



93 W. Main St., Clinton, CT 06413

Connecticut Water, Avon Water and Heritage Village Water to Work With Furloughed Federal Workers to Maintain Water Service

Clinton, Conn., Jan. 14, 2019 – Connecticut Water today pledged to work with its customers who are furloughed federal employees to maintain their water service until their paychecks start flowing again.

“Water service is critical for families to be able to comfortably live in their homes, and we do not want these furloughed workers to feel their water service is at risk,” stated Maureen P. Westbrook, Connecticut Water’s vice president of customer and regulatory affairs. Ms. Westbrook further stated, “We work with all customers who have hardships that affect their ability to pay their water bill, and this includes furloughed federal workers. Connecticut Water, Avon Water and Heritage Village Water will waive interest fees on overdue balances and work with furloughed federal workers to maintain their water service until their paychecks resume.”

Federal workers who are affected by the partial government shutdown and have a water bill due soon are encouraged to call Connecticut Water at 800-286-5700 to advise the company of their situation.

The company will also be alerting social service agencies in our service territories of our plans and encouraging them to refer impacted federal workers to us. Connecticut Water has an established customer assistance program called Help 2 Others (H₂O), which is offered by referral from social agencies to eligible customers who have financial hardships that affect their ability to stay current on their water bills.

About Connecticut Water, Avon Water and Heritage Village Water:

Combined, these companies serve more than 350,000 people in 59 towns in 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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