



October 14, 2024

Dear Ponds of Plymouth customer,

On behalf of the entire Aquarion Water Company team, I want to thank those of you who attended our October 2 open house to discuss the water system.

First and foremost, we acknowledge that many of you in attendance have been experiencing varying levels of water discoloration. While MassDEP and Aquarion confirmed that the water meets all federal and state health standards, we understand the frustration and inconvenience this causes. We appreciate the candid feedback provided as we continue to work on a resolution to the intermittent discoloration being experienced.

For those residents who could not attend the Open House, please refer to our webpage aquarionwater.com/pondsofplymouth for additional information, including the presentation we provided at the Open House.

As we work to resolve these inherited system issues, we will provide regular updates on the steps being taken and the timelines for them.

Some immediate steps we will be taking include:

- Developing a plan to flush again this fall in areas of the system where we observe evidence of build-up inside the mains. A detailed schedule will be provided through multiple communication channels in the coming weeks.
- Cutting open water mains to evaluate the build-up inside.
- Distributing a survey to gather your input. With your help, this will allow us to better track and understand the impact and severity of discoloration.

There also seemed to be some confusion regarding the mandatory irrigation schedule. The annual, twice-weekly irrigation schedule is required by MassDEP to ensure the water system complies with the Water Management Act Program, which regulates the amount of water withdrawn from Massachusetts ground and surface water resources. It is not an irrigation ban, but you are expected to follow the schedule. And to clarify, irrigation is not

the cause of the discoloration customers are experiencing. However, it can contribute if enough irrigation systems run simultaneously, as the volume of water can be comparable to flushing. Please refer to the following link for more information about the irrigation schedule: aquarionwater.com/conservation-ma.

As we continue to address discoloration issues, we welcome you to share your experiences with us at **1-800-732-9678** or **cs@aquarionwater.com**. We also invite you to sign up for Everbridge alerts at aquarionwater.com/alerts to stay informed about main breaks, scheduled outages, flushing operations, and unexpected interruptions to your water service. You can also view the latest Water Quality Report at aquarionwater.com/docs/northplymouthwqr.

Thank you once again for your time and feedback. We will continue to listen to your concerns as we work to improve the water quality and service in the Ponds of Plymouth system.

Sincerely,

A handwritten signature in blue ink, appearing to read 'John Walsh', is positioned above the typed name.

John Walsh, P.E.

Vice President, MA & NH Operations, Water Quality, and Environmental Management