



AQUARION
Water Company

Stewards of the Environment™

2020 Water Quality Report

The Hampton System
Hampton, North Hampton, & Rye

Water: It's Too Precious
To Waste.



A Message from the Vice President



John Walsh
Vice President,
Operations
Aquarion Water
Company of NH

Dear Aquarion Customer:

Despite the many challenges the pandemic has brought, we at Aquarion are grateful that we were able to continue providing you and all our customers with reliable, high-quality water delivery and services throughout the past year.

We never let up on our rigorous, quality-control measures. During 2020, we conducted more than 1,600 tests of the water in our New Hampshire system. Once again, all results met or exceeded state and federal water quality standards. We were particularly thankful when federal authorities reported that the COVID-19 virus hasn't been detected in drinking water supplies anywhere — and should it ever appear, highly effective treatment methods such as ours would eliminate any risk.

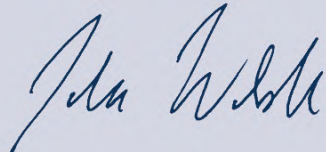
This report contains details about our voluntary testing program for per- and polyfluoroalkyl substances (PFAS) in our water supplies. These man-made chemicals have been manufactured and used since the 1950s, but there is growing concern across the nation about the PFAS that could be in public drinking water. Results from our proactive testing program since 2017 show elevated PFAS levels in some well. However, all water delivered to the water distribution system meets current safe drinking water standards. For more detailed information about PFAS and our sampling results, you can visit our website: www.aquarionwater.com/pfas.

Aquarion is committed to continuing its investment in New Hampshire water infrastructure. In 2020, more than 8,000 feet of old water mains were replaced on Mill Road, Locke Road, Elaine Street and Richard Street. We also completed a new water treatment plant that treats water from six wells and improves efficiently by consolidating five treatment systems into one. We also brought a new well into service, Well #22, which helped us get through the 2020 drought without having to implement water-use restrictions.

As in past years, we've enjoyed taking part in and sponsoring community events and supporting local organizations. We also are proud to support the Blue Ocean Society and several local garden clubs.

I'll close with sincere thanks to all our customers for everything you do to conserve water. For more ways to save this precious resource, please look elsewhere in this report and at www.aquarionwater.com/conserve.

With Appreciation,



John Walsh

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Hampton, North Hampton and Rye System Water Quality Table

Your water has been tested for more than 100 compounds that are important to public health. Only 14 of these were detected, all of which were below the amounts allowed by state and federal law. 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. Results shown below are for detected compounds only.

Substance (Units of Measure)	Highest Allowed by Law		Violation	Test Date	Hampton, North Hampton and Rye System Detected Level	
	MCLG	MCL			Average	Range
Inorganic Compounds						
Arsenic (ppb)	0	10	NO	Quarterly, 2020	3	ND < 1 - 4
Barium (ppm)	2	2	NO	7/6/20, 7/21/20	0.015	0.013 - 0.016
Copper (ppm)	1.3	AL = 1.3	NO	8/13/20 - 9/25/20	0.51*	
Fluoride (ppm)	4.0	4.0	NO	7/6/20, 7/21/20	0.07	ND < 0.01 - 0.21
Lead (ppb)	0	AL = 15	NO	8/13/20 - 9/25/20	ND < 1**	
Nitrate (ppm)	10	10	NO	4/6/20, 7/6/20, 7/13/20	1.36	0.77 - 2.26
Disinfectant						
Chlorine (ppm)	MRDLG 4	MRDL 4	NO	Monthly, 2020	0.75	0.25 - 1.17
Organic Compounds						
Total Trihalomethanes (ppb)	NA	80	NO	8/17/20, 8/18/20	17***	6 - 17
Total Haloacetic Acids (ppb)	NA	60	NO	8/17/20, 8/18/20	4***	2 - 4
Radiologicals						
Combined Radium (pCi/L)	0	5	NO	7/18/17, 4/2/19	1.05	ND < 1.0 - 1.4
Alpha Emitters (pCi/L)	0	15	NO	7/6/20, 7/13/20, 10/6/20	ND < 3.0	ND < 3.0 - 3.5
Secondary Contaminants						
Chloride (ppm)	NA	SMCL = 250	NA	7/6/20, 7/21/20, 9/21/20, 10/13/20, 11/17/20	75.6	67.0 - 88.0
Sodium (ppm)	NA	SMCL = 250	NA	7/6/20, 7/21/20	52.6	44.5 - 68.0
Sulfate (ppm)	NA	SMCL = 250	NA	7/6/20, 7/21/20, 11/17/20, 12/8/20	26.3	12.0 - 34.0

