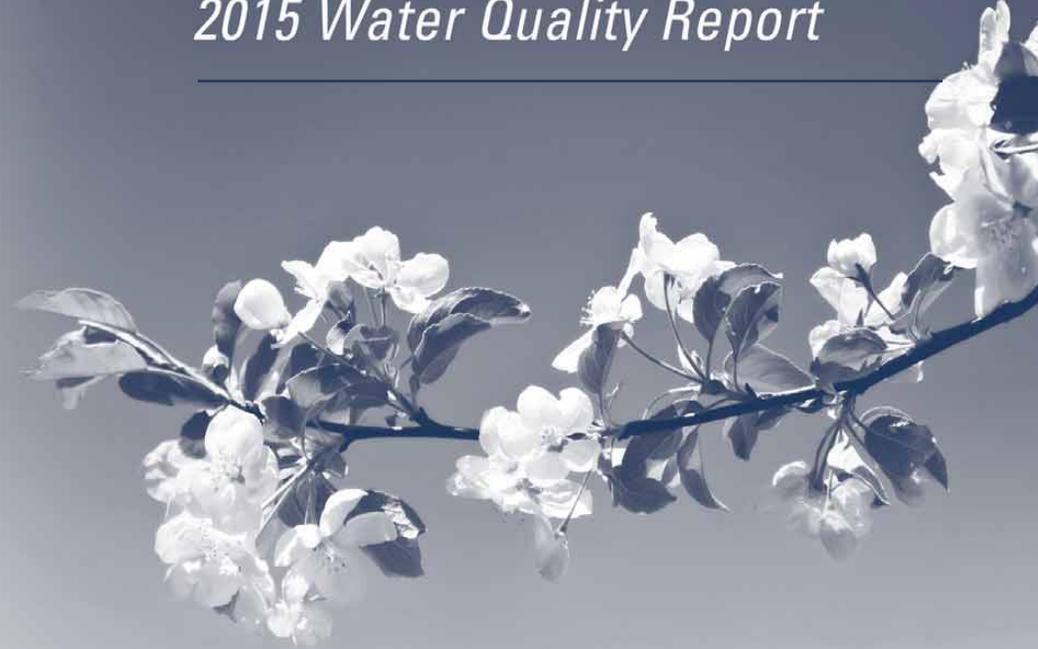




AQUARION
Water Company

Stewards of the Environment™

2015 Water Quality Report



It's Time To Conserve. 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:

Delivering safe drinking water to you is Aquarion's highest priority. That's why, in 2015, we conducted 1,668 tests on the water we supplied to our customers in New Hampshire. We're proud to publish the test findings in this report, again showing that the water we supplied to you in 2015 achieved our highest objective: delivering high-quality water to our customers.

Aquarion also has a strong, ongoing commitment to investing in the water infrastructure serving residents in Hampton, North Hampton and Rye to meet a variety of needs. North Hampton and Rye to meet a variety of needs. Projects included the installation of new water mains to increase flows for fire protection, help reduce leakage and prevent service interruptions, which means improved service for Aquarion's customers.

In addition, we redeveloped three of our production wells, which improves the capacity and reliability of those water sources. And, we performed a major update to the hydraulic model of our distribution system, which allows us to plan better for infrastructure improvements throughout our system, including the rehabilitation of water storage tanks.

In past years, we have enjoyed the opportunity to sponsor and participate in numerous community events. Our sponsorships in 2015 included the Blue Ocean Society, Seacoast Fire Chiefs Association, Rye Beach/Little Boars Head Garden Club, and the Hampton Recreation Department.

We continue our involvement with New Hampshire Water Works Association, New England Water Works Association and the National Association of Water Companies. Involvement in these organizations supports the industry as a whole and provides us with many resources that help us improve water quality and the service we provide our customers.

Last summer, we announced the winners of our second annual Aquarion Environmental Champion Awards during a ceremony at the Seashell Oceanfront Pavilion in Hampton. The winners were US Foods, Hampton Wastewater Treatment Plant, New Hampshire Rivers Council's Watershed Coalition, Laura Bahl, Grace Cushing, and Caroline Anastasia. We will announce our 2016 winners on June 25 at the pavilion.

I would like to thank all our employees for their excellent work in providing you with safe, clean water and dependable service.

From all of us at Aquarion, it is a pleasure serving you and all our customers in Hampton, North Hampton, and Rye.

Sincerely,

John Walsh
Vice President, Operations
Aquarion Water Company of NH



Facts and Figures



Aquarion conducts an extensive quality testing program each year to ensure we are providing safe, clean, drinking water to the nearly 20,000 residents we serve in Hampton, North Hampton and Rye, in addition to thousands of tourists and visitors. In 2015, we collected 325 water samples, on which we conducted 1,668 quality tests. These tests are designed to detect and measure the presence of more than 100 compounds, many of which occur through erosion of natural deposits. Constant testing enables us to confirm that the water we supply meets or exceeds state and federal standards.

The results reported in the table on the next page demonstrate the effectiveness of our ongoing efforts to protect the purity of Aquarion water every step of the way from the source to your tap.



