

2024 WATER QUALITY REPORT

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Este informe contiene información importante sobre su agua potable. Pida a alguien que lo traduzca para usted, o hable con alguien que lo entienda.



Letter from the Vice President



*John Walsh
Vice President, Operations
Aquarion Water Company of NH*

Dear Aquarion Customer:

Aquarion's greatest commitment is delivering high-quality water to our customers. That's why I am pleased to inform you that in 2024 the more than 1,950 tests we conducted on our water systems in New Hampshire confirmed that our water consistently meets or surpasses both state and federal water quality standards.

Our focus also includes per- and polyfluoroalkyl substances (PFAS), which have been detected in drinking water across the country. In 2020, regulations for PFAS were established in New Hampshire. Last year, the U.S. Environmental Protection Agency (EPA)

established new monitoring and management regulations for six PFAS compounds. We are constructing new facilities to ensure that we adhere to both state and federal regulations for PFAS. To keep your rates affordable, we are seeking federal and state funding and pursuing settlements with the companies that manufactured PFAS.

In 2024, we also launched an online customer water service line survey to help identify customer service line materials in our service area and provide an accurate inventory of Aquarion-owned and customer-owned service lines on our website. Required by the EPA, the goal is to eliminate all lead service lines in our water systems. The Hampton system has no known lead service lines.

With varying levels of drought continuing throughout the state, our water supplies are slowly recovering for the spring and summer months. Please continue your efforts at conserving water. For helpful tips you may not have considered, check out page 10 of this report or visit [aquarionwater.com/conserve](https://www.aquarionwater.com/conserve).

With appreciation,



John Walsh



Questions About Your Water Quality Report?

Customers with any of following issues should call us at **1-800-732-9678**: Discolored water, service problems, after-hour emergencies, water quality questions, or interest in joining a public meeting.

Customers may also email us at cs@aquarionwater.com, or visit www.aquarionwater.com.

New Hampshire Department of Environmental Services:
603-271-3503 or www.des.nh.gov.

U.S. Environmental Protection Agency's Safe Drinking Water Hotline: **800-426-4791** or www.epa.gov/safewater.

What is a Water Quality Report?

Aquarion Water Company's annual Water Quality Report, also known as the Consumer Confidence Report (CCR), details the quality of your drinking water, where it comes from, and how to get more information. This annual report documents all detected primary and secondary drinking water contaminants and their respective standards known as Maximum Contaminant Levels (MCLs).



Water Quality Table

Your water has been tested for more than 100 compounds that are important to public health. Only those compounds detected, all of which were below the amounts allowed by state and federal law, are reported in this table. Most of these compounds are either naturally occurring or introduced as treatment to improve water quality. Monitoring frequency varies from daily to once every nine years per EPA regulation, depending on the parameter. Our testing encompasses the full range of regulated inorganic, organic and radiological compounds and microbiological and physical parameters.

SUBSTANCE (Units of Measure)	ACTION LEVEL (AL)	90TH PERCENTILE SAMPLE VALUE*	TEST DATES	NUMBER OF SITES ABOVE AL	VIOLATION YES/NO	LIKELY SOURCE OF CONTAMINATION	RANGE
LEAD AND COPPER							
Copper (ppm)	1.3	0.53*	8/8/24 - 9/8/24	0 out of 30	✓ NO	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives	0.01 - 0.79
Lead (ppb)	15	ND < 1**	8/8/24 - 9/8/24	0 out of 30	✓ NO	Corrosion of household plumbing systems, erosion of natural deposits	ND < 1 - 1