Footnotes and Definitions for water quality table on previous page

<	Less than
AL	Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
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
pCi/L	picocuries per liter
ppb	parts per billion, or micrograms per liter (ug/L)
ppm	parts per million, or milligrams per liter (mg/L)
SMCL	Secondary Maximum Contaminant Level

*	90th percentile value in copper monitoring. Result is representative of customers sampling stagnant water. No locations exceeded the action level for copper.
**	90th percentile value in lead monitoring. Result is representative of customer sampling stagnant water. Three locations exceeded the action level for lead.
***	Reported value is the highest measurement for disinfection by-products in the distribution system. Values in the range are individual measurements.

HEALTH EFFECTS

Arsenic: While your drinking water meets the EPA's standard for arsenic, it does contain low levels of arsenic. The EPA's standard balances the current understanding of arsenic's possible health effects against the cost of removing arsenic from drinking water. The EPA continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.

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.

Understanding Your Water Quality Table

Arsenic: Erosion of natural deposits.

Barium: Erosion of natural deposits.

Copper: Corrosion of household plumbing systems.

Fluoride: Erosion of natural deposits.

Lead: Corrosion of household plumbing systems.

Nitrate: Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits.

Chlorine: Water additive used to control microbes.

Total Trihalomethanes:

By-product of drinking water chlorination.

Total Haloacetic Acids:

By-product of drinking water chlorination.

Combined Radium:

Erosion of natural deposits.

Alpha Emitters:

Erosion of natural deposits.

Chloride: Naturally present in the environment.

Sodium: Water treatment processes; use of road salt; naturally present in the environment.

Sulfate: Naturally present in the environment.

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 (800-426-4791). Here is some additional information of interest about Aquarion's drinking water.

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 23,000 residents in Hampton, North Hampton, and Rye, plus thousands of visitors and tourists. In 2020, our wells supplied an average of 2 million gallons of water per day to the system.

How is your water treated?

Water from the wells is naturally filtered ground water. Disinfection and corrosion control are the only water treatments performed.

Arsenic

While your drinking water meets the federal Environmental Protection Agency's (EPA's) standard for arsenic, some of Aquarion's wells do contain low levels of this element. Testing shows that these levels are less than the health standards set by the EPA and the New Hampshire Department of Environmental Services. Dilution in the distribution system with water from other wells further lowers arsenic concentrations at water taps.

Arsenic is a naturally occurring element in the Earth's crust, found in soil and rocks, which can enter ground water that comes in contact with these deposits. The EPA's standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. The agency continues to research the health effects of arsenic, which is known to cause cancer in humans at higher concentrations and is linked to other health effects such as skin damage and circulatory problems. Additional information can be found at epa.gov/safewater/arsenic.

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Monitoring Unregulated Contaminants

Unregulated contaminants are elements that currently have no health standards for drinking water and are not reported in the regulated contaminants table on page 3.

Manganese is an unregulated contaminant that is monitored at the same time as the required monitoring for inorganic compounds.

Substance (Units of Measure)	Test Date	Detected Level	Health Advisory	Source of Contaminant
		Range	Level	
Manganese (ppb)	7/6/20, 7/21/21	1 – 3	300	Erosion of natural deposits.

ppb - Parts per billion

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 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.

Disinfection by-products

Disinfection by-products (DBPs) are chemicals formed during the disinfection process, when naturally occurring organic matter reacts with chlorine, which is added to water to eliminate bacteria and other microorganisms. Currently there are limits on two types of DBPs known as Total Trihalomethanes (TTHM) and Total Haloacetic Acids (THAA). Some people who drink water containing DBPs that exceed these limits over many years may experience problems with

their livers, kidneys, or central nervous systems, and may have an increased risk of getting cancer.

