



## **Connecticut Water and Operation Fuel Partner On Water Assistance Program**

The Partnership Provides an Additional Option for Connecticut Water Customers to Access Information and Application Materials for Financial Assistance

**October 15, 2020** – Connecticut Water Company and Operation Fuel have announced a partnership that will streamline access to financial assistance programs to help Connecticut Water customers facing financial challenges with their water bills. The partnership, which is an extension of Connecticut Water’s existing H2O – Help 2 Our Customers assistance program, provides an additional option for Connecticut Water customers to access the information and application materials they need to apply for assistance. In addition to calling Connecticut Water directly to apply, customers can now opt for a single application through Operation Fuel which also administers assistance programs for several other utilities (i.e.: gas/electric) in the state.

“We understand the financial realities that some of our customers face and are here to work with them. We want to create as many ways as possible for our customers who are struggling financially to get the information and access to our programs,” said Connecticut Water president Maureen Westbrook. “Our partnership with Operation Fuel will allow our customers who also qualify for assistance programs from their other utilities to seamlessly apply for Connecticut Water’s H2O – Help 2 Our Customers program with one contact.”

“Paying household utilities can be an issue for working families and individuals that Operation Fuel serves across Connecticut, particularly with the additional challenges related to COVID-19,” said Brenda Watson, executive director of Operation Fuel. “We appreciate Connecticut Water for proactively partnering with us so we can provide direct bill payment assistance to our neighbors in need.”

Connecticut Water customers who are experiencing economic hardship or anticipate having a difficult time paying their water bill are encouraged to act before their account becomes past due. Customers can learn more from Connecticut Water at [www.ctwater.com](http://www.ctwater.com) or Operation Fuel at [www.operationfuel.org](http://www.operationfuel.org). In addition to assistance for income eligible customers, payment plans related to the COVID-19 pandemic are also available for utility customers. To reach customer service at Connecticut Water call 1-800-286-5700.

**About Connecticut Water:**

Connecticut Water provides water service to about 105,000 customers in 60 Connecticut towns and wastewater services to 3,000 customers in the town of 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, Haddam, 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.

**About Operation Fuel:**

More than 400,000 households in Connecticut can't afford to pay energy and utility bills. Thanks to supporters and donors, Operation Fuel is able to flip the switch for families year-round, helping seniors, children, and people with medical conditions stay warm, keep the lights on, power devices for cooking and refrigeration, and have access to running water for drinking, hygiene, and laundry. If you or someone you know is struggling with paying your utility bills or energy costs, visit [www.operationfuel.org](http://www.operationfuel.org). To help power families, you can visit the website and donate or text OPFUEL to 44321.

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