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Water Quality Table for the Hampton, North Hampton and Rye System

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	15 wells: 7/15 – 8/11/14 3 wells: quarterly, 2015	1	ND < 1 – 4
Barium (ppm)	2	2	NO	7/15 – 8/11/14	0.022	0.015 – 0.037
Copper (ppm)	1.3	AL = 1.3	NO	4/8 – 6/23/14	0.54*	
Fluoride (ppm)	4.0	4.0	NO	7/15 – 8/11/14	0.10	ND < 0.10 – 0.14
Lead (ppb)	0	AL = 15	NO	4/8 – 6/23/14	2**	
Nitrate (ppm)	10	10	NO	4/7/15, 7/14 – 7/28/15	1.45	ND < 0.50 – 3.70
Microbials						
Total Coliform	0 positive samples per month	1 positive sample per month	NO	monthly, 2015	1 [^]	0 – 1
Disinfectant						
Chlorine (ppm)	MRDLG 4	MRDL 4	NO	monthly, 2015	0.51	0.20 – 1.36
Organic Compounds						
Total Trihalomethanes (ppb)	NA	80	NO	8/11/15	16***	10 – 16
Total Haloacetic Acids (ppb)	NA	60	NO	8/11/15	3***	2 – 3
Radiologicals						
Combined Radium (pCi/L)	0	5	NO	7/15 – 8/11/14	ND < 1.0	ND < 1.0 – 1.2
Secondary Contaminants						
Chloride (ppm)	NA	SMCL = 250	NA	4/14 – 4/21/15	71.2	57.0 – 150
Sodium (ppm)	NA	SMCL = 250	NA	4/14 – 4/21/15	38.3	24.2 – 85.0
Sulfate (ppm)	NA	SMCL = 250	NA	7/15 – 8/11/14	26.2	11.0 – 74.1

Footnotes and Definitions for table on left

<	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 customer 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. No 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.
[^]	Highest level detected. Average is 0/month.

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.



Your Health Is Our Priority

The Hampton, North Hampton, and Rye System PWS ID#: 1051010

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 20,000 residents in Hampton, North Hampton, and Rye, plus thousands of visitors and tourists. In 2015, our wells supplied an average of 2.2 million gallons of water per day to the system. An average 19.2% of the demand is water drawn for firefighting, undetected leaks, and unauthorized use.

How is your water treated?

Water from the wells is naturally filtered ground water that is disinfected and adjusted for corrosion control.

Arsenic

While your drinking water meets the federal Environmental Protection Agency's (EPA) 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.

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.

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 16 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.

Monitoring Unregulated Contaminants

Unregulated contaminants are elements that currently have no health standard for drinking water. In 2013, the EPA began a three-year monitoring program to test for up to 28 unregulated contaminants in various public water systems throughout the U.S. This table shows only the compounds detected in your system. To learn about the full list of unregulated contaminants included in the monitoring program, please call our Water Quality Department at **800-832-2373**.

Substance (Units of Measure)	Test Date	Detected Level		Source of Contaminant
		Average	Range	
Unregulated Contaminants				
Chlorate (ppb)	3/10 - 3/11/15	55	40 - 78	Disinfection by-product
Chromium (ppb)	3/10 - 3/11/15	0.18	ND < 0.20 - 0.35	Naturally occurring element
Hexavalent Chromium (ppb)	3/10 - 3/11/15	0.12	ND < 0.03 - 0.21	Naturally occurring element
Strontium (ppb)	3/10 - 3/11/15	219	120 - 540	Naturally occurring element
Vanadium (ppb)	3/10 - 3/11/15	*ND < 0.02	ND < 0.02 - 0.22	Naturally occurring element
Perfluorheptanoic acid (PFHpA) (ppb)	3/10 - 3/11/15	ND < 0.01	ND < 0.01 - 0.012	Manmade chemical; used in products for heat and water resistance

*Not Detected

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.
- Total Coliform:**
Naturally present in the environment.
- 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.
- 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.

Your Health Is Our Priority

Copper and Lead

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.

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 epa.gov/safewater/lead.

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

Immuno-compromised persons

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

More Information You Should Know

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 back-pressure or back-siphonage, to create a health hazard to the public water supply and the water system within the premises.

Aquarion's certified cross-connection personnel routinely conducts 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.

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.

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.

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.



Your 2015 Water Quality Report

Customers who have questions about water quality should call us at **800-832-2373**, send an email to waterquality@aquarionwater.com; or visit aquarionwater.com.

For other questions, or to report discolored water or other service problems, call the Water Quality Management Department at **800-732-9678**.

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

PWS ID#: 1051010
Hampton, North Hampton
and Rye System



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Water: More Ways To Save It

Though this report focuses on the quality of the water Aquarion provides you, quantity is vitally important, too.

You and more than 700,000 other people depend on us to provide enough water to supply your daily needs. As rainfall patterns appear to be changing, it's time for all of us to be even more careful about the way we use water. Here are some tips on reducing waste that you may not have considered:

Use water-efficient

appliances. Older washing machines and dishwashers consume large quantities of water. New ones work more efficiently, using just a fraction of what the earlier models need.



Save with every flush.

New model toilets can save three or more gallons every time you flush, and they do the job just as well as the old-fashioned ones.



Turn off the taps. Whether you're brushing your teeth or getting a glass of water, try to keep

good, clean water from going down the drain. Turn off the faucet while tending to your teeth. And keep a jug of water in the refrigerator so a cold glass is instantly available, rather than running the tap until the water is cold.



Shorten shower times.

You'll not only use less water; you'll reduce your water-heating costs as well.



Water grass, not pavement.

Carefully aim sprinklers and irrigation heads so they're not wetting driveways, sidewalks and patios. Water either in early morning or early evening – and, of course, only when your lawn is actually starting to wilt.



For most people, conserving water is already second nature. Adding a few more techniques can reduce waste even more – and lower your water bill, too. For many more ways to ensure a healthy supply for decades to come, check out aquarionwater.com/conserve.

Visit Mystic Aquarium's Beluga Whales Live!

Aquarion is the sponsor of three cameras trained on the exciting Beluga whale exhibit at Mystic Aquarium in Connecticut, the only one of its kind in New England. Go to aquarionwater.com and click on the cameras at any time during daylight hours to watch the Aquarium's three belugas – Kela, Naku and Natuark – in the 750,000-gallon, arctic marine environment created just for them.



aquarionwater.com