The state has implemented new DBP regulations that change how compliance with the standards is determined. The intent is to increase protection against the potential health risks associated with DBPs. Aquarion Water Company continues to evaluate its systems to ensure compliance with DBP regulations.

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. EPA/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 ([800-426-4791](tel:800-426-4791)).

Lead in Drinking Water: The Facts

The federal Environmental Protection Agency (EPA) and New Hampshire's Department of Environmental Services have established extensive regulations for water utilities to follow with regard to lead — and for very good reason. If present in drinking water, lead can cause numerous harmful effects on a person's health. The EPA has determined there is no safe level of lead.

Aquarion monitors for lead in the water we provide, by testing stagnant tap water samples from high-risk homes (such as homes built before 1950). We follow regulations mandated by the Safe Drinking Water Act, in which the EPA established a limit: 15 parts per billion (or micrograms per liter) in no more than 10 percent of tap water samples.

Meeting this limit indicates that the water is minimally corrosive to lead.

If tests reveal that more than 10 percent of tested homes exceed the limit, then the EPA mandates a series of actions we would have to take.

These include water treatment, notifying customers about the issue and removing lead service lines. The Aquarion system that supplies your water complies with the lead limit. Even so, some homes may have elevated lead levels due to lead materials in the plumbing or service line. (continued on page 7)



Health effects

Lead is especially harmful for infants and young children, causing developmental delays, learning difficulties, irritability, loss of appetite, weight loss, sluggishness, fatigue, abdominal pain, vomiting, constipation and hearing loss.

Effects on adults may include high blood pressure, abdominal pain, constipation, joint pains, muscle pain, decline in mental functions such as abstract thinking and focus, numb or painful extremities, headache, memory loss, mood disorders, fertility issues in men, and miscarriage or premature birth in pregnant women.

What to do about a lead service line

A service line is the pipe that connects a customer's premises to Aquarion's water main in the street. The customer owns the portion of the service line closest to the premises, while Aquarion owns the portion closest to the street. In some older structures built before 1950, these lines may have been made of lead.

If present, a lead service line can be the primary source of lead in your drinking water, because there is a much greater surface area where lead contacts the water, compared to lead-soldered pipe joints and leaded brass fixtures.

Therefore, if your house was built prior to 1950, you should check the service line where it enters the wall of your basement to see if it is made of lead. If it is a lead line, contact Aquarion at [800-732-9678](tel:800-732-9678) for advice on replacing it. This will help reduce your potential exposure to lead in drinking water.

Other precautions you can take

Health issues from lead exposure cannot be cured, but they can be prevented, especially in drinking water. The best methods for reducing your exposure to lead include removing lead service lines and lead in your home's plumbing, and reducing the amount of time your water sits

stagnant in contact with lead materials in the service lines and faucets.

- If you have not used any of your faucets for a number of hours (for example, overnight or while you are at work), run the water for several minutes. This will bring in fresh water from our water main, which contains no lead. (To conserve water, catch the flushed tap water in buckets or pots to use for cleaning or to water plants.)
- Always use cold water for drinking, cooking and preparing baby formula. Never cook with or drink water from the hot water tap. Never use water from the hot water tap to make baby formula.
- Periodically remove and clean the faucet screens/aerators. While doing so, run the tap to eliminate debris.
- Check your service line where it enters your building and determine if it is made of lead. If it is, replace it.
- Identify and replace old plumbing fixtures that contain lead. Brass faucets, fittings and valves may leach lead into drinking water — especially those purchased before 2014.



Homeowners who want to determine whether there is lead in their water should have a laboratory test it. There is a list of certified testing laboratories on the state Department of Public Health's website (www.ct.gov/dph).

For more information, our website has a section dedicated entirely to lead in drinking water; visit www.aquarionwater.com/learningaboutlead. If you have questions, call our Water Quality Department at [800-832-2373](tel:800-832-2373). You also can email us at www.waterquality@aquarionwater.com.

