

Enrollment Deadline For COVID-19 Extended Payment Plans Pushed Out To July 20

Payment Plan Deadline Extended Other Financial Assistance Options Also Available

CLINTON, Conn. — May 20, 2021 — Connecticut Water is announcing that the ability to sign-up for COVID-19 extended payment plans has been extended to July 20 in alignment with the extension of the Governor’s emergency orders regarding public health and civil preparedness emergencies, which were set to expire on May 19. The 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 asks customers who have fallen behind on their water bills to contact the company so that we can discuss financial assistance options with them.

“Our people are ready to assist customers,” stated Arthur J. O’Neill, Vice President of Customer Service. “We have all been through a trying time and we have many options available to help them address overdue balances, but we need them to contact us so we can tailor a program to their situation.”

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.

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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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