

## Enrollment Deadline For COVID-19 Extended Payment Plans Is Now September 30

Customers with overdue balances urged to call and discuss options to bring accounts current

**CLINTON, Conn. — July 15, 2021** — Connecticut Water is announcing that the ability to sign-up for COVID-19 extended payment plans has been extended to September 30 in alignment with yesterday's extension of the Governor's emergency orders regarding public health and civil preparedness emergencies, which were set to expire on July 20. 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 H<sub>2</sub>O - 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 to 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. Enrolling in one of the payment plans also waives interest fees on past due balances."

The PURA mandated moratorium on water service shut-offs expired last fall, but Connecticut Water has not yet resumed termination of water service for non-payment. The best way for customers to maintain their water service into the future is to bring their account current now by taking advantage of the options available to them.

Customers should call Connecticut Water at 1-800-286-5700 for more information. Additional information about income-eligible assistance through the company's H<sub>2</sub>O – Help 2 Our Customers assistance program can be found at [ctwater.com/H2O](http://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 106,000 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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