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The EPA advises:

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water comes primarily from materials and components associated with service lines and home plumbing. Aquarion Water Company is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. Fortunately, the Lead in Drinking Water Act, which took effect in January 2014, requires a significant reduction of the lead content in new plumbing components that contact drinking water. As a result, the lead content in new pipes, fittings, fixtures and solder must be reduced from 8% to 0.25%.

Customers can minimize the potential for lead exposure when water has been sitting for several hours by running the tap for 30 seconds to 2 minutes before using water for drinking or

cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at www.epa.gov/safewater/lead.

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



Water Protection: Information You Should Know

Protecting water at the source

Even small quantities of pollutants may be enough to contaminate a drinking water supply. Examples of pollutants that may wash into surface water or seep into ground water include:

- Microbial contaminants from septic systems, agriculture and livestock operations, and wildlife;
- Inorganic contaminants such as salts and metals that can be naturally occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, or farming;
- Pesticides and herbicides from sources such as agriculture, urban storm water runoff, and residential uses;
- Organic chemical contaminants, including synthetic and volatile organic chemicals,

which are by-products of industrial processes; and

- Radioactive contaminants that can be naturally occurring.



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How Aquarion protects your drinking water

Aquarion Water Company's commitment to providing the highest quality water is evidenced by our regular inspection of homes, businesses, farms and other sites that could pollute water supplies. We also review new land development projects for impact on water quality. In total, we conduct nearly 1,600 water quality tests annually. We use the best water treatment and filtration technology and continue to invest in our water systems' infrastructure to improve your water security and quality.

You can help prevent water contamination

- Ensure that your septic system is working correctly.
- Use chemicals and pesticides wisely.
- Dispose of waste chemicals and used motor oil properly.
- Report illegal dumping, chemical spills, or other polluting activities to the New Hampshire Department of Environmental Services at 603-271-3503, Aquarion Water 800-732-9678, or your local police.



Protecting your water at home:

Cross-Connection Control Program

Our Cross-Connection Control Program helps ensure that your drinking water is protected from possible contamination. A cross-connection, is any actual or potential connection between a distribution pipe of potable water from a public water system and any waste pipe, sewer, drain, or

other unapproved source that has the potential, through backpressure or back-siphonage, to create a health hazard to the public water supply and the water system within the premises.

Certified cross-connection testers routinely conduct surveys and tests backflow prevention devices at our customers' facilities for regulatory compliance. If they find unprotected cross-connections, they will require installation of backflow prevention devices to protect the water distribution system. A lawn irrigation system is a prime example of a cross-connection needing a backflow-prevention device.

To prevent this backflow contamination, the state Department of Environmental Services (DES) requires that we inspect your irrigation system to ensure that an appropriate backflow prevention device is in place. The state DES also requires that these devices be tested annually to ensure proper performance.

Source Water Assessment Report

The state Department of Environmental Service's 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 18 of our water sources. The complete report is available for inspection at our office during normal business hours at Aquarion Water Company, 7 Scott Road, Hampton, NH.

Water conservation in your home

Our water supply is sufficient to meet your needs, but we still encourage you to conserve this precious natural resource for the good of our environment. There are plenty of simple steps you can take to reduce your water consumption: fix faucet and toilet leaks; turn off the water while shaving or brushing your teeth; run full loads in your dishwasher and clothes washer; water your lawn in early morning; and use a broom to clean debris from your driveway instead of a hose.

Aquarion's Sample Results for PFAS

Throughout New England and across the nation, state and local officials, health departments, and water utilities — including Aquarion Water Company — have focused their attention on a group of man-made chemicals called per- and polyfluoroalkyl substances (PFAS) that have been detected in drinking water. PFAS are widely used in consumer products (e.g. nonstick cookware, stain-resistant carpets) and have numerous industrial applications (e.g. firefighting foam). They are pervasive and persistent once released into the environment.

The U.S. Environmental Protection Agency (EPA) has not established a maximum level of these chemicals that it will allow to be present in drinking water; however, the New Hampshire Department of Environmental Services (NHDES) issued Maximum Contaminant Levels for four PFAS compounds (PFHxS, PFOA, PFOS and PFNA) in October 2019.

