

Connecticut Water Reminds Customers That COVID-19 Payment Plans Are Still Available

No interest, no down payment plan availability has been extended through at least April 20, 2021

CLINTON, Conn. — February 9, 2021 — Connecticut Water is reminding customers that in accordance with the Public Utilities Regulatory Authority (PURA), COVID-19 Payment Plans, set to expire today, are available until April 20, 2021 or the expiration of the Governor’s declaration of Public Health and Civil Preparedness Emergencies due to the COVID-19 Pandemic – whichever comes last.

Extended payment plans are available for any customer who needs it. COVID-19 Payment plans require no initial or down payment, can last up to 24 months, and waive fees and interest. In addition, the company’s H₂O - Help 2 Our Customers assistance program provides for payment plans and bill reductions for income-eligible customers.

Connecticut Water is also an Operation Fuel partner and Connecticut Water customers may receive assistance for their water and other utility bills by applying online at operationfuel.org/help.

“It’s important that our customers know about the many available avenues for assistance at this time,” stated Maureen P. Westbrook, president of Connecticut Water. “We understand the realities that COVID-19 has placed on our customers and we are here to help ensure they maintain their essential water service.”

Customers should call Connecticut Water at 1-800-286-5700 for more information. Additional information about income-eligible assistance through the company’s H₂O – Help 2 Our Customers assistance program can be found at ctwater.com/H2O, through the customer’s local service agency, community support organizations and through Operation Fuel.

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.

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