

An Important Notice About Your Water Service

Following the Governor's September 10, 2025, declaration of a water emergency, the Chair of the Department of Public Utilities ("DPU") issued a series of emergency orders designed to restore water service to the residents of the Andrews Farm neighborhood in Boxford, Massachusetts (the various emergency orders can be found here: <https://eeaonline.eea.state.ma.us/dpu/fileroom/#/dockets/docket/12807>). As part of these orders, the Department transferred interim management and operational control of the Andrews Farm Water Company, Inc. water system ("Andrews Farm") to the Aquarion Water Company of Massachusetts, Inc. ("Aquarion").

Coordinated efforts are underway by the residents of the Andrews Farm neighborhood, the Towns of Boxford and Topsfield, Aquarion, and various state agencies to identify a long-term alternative operator for Andrews Farm. These efforts have progressed, but they have not concluded.

To permit additional time to devise a long-term solution, on July 31, 2026, the DPU Chair issued his Fifth Supplemental Emergency Orders. The DPU Chair extended the water emergency through at least September 30, 2026. In addition, the DPU Chair issued several directives designed to ensure the continuing availability of water service for the customers of Andrews Farm. **These important directives affect your water service.**

Aquarion has incurred costs to manage and operate the water system. Until a long-term solution has been implemented, the DPU determined that it is necessary for Andrews Farm residents to pay an appropriate monthly charge to Aquarion to cover, at least in part, Aquarion's costs associated with operating the water system and authorized Aquarion to collect a fixed monthly charge of \$80 from each Andrews Farm Water Company customer. Through this charge, Aquarion has collected \$25,440.00 in revenues from Andrews Farm Water Company customers, while its water emergency costs were approximately \$108,562.97 to date.

Given this deficit, the DPU found it necessary to increase the monthly charge to Andrews Farm Water Company customers to cover the costs of operating the system.

- Until termination of the water emergency, Aquarion will continue to bill Andrews Farm households on a monthly basis for water service.
- **Aquarion shall bill all customers a fixed charge of \$100 per month.**
- The first monthly bills at this new charge will be issued in September 2026 for August 2026 water usage.

The DPU fully anticipates that the Andrews Farm residents will pay their forthcoming water bills from Aquarion. Nonetheless, in the event of nonpayment, the DPU has authorized Aquarion to follow the notice and termination procedures described in [220 CMR 25.00](#). **Accordingly, it is essential that all Andrews Farm residents pay all water bills in timely manner to ensure the continuing availability of water service.**

Additional information regarding Aquarion's emergency provision of water service to Andrews Farm, including customer bills, can be found at www.aquarionwater.com/andrewsfarm for Andrews Farm. Customers may also contact the DPU's Consumer Division by telephone at (877) 886-5066 (toll free) or email at DPUCustomer.Complaints@mass.gov.