Recognizing the growing concern about PFAS, Aquarion continued its voluntary testing program

for our New Hampshire system, which began in 2016. The table below summarizes test results for water delivered into the Hampton System. All concentrations complied with NHDES limits implemented in 2019.

In addition to the water tests in 2020, Aquarion also inspected land-use activities around each of our water sources and found no high-risk situations such as industrial, commercial, and municipal circumstances that might release high levels of PFAS into the environment.

Aquarion will remain vigilant about this important issue, including additional testing for PFAS at some of our water sources. We will continue to share test results with our customers and state and local officials. We also will maintain our relationships with the public health agencies and drinking water associations to ensure protection of our drinking water supplies. As always, our primary concern is delivery of high-quality water to our customers.

Hampton, North Hampton and Rye System PFAS Sampling Results

All results reported as parts per trillion (ppt)

Water System Name: Hampton	DES MCL:	Regulated compounds				Other PFAS Tested				
		PFOA	PFOS	PFHxS	PFNA	Running Annual Average				
		Running Annual Average	Running Annual Average	Running Annual Average	Running Annual Average	PFPeA	PFHxA	PFBA	PFBS	PFHpA
		12	15	18	11	None	None	None	None	None
Sample Location	Date									
Mill Rd WTP	2020	10	4	1	ND	14	15	4	2	6
Well 5A	2020	4	4	ND	ND	ND	1	ND	1	ND
Little River WTP	2020	4	2	ND	ND	1	ND	ND	2	ND
Well 14	2020	5	4	ND	ND	4	3	ND	2	ND
Winnicut Rd WTP A (Wells 10, 12, 16, 17)	2020	2	ND	ND	ND	ND	1	1	ND	ND
Winnicut Rd WTP B (Wells 10, 12, 16, 18)	2020	1	ND	ND	ND	ND	1	ND	ND	ND
Winnicut Rd WTP C (Wells 10, 12, 13B, 16, 19)	2020	2	ND	ND	ND	ND	ND	ND	ND	ND

For more data on the Hampton System, go to www.aquarionwater.com/pfas

Footnote: Compliance based on running annual average of previous four quarters.

Definitions:

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.

ND - Not Detected

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 more than 2 billion gallons of water across our systems over the last three 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. Get rid of wasteful, "set 'em and forget 'em" clock timers. Water only when the ground feels dry. Use WaterSense-labeled spray sprinkler bodies.

Rely more on the sky. Put a rain barrel under a downspout to capture rainwater for your garden.



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

Enjoy an edible landscape. Replace turf with berry bushes or fruit trees – they use less water.



Fill it up! Wait until you have a full load before running your washing machine and dishwasher.

Look at labels. Washing machines and dishwashers certified by ENERGY STAR use far less water. WaterSense-labeled fixtures do the same.

Jilt the jiggling. Fix leaky toilets. 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.



Turn off the taps. While brushing your teeth, shaving or just groping for a towel, keep good, clean water from disappearing down the drain.

Catch this idea. While waiting for tap or shower water to warm up, capture the cooler water in a container for watering plants.

Recycle cooking water. Save water used for cooking pasta and vegetables – it's great for plants.

Shorten shower times. You will use less water– and reduce energy costs, too.

Put scraps to work. Compost vegetable scraps to nourish your garden, instead of using water to grind them up in your garbage disposal.



Put a chill on waste. Keep a pitcher of drinking water in the fridge so you don't have to run the tap until the water gets cold.

Conserving water quickly becomes second nature. For many more ways to ensure that your water supply stays healthy for decades to come, check out the tips at www.aquarionwater.com/conserve.

Questions About Your Water Quality Report?

Customers who have questions about water quality should call us at 603-926-3319.

Customers also may email us at waterquality@aquarionwater.com, or visit aquarionwater.com/NH.

For other questions, or to report discolored water or other service problems, call 603-926-3319.

New Hampshire Department of Environmental Services: 603-271-3503 or des.state.nh.us

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