DETECTED WATER QUALITY RESULTS

SUBSTANCE (Units of Measure)	DETECTED LEVEL AVERAGE	DETECTED LEVEL RANGE	TEST DATES	MCLG	MCL	VIOLATION YES/NO	LIKELY SOURCE
INORGANIC SUBSTANCES							
Arsenic (ppb)	2	ND < 1 - 4	4/1/22, 2/5/24, 4/29/24, 7/15/24, 10/7/24	0	5	✓ NO	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
Barium (ppm)	0.012	0.011 - 0.024	4/1/22, 7/13/23, 8/15/23	2	2	✓ NO	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Chlorine (ppm)	0.84	0.26 - 1.20	Monthly, 2024	MRDLG = 4	MRDL = 4	✓ NO	Water additive used to control microbes
Chromium (ppb)	4	2 - 6	4/1/22, 7/13/23, 8/15/23	100	100	✓ NO	Discharge from steel and pulp mills; erosion of natural deposits
Nitrate (ppm)	0.94	ND < 0.2 - 1.67	4/30/24, 7/8/24	10	10	✓ NO	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
VOLATILE ORGANIC COMPOUNDS							
Haloacetic Acids 5 [HAA] (ppb)	10+	7 - 10	8/20/24	NA	60	✓ NO	By-product of drinking water chlorination
Total Trihalomethanes [TTHM] (ppb)	34+	16 - 34	8/20/24	NA	80	✓ NO	

SUBSTANCE (Units of Measure)	DETECTED LEVEL AVERAGE	DETECTED LEVEL RANGE	TEST DATES	MCLG	MCL	VIOLATION YES/NO	LIKELY SOURCE
PER- AND POLYFLUOROALKYL SUBSTANCES (PFAS)							
Perfluorooctane sulfonic acid [PFOS] (ppt)	2	ND < 2 - 3	4/3/23, 1/11/24, 2/5/24, 4/15/24, 7/23/24, 10/8/24	0	15	✓ NO	Discharge from industrial processes, wastewater treatment, residuals from firefighting foam, runoff/leachate from landfills and septic systems
Perfluorooctanoic acid [PFOA] (ppt)	4	3 - 5	4/3/23, 1/11/24, 2/5/24, 4/15/24, 7/23/24, 10/8/24	0	12	✓ NO	

SUBSTANCE (Units of Measure)	DETECTED LEVEL AVERAGE	DETECTED LEVEL RANGE	TEST DATES	TREATMENT TECHNIQUE (IF ANY)	SMCL	50% AMBIENT GROUNDWATER QUALITY STANDARD	AMBIENT GROUNDWATER QUALITY STANDARD	SPECIFIC CRITERIA AND REASON FOR MONITORING
SECONDARY CONTAMINANTS								
Chloride (ppm)	82	67 - 94	4/1/22, 7/13/23, 8/15/23	NA	250	NA	NA	Wastewater, road salt, water softeners, corrosion
Iron (ppm)	0.04	ND < 0.01 - 0.06	4/1/22, 7/13/23, 8/15/23	NA	0.3	NA	NA	Geological
Manganese (ppm)	0.015	ND < 0.001 - 0.020	4/1/22, 7/13/23, 8/15/23	NA	0.05	0.15	0.3	
Nickel (ppm)	0.004	ND < 0.001 - 0.011	4/1/22, 7/13/23, 8/15/23	NA	Not established; reporting is required for detections	0.005	0.01	Geological; electroplating, battery production, ceramics
pH	7.4	6.7 - 7.9	Monthly, 2024	NA	6.5 - 8.5	NA	NA	Precipitation and geology
Sodium (ppm)	58	51 - 68	4/1/22, 7/13/23, 8/15/23	NA	100 - 250	NA	NA	We are required to regularly sample for sodium
Sulfate (ppm)	22	11 - 32	4/1/22, 7/13/23, 8/15/23	NA	250	250	250	Naturally occurring
Zinc (ppm)	0.023	ND < 0.001 - 0.090	4/1/22, 7/13/23, 8/15/23	NA	5	NA	NA	Galvanized pipes

FOOTNOTES

- ◆ 90th percentile value in copper monitoring. Result is representative of customer sampling stagnant water. No locations exceeded the action level for copper. Highest 90th percentile value shown.
- ◆ 90th percentile value in lead monitoring. Result is representative of customer sampling stagnant water. No locations exceeded the

action level for lead. Highest 90th percentile value shown.

- + Value is the highest measurement for disinfection byproducts in the distribution system. Values in the range are individual measurements.

HEALTH EFFECTS

Sodium: Sodium-sensitive individuals such as those experiencing hypertension, kidney failure, or congestive heart failure, who drink water containing sodium should be aware of levels where exposures are being carefully controlled.

