



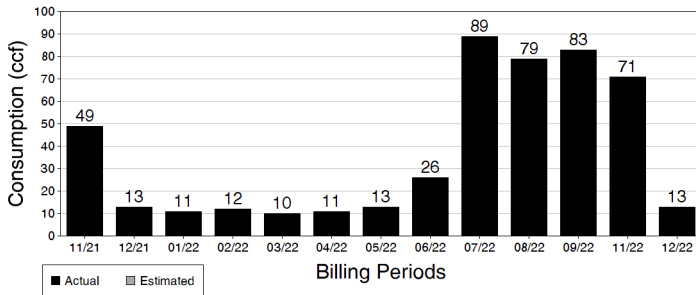
CONTACT US
1.800.732.9678
CS@aquarionwater.com

Account Number: **200409835**
Statement Date: 12/01/22
Service For: 470 WEST AVE
STAMFORD CT 06902-6359

Total Amount Due by 12/28/2022	\$160.69
Previous Balance	387.36
Payments Received	-387.36
Balance Forward	0.00
Total Current Charges	160.69

See reverse side of bill for details

Water Usage History



Water Usage Summary

This month your usage was **13 CCF***

This month you used **the same amount** compared to the same time period as last year

* 1 ccf (hundred cubic feet) = 748 gallons

Can't Pay Your Water Bill? We Can Help.

Enrollment and participation in a Flexible Payment Plan for a past-due amount will prevent a service disconnection. In addition, you may also qualify for our Customer Assistance Program. If you're having trouble paying your water bill, contact us as soon as possible so we can find a solution that best meets your needs.

Program Details:

- Flexible Payment Plan:** Enroll in a Flexible Payment Plan to pay a past-due balance over a flexible payment period. As long as you make your payments, your service will not be disconnected for the duration of your plan. No fees or interest will be charged as long as your plan remains active. The Flexible Payment Plan is available to residential and commercial customers.
- Customer Assistance Program:** Customers who qualify can receive a one-time voucher ranging from \$50 to \$250 based on eligibility.

To learn more about these programs, please contact our customer service department at **1-800-732-9678**, Monday through Friday, between 8:00 a.m. and 5:30 p.m. or visit our website at www.aquarionwater.com/assistance.

Important Notes

PAYMENTS: All charges are due as of your Statement Date. Any unpaid charges may be subject to a late payment charge as of your Statement Date, at the rate of 1.5% per month, if not paid on or before your statement due date.

WICA: Effective April 1, 2022, bills will contain a 10.03% Water Infrastructure and Conservation Adjustment (WICA) charge.

WRA: Effective April 1, 2022, bills will contain a 0.48% Water Revenue Adjustment (WRA) charge.

Please detach and return this stub with your check payable to Aquarion Water Company . Do not send cash. Thank you!



Aquarion Water Company of CT
PO BOX 3664
PORTLAND ME 04104-3664

ACCOUNT NUMBER	TOTAL AMOUNT	AMOUNT ENCLOSED (IF DIFFERENT)
200409835	\$160.69	

Please remit by 12/28/2022 for your payment to be applied prior to next billing cycle. Include your account number on your check to ensure prompt credit.

21002004098350000000160693

Mail Checks Payable to:

WEST AVENUE REAL ESTATE LLC
NEW ENGLAND INVESTMENT PARTNERS LLC
470 WEST AVE, SUITE 2007
STAMFORD CT 06902-6359

Aquarion Water Company of CT
PO Box 9265
CHELSEA MA 02150-9265



Enroll in E-Billing: www.aquarionwater.com. Visit www.aquarionwater.com for a complete list of our payment options.



Account Number: **200409835**
Statement Date: 12/01/22

Meter Usage Details

Meter Number	Meter Reading	Current Usage	Reading Type	Next Reading
60999723 (2")	From / To 3275 / 3288	13 CCF (10 thou. g)	Actual	On or about 12/31/22

Service from 11/02/22 to 12/01/22 (30 days)

Total Amount Due by 12/28/2022 \$160.69

Account Detail

Previous Balance	387.36
Payment Received (11/22/2022), Thank You	- 387.36

Outstanding Balance 0.00

Total Charges

Water Service Charge	101.72
Water Usage Charge 13 ccf @ \$3.361000	43.69
WICA	14.58
Water Revenue Adjustment (WRA)	0.70

Total Current Charges 160.69

Total Balance Due By 12/28/2022 \$160.69

Contact Us:

For billing questions, concerns, appointments, and general information, please call us during business hours (8:00 a.m. to 5:30 p.m., Monday through Friday) at (800) 732-9678 or local Bridgeport calling area at (203) 445-7310.

