



AQUARION
Water Company

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Aquarion Water Company enhances emergency notice system, seeks customers' help in upgrading contact database

BRIDGEPORT — Aquarion Water Company has upgraded its emergency communications with a new service, CodeRed, to ensure customers receive the fastest notification possible for major water main breaks or other urgent situations.

With this enhancement, Aquarion will be able to send high-speed messages directly to customers' home and cellular phones so they hear quickly about water emergencies in their neighborhoods, rather than learning about it from a third party, such as radio or television news, perhaps long after the fact.

“With the message coming directly from us, you know the details are accurate and timely,” said Jean Dyer, Aquarion’s Director of Customer Service. “We can’t guarantee that with third-party reports. In addition, you don’t have to have your TV or radio on to learn of a situation; the message will go directly to your phone.”

Dyer noted, however, that the system is only as good as its telephone database, which means Aquarion needs current contact numbers for its customers. Dyer noted that many customers have disconnected their land-line phones and are using their cellular phones exclusively, but they may not have thought to update their records with the company.

CodeRed gives residential and business customers the ability to enter their contact numbers and corresponding addresses directly into the database through a link on Aquarion’s website at www.aquarion.com. There is no charge to register.

“The information customers give us will go directly into the CodeRed database so they can receive notices about water emergencies in their areas immediately,” Dyer said.

“We respect our customers’ privacy, so we will never use these phone numbers for sales pitches, nor will we sell or otherwise share their personal information.”

She said anyone with questions can call Aquarion’s Customer Service Department at 445-7310 in the Bridgeport area, or toll-free at 1-800-732-9678.

CodeRed is a service of Emergency Communications Network of Ormond Beach, Florida, which has been in business since 1996.

Aquarion Water Company is a public water supply company serving nearly 600,000 people in 36 communities throughout Connecticut. It is among the seven largest investor-owned water utility companies in the U.S., and the largest in New England.

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