VIOLATION	DATE OF VIOLATIONS	EXPLANATION OF VIOLATION	LENGTH OF VIOLATION	ACTION TAKEN TO RESOLVE VIOLATION	HEALTH EFFECTS
Public Notice	10/22/24	We are required to submit a quarterly report of the results from chlorine and disinfection byproduct (DBP) monitoring. The report for quarter 3 (July - September) 2024 was submitted to DES after the deadline. All samples were collected on time. This was an administrative error.	Immediately corrected on 10/22/2024	The report was sent to DES upon notification of the violation occurring. The violation was closed by DES on 10/23/2024.	N/A

NOTICE	TEST DATE	EXPLANATION OF SITUATION	COMPLIANCE PERIOD	ADDITIONAL INFORMATION
UNREGULATED PFAS COMPOUNDS				
Availability of Fifth Unregulated Contaminants Rule (UCMR5) Monitoring Results	5/7/24, 11/5/24	As required by EPA, our water system sampled for a series of unregulated contaminants in 2024. Unregulated contaminants are those for which there are no established drinking water standards. The data from this monitoring helps EPA determine national occurrence of unregulated compounds and make decisions about future regulations and other actions to protect public health under the Safe Drinking Water Act.	2024	<p>You do not have to do anything at this time. As our customers, you have a right to know that this data is available. Results for all detected compounds are included on Page 6 of this report.</p> <p>You may share this information with other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, food establishments, medical facilities and businesses).</p> <p>If you want to speak with someone at Aquarion about these results, please contact us at 800-732-9678 or cs@aquarionwater.com.</p>

Other Monitored Substances

SUBSTANCE (Units of Measure)	DETECTED LEVEL AVERAGE	DETECTED LEVEL RANGE	TEST DATES	MCLG	MCL	VIOLATION YES/NO	LIKELY SOURCE
UNREGULATED PFAS COMPOUNDS							
Perfluorobutane Sulfonic Acid [PFBS] (ppt)	2	ND < 2 - 3	4/3/23, 1/11/24, 2/5/24, 4/15/24, 7/23/24, 10/8/24	0	NA	NA	Discharge from industrial processes, wastewater treatment, residuals from firefighting foam, runoff/leachate from landfills and septic systems
Perfluorobutanoic Acid [PFBA] (ppt)	2	ND < 2 - 4	4/3/23, 1/11/24, 2/5/24, 4/15/24, 7/23/24, 10/8/24	0	NA	NA	
Perfluoroheptanoic Acid [PFHpA] (ppt)	ND < 2	ND < 2 - 2	4/3/23, 1/11/24, 2/5/24, 4/15/24, 7/23/24, 10/8/24	0	NA	NA	
Perfluorohexanoic Acid [PFHxA] (ppt)	3	ND < 2 - 8	4/3/23, 1/11/24, 2/5/24, 4/15/24, 7/23/24, 10/8/24	0	NA	NA	
Perfluoropentanoic Acid [PFPeA] (ppt)	4	ND < 2 - 16	4/3/23, 1/11/24, 2/5/24, 4/15/24, 7/23/24, 10/8/24	0	NA	NA	

Additional Testing UCMR5

The following substances are included as part of the EPA's UCMR5 effort. Every five years, EPA issues a list of unregulated contaminants that public water systems, including Aquarion Water, must monitor for. UCMR5 data helps EPA determine national occurrence of unregulated compounds and make decisions about future regulations and other actions to protect public health under the Safe Drinking Water Act.

ADDITIONAL TESTS (UNITS OF MEASURE)	DETECTED LEVEL AVERAGE	DETECTED LEVEL RANGE	TEST DATES	TREATMENT TECHNIQUE (IF ANY)	SPECIFIC CRITERIA AND REASON FOR MONITORING
UNREGULATED PFAS COMPOUNDS					
Lithium (ppb)	ND < 9	ND < 9 - 25	5/7/24, 11/5/24	NA	Federal monitoring requirement
Perfluorobutanoic Acid [PFBA] (ppt)	ND < 2	ND < 2 - 5	5/7/24, 11/5/24	NA	
Perfluorohexanoic Acid [PFHxA] (ppt)	2	ND < 2 - 10	5/7/24, 11/5/24	NA	
Perfluoropentanoic Acid [PFPeA] (ppt)	5	ND < 2 - 25	5/7/24, 11/5/24	NA	

Your Health Is Our Priority

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at [800-426-4791](tel:800-426-4791).