Email: CS@aquarionwater.com

Mail inquiries (Not for Payments):
Aquarion Water Company of CT
200 Monroe Tpke
Monroe, CT 06468

For After Hour Emergencies:

(800) 732-9678 or local Bridgeport calling area at (203) 445-7310.

If you are dissatisfied with a response from our Customer Service Center, Aquarion's Customer Advocate is available to take a fresh look at your concern. Please call our Customer Service Center at the number above and ask for the Aquarion Customer Advocate.

Our Mission:

To be the service provider, employer, and investment of choice through a relentless commitment to excellence.

Payments:

Enroll in E-Billing, Fast & Free!
www.aquarionwater.com

Mail Payment to:
Aquarion Water Company of CT
P.O. Box 9265
Chelsea MA, 02150-9265

See our website for more options:
<http://www.aquarionwater.com>

For All Current Rates:

www.aquarionwater.com

Customer Rights Notice

Any customer who has a question or complaint or who disputes all or part of this bill should contact a customer service representative at our Customer Service Center. If the customer remains unsatisfied, he or she may ask to speak with the Supervisor of Customer Service or Aquarion's Customer Advocate. If the company has mailed a termination notice to a customer and the customer has made a complaint to the company prior to the issuance of a termination notice, the customer may within 7 days after receipt of such notice request that the complaint be referred to the Customer Advocate, Aquarion's formal Company Review Officer. The Customer Advocate will review the complaint and respond to the customer in writing within 10 business days. If the dispute remains unresolved after receipt of the written decision of the Customer Advocate, the customer may request a further investigation and hearing by the Connecticut Department of Public Utility Control.

Right to Residential Utility Service During Serious Illness

If you or anyone presently and normally living in your home is seriously ill, we will not shut off your water service during such illness. Please complete the Physician's Certification of Illness form from our website at www.aquarionwater.com or contact us for a copy. You will be required to make an equitable arrangement to pay your past due bills and to pay on a current basis all future bills while the illness continues. The Company has the right to contest before the Connecticut Department of Public Utility Control the validity of any serious illness certificate it receives.

Aviso de Derechos del Cliente

Cualquier cliente que tenga una pregunta o queja o quisiera discutir todo o parte de esta factura debe comunicarse con un representante de servicio al cliente en nuestro Centro de Servicio al Cliente. Si el cliente permanece insatisfecho, él o ella puede pedir hablar con el Supervisor del Centro de Servicio al Cliente o con el Defensor del Cliente de Aquarion. Si la compañía le ha enviado una nota de terminación de servicio, el cliente puede dentro de 7 días después del recibo de tal nota pedir que su queja sea referido al Defensor del Cliente, el Oficial de Revisión formal de la Compañía de Aquarion. El Defensor del Cliente revisará la queja y responderá al cliente por escrito en un plazo de 10 días hábiles. Si la disputa permanece sin resolverse después del recibo de la decisión de el Defensor del Cliente, el cliente puede solicitar una investigación y audiencia por el Departamento de Control de los Servicios Público de Connecticut.

Derecho al Servicio Público Residencial Durante Una Enfermedad Grave

Si usted, o cualquier persona que ahora y normalmente reside en su casa esta seriamente enferma, nosotros no suspenderemos su servicio de agua durante tal enfermedad. Complete el formulario de Certificación de Enfermedad del Médico en nuestra pagina web www.aquarionwater.com o póngase en contacto con nosotros para obtener una copia. Se le pedirá que haga un acuerdo equitativo sobre la manera de pagar sus facturas vencidas y para pagar al día todas las facturas futuras mientras la enfermedad continúa. La Compañía tiene el derecho de impugnar ante el Departamento de Control de los Servicios Público de Connecticut la validez de cualquier certificado de enfermedad grave que reciba.

