



AQUARION
Water Company

Stewards of the Environment™

Dear Valued Customer,

As a reminder, our water main flushing program will begin next Monday. If you haven't had the opportunity to review all the details about our program, please take a moment to read the information below.

Flushing program to begin on Monday, March 21

To reduce the impact on our customers, flushing will be completed overnight from 9:00 p.m. to 5:00 a.m., Monday through Friday. We expect to complete this program in approximately 4 weeks.

How will I know when you are flushing my street?

We will be updating our street schedule on a daily basis. You can visit our website at aquarionwater.com/alerts to find out what streets are scheduled to be flushed (updated every morning). We will also make daily reverse 911 calls to customers on and nearby the streets we plan to flush that evening.

You may be asking why don't we provide the complete schedule all at once. Good question... although we will try our best to complete the planned streets overnight, it's critical that the water is running clear in the morning, so if some streets take longer than expected we may have to reschedule streets for the next evening.

What can I do to prepare?

We recommend storing some water for drinking and cooking, and not washing laundry if your street, or nearby streets, are being flushed. Plan on running your outdoor water spigot the morning after your street is flushed. This will help prevent discolored water from getting into your indoor plumbing. Run your spigot until the water runs clear.

Have questions?

Contact our Customer Service team at 800-732-9678, via email at cs@aquarionwater.com, or by chat at aquarionwater.com, Monday through Friday from 8:00 a.m. – 5:30 p.m.

Sincerely,

Aquarion Customer Service