The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- 💧 Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- 💧 Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.
- 💧 Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- 💧 Organic chemical contaminants, including per- and polyfluoroalkyl substances, synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production and can also come from gas stations, urban storm water runoff, and septic systems.

- 💧 Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. The US Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

Where Does Your Water Come From?

Water is pumped from 16 state-approved wells in Hampton, North Hampton, Rye and Stratham. It is delivered to you through an extensive underground piping system. The water supply serves about 14,000 residents in Hampton, North Hampton, Rye, and Stratham, plus thousands of visitors and tourists. In 2024, our wells supplied an average of 2.1 million gallons of water per day to the system. In addition, as of July 2024, the Sun Valley portion of the Hampton System has been supplied by the Seabrook



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System, providing 7,600 gallons per day, while the Hampton Bridge is being repaired.

How Is Your Water Treated?

Water from the wells is naturally filtered ground water. Disinfection and corrosion control treatment are in place at all sources. In addition, Well # 6 has PFAS removal treatment.

Source Water Assessment Report

The New Hampshire Department of Environmental Services (NHDES) prepared drinking water source assessment reports for all public water systems between 2000 and 2003 in an effort to assess the vulnerability of each of the state's public water supply sources. Included in the report is a map of each source water protection area, a list of potential and known contamination sources, and a summary of available protection options. The results of the assessment, prepared in 2002 and 2005, are noted here.

The Source Water Assessment Report indicates an average of 6

contamination susceptibility factors were rated low, an average of 4 were rated medium, and 2 were rated high for 16 of our water sources.

The complete Assessment Report is available for inspection at the NHDES's Drinking Water Source Assessment Program website at www.des.nh.gov/climate-and-sustainability/conservation-mitigation-and-restoration/source-water-protection/assessment.



Copper

Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level* over a relatively short period of time could experience gastrointestinal distress. Some people who drink water containing copper in



excess of the action level over many years could suffer liver or kidney damage. People with Wilson's Disease should consult their personal doctor. Major sources of copper in drinking water include corrosion of household plumbing systems and erosion of natural deposits.

* The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Immuno-Compromised People

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised people such as those with cancer undergoing

chemotherapy, people who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health-care providers.

The EPA and Centers for Disease Control and Prevention (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline at [800-426-4791](tel:800-426-4791).

Lead in Drinking Water: The Facts

Aquarion maintains a regular schedule for lead monitoring in your water system. Please read the following information to learn more about lead.

Health Effects

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.

The EPA's Advice

Lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Aquarion is responsible for providing high quality drinking water and removing lead pipes, but cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home

plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water. If you are concerned about lead in your water and wish to have your water tested, contact Aquarion at [1-866-728-5023](tel:1-866-728-5023). Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at www.epa.gov/safewater/lead.

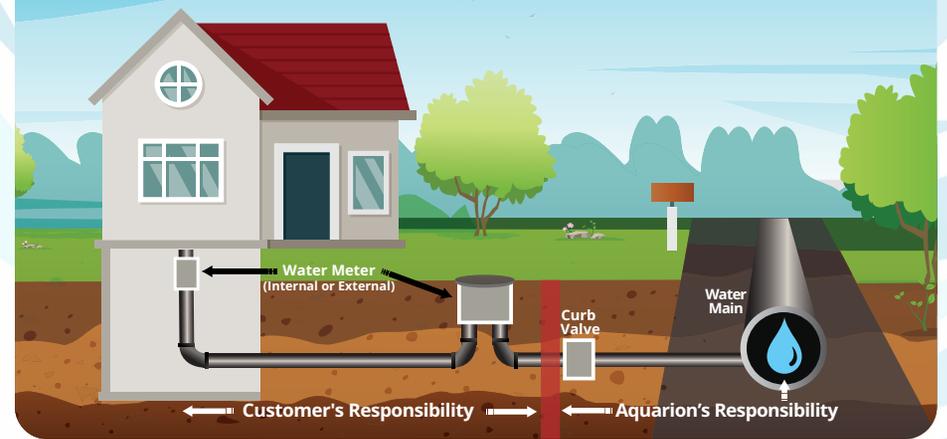
Precautions You Can Take

Follow these steps to reduce your risk of lead exposure from your water pipes:

- Always use water from your cold water faucet for drinking, cooking, and preparing baby formula.
- Remove and clean faucet aerators/screens at least twice per year. While doing so, run the tap to remove debris.

