

March 5, 2012

Contact:
Lorraine Bukowski
Public Relations Manager
(203) 336-7662

Aquarion President Shares Customer Service Success Story

Charles V. Firlotte, president and CEO of Aquarion Water Company, recently shared the story of his company's successful customer service record as a speaker at the 3rd Annual Utility Customer Experience Management Conference in San Antonio, Texas.

Connecticut's Public Utilities Regulatory Authority has rated Aquarion's customer service as the best among all regulated utilities in the state for the past five consecutive years, based on the number of customer complaints registered each year. This includes water utilities as well as those providing electricity, natural gas, telecommunications and cable TV.

In Firlotte's presentation, he discussed the role advanced technology has played in improving Aquarion's efficiency and responsiveness to customers. He emphasized the importance of respect for customers and employees, which is a top priority at the company and led to Aquarion being named second among best large workplaces in Connecticut, according to a Hearst Community Newspapers' survey.

His main theme was the need for a laser-like focus on customer service. "Great service doesn't just happen," Firlotte told his audience. "It takes focus that is concentrated and sustained."

About Aquarion Water Company

Aquarion Water Company is the public water supply provider for more than 590,000 people in 42 communities throughout Connecticut, as well as five in Massachusetts and three in New Hampshire. It is the largest investor-owned water utility in New England and among the seven largest in the U.S. Based in Bridgeport, it has been in the public water supply business since 1857. Across its operations, Aquarion strives to act as a responsible steward of the environment and to assist the communities it serves in promoting sustainable practices.