to our expanded partnership with Operation Fuel, we will have a greater impact on those in need of assistance.”

Aquarion’s COVID-19 assistance adjustments include:

- Suspending the requirement for assistance to be income-based, permitting anyone with proven need to apply for a grant.
- Opening the application process to small business owners/operators in addition to homeowners and renters. The account must be in the name of the small business, and applications must be sent to Operation Fuel on business letterhead with a copy of the water bill.
- Waiving the requirement for customers to have made either four payments within the past 12 months or 35% of their outstanding balance.
- Extending additional funds beyond \$50,000 for the assistance program if needed.



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“Aquarion Water Company has a strong track record for proactively meeting the needs of their vulnerable customers,” said Brenda Watson, executive director of Operation Fuel. “It is no surprise to me that they are taking additional steps to alleviate the increased financial burdens brought on by COVID-19 to include the small business community,”

Aquarion customers can visit www.operationfuel.org/aquarion for more information and to download an application.

ABOUT OPERATION FUEL: Operation Fuel provides energy assistance year round throughout Connecticut to lower-income working families and individuals, the elderly, and disabled individuals who are in a financial crisis. Currently more than 400,000 Connecticut households can't afford their energy bills, which are among the highest in the nation. For more information on Operation Fuel, or to make a donation, go to www.operationfuel.org

ABOUT AQUARION WATER COMPANY: Aquarion Water Company is the public water supply company for more than 625,000 people in 52 cities and towns throughout Connecticut, as well as serving customers in Massachusetts and New Hampshire. It is the largest investor-owned water utility in New England and among the seven largest in the U.S. Based in Bridgeport, CT, it has been in the public water supply business since 1857. Across its operations, Aquarion strives to act as a responsible steward of the environment and to assist the communities it serves in promoting sustainable practices. Aquarion Water Company is a wholly-owned subsidiary of Eversource. For more information on Aquarion Water Company, please visit www.aquarionwater.com or www.facebook.com/aquarionwater

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