Learn About Your Service Line

A service line is the pipe that connects a customer's home or building to



Customer and Aquarion responsibilities shown are representative for most customers.

Aquarion's water main in the street (see diagram on this page). Homes built before 1986 may have lead service lines, but most were installed in homes built before 1930. Homes built before 1986 may also have lead solder and brass fittings, which may have a lead content. Aquarion treats its water to minimize the risk of lead leaching out of lead pipes, but it is important to know that the presence of a lead or galvanized requiring replacement service line may increase the risk of exposure to lead in drinking water.

Aquarion has prepared a service line inventory where you may view the material of the service line at your home or building. To find out if your service line is lead, visit www.aquarionwater.com/lead, click on "Lead Service Line Inventory", type in your address, and refer to the legend icons to view the material of your service line. If it is lead, call us at [1-866-728-5023](tel:1-866-728-5023) or email us at

lead@aquarionwater.com for information on replacing it.

If your service line is classified as "unknown" on our "Lead Service Line Inventory", this means that we do not have a record of what the service line material is and we are working to gather more information in the coming years. Help us update our records by scanning the QR code below or visiting www.aquarionwater.com/leadsurvey to take our service line survey.



Aquarion offers more detailed information on lead in drinking water and how to minimize exposure on our website at www.aquarionwater.com/lead.

Conservation

By reducing water consumption, Aquarion customers have made outstanding progress in ensuring that our area has enough water, no matter what the skies deliver. Many thanks to all the customers who cut back on outdoor sprinkler irrigation and other uses, helping to save approximately 5 billion gallons of water across our systems over the last six years. There's still more to do, though.



Here are some easy tips on what everyone can do to conserve the supply of this irreplaceable resource:

Reduce excessive irrigation

Use a WaterSense labeled smart irrigation controller that adjusts watering schedules based on weather conditions, soil moisture levels, and plant requirements.

Rely more on the sky

Put a rain barrel under a down-spout to capture rainwater for your garden.



Forget fertilizing

Many use salts that make your lawn less drought-resistant.



Apply mulch

Adding a layer of mulch around your plants helps retain moisture, reducing the need to water as often.

Remedy a leaky toilet

Watch our step-by-step video at www.aquarionwater.com about finding and fixing leaks. Better yet, upgrade to a new, WaterSense labeled model to save three or more gallons with every flush.

For more tips on conservation, visit www.aquarionwater.com/conserve.



How You Can Get Involved

Aquarion Water Company has a customer advisory board comprised of people who are interested in learning first-hand what we are working on in our systems and what we are planning for the future. If you're interested in attending any of these meetings, please call our New Hampshire office at [603-926-3319 ext 116](tel:603-926-3319) and provide your contact information so we can inform you about scheduled meeting dates.

Glossary

These terms may appear in your report.

Definitions

< - Less than

> - Greater than

90th Percentile - Out of every 10 homes sampled, 9 were at or below this level. This number is compared to the action level to determine lead and copper compliance.

AL - Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Ambient Groundwater Quality Standards - The maximum concentration levels for regulated contaminants in groundwater which result from human operations or activities.

gpg - Grains per gallon

MCL - Maximum Contaminant Level: The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

MCLG - Maximum Contaminant Level Goal: The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

MRDL - Maximum Residual Disinfectant Level: The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

MRDLG - Maximum Residual Disinfectant Level Goal: The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contamination.

NA - Not Applicable

ND - Not Detected

NTU - Nephelometric Turbidity Units, a measure of the presence of particles. Low turbidity is an indicator of high-quality water.

pCi/L - picocuries per liter

RAA - Running Annual Average. The average of four consecutive quarters of data.

SMCL - Secondary Maximum Contaminant Level: Secondary Maximum Contaminant Level. These standards are developed to protect aesthetic qualities of drinking water and are not health based.

TT - Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water.

