

# The WaterLine

P e n n i c h u c k   W a t e r

## Go Green - Switch to E-Bill

Starting in December we are very pleased to offer electronic bill presentation (E-Bill) to our customers. *Go Green - Switch to E-Bill*

Your E-Bill will show all the same information as your current paper bill and will help the environment by eliminating paper bills and envelopes.

If you elect to *Switch to E-Bill* an email will be sent to you stating that your bill is ready for viewing. Simply click on the link and login to view your water bill.

*Save Postage...* pay online while viewing your bill or schedule a payment for a future date.

All bills issued from December forward will be viewable online with 6 months of bill history. Also, if payments are made online there will be 13 months of data available.

Based on regulations, you must sign up for the electronic bill presentation (E-Bill), therefore please contact customer service at **800-553-5191**, or via email at [customer-service@pennichuck.com](mailto:customer-service@pennichuck.com) with your account number and email address.



Go Green - Switch to E-Bill



*Pennichuck uses recycled paper and inks friendly to the environment.*

Check out our new and improved online payment service at [www.pennichuck.com](http://www.pennichuck.com).

**Visit our website  
at <http://www.pennichuck.com/hazardous-waste.php>  
for more information  
regarding household  
hazardous waste  
and collection dates  
in your area.**



## Water Shed and Well Area Protection

Watershed and Well area protection are critical to protecting the quality of both surface water and ground water supply. Pennichuck is actively protecting your watershed and well areas by:

- *Working with local watershed communities to establish buffers of undisturbed land around the water bodies within the watershed. These buffers filter storm water from adjacent developed land.*
- *Working with area communities to limit the use of road salts in close proximity to your water supply.*
- *Working to mitigate and to install storm water treatment facilities that impact the water quality and quantity of your water supply.*
- *Educating customers within the well protection areas on how they can help protect the well area.*
- *Educating the public about how over fertilizing lawns adversely impact the water supply.*
- *Monitoring our watersheds and well areas routinely to insure that storm water facilities are being properly maintained and that buffer zones remain undisturbed.*
- *Monitoring our raw water to measure the success of our programs. Our goal is to protect and preserve the water quality and quantity.*

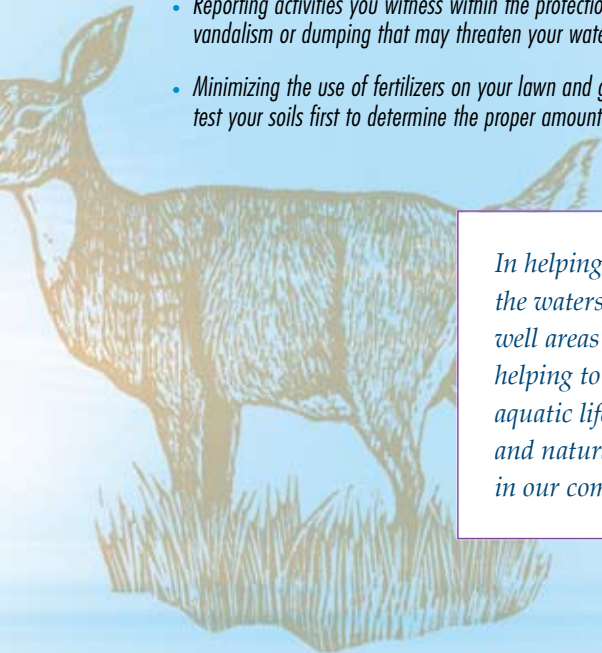




## Pennichuck needs your help

Watershed and Well protection areas cover large amounts of land. Gates, signs and fences only serve as a first line of defense against potential damage to the protected areas. You can help Pennichuck protect these vital areas by:

- *Properly storing and disposing of household hazardous wastes. Information regarding proper storage and disposal of these wastes can be found at <http://www.pennichuck.com/hazardous-waste.php>*
- *Reporting activities you witness within the protection area, such as trespassing, vandalism or dumping that may threaten your water quality.*
- *Minimizing the use of fertilizers on your lawn and garden. If you do apply fertilizers test your soils first to determine the proper amount and type of fertilizer to add.*



*In helping to protect the watershed and well areas you are also helping to preserve the aquatic life, wild life and natural vegetation in our communities.*



*Pennichuck Water has partnered with the U.S. Environmental Protection Agency's WaterSense program to encourage efficient use of water resources. Please visit our website at <http://www.pennichuck.com/water-sense.php> for water saving tips.*



## Identifying Pennichuck Employees

For your safety, all Pennichuck employees carry photo identification and travel in a vehicle marked with our company logo. If a Pennichuck employee asks to enter your home, please ask to see their photo I.D. If you have any questions or concern, please call our customer service department.



## Protecting Your Meter in the Winter

Planning to leave your home for an extended period this winter? Here are some things to keep in mind. If you are going to turn off the heat you need to contact a plumber to drain your pipes, then contact us to remove the meter for storage. If you decide to leave the meter in place, and just keep the house at a lower temperature, someone should check on the house periodically in case of power outages. You might want to cover your meter to keep it from freezing but please remember, that it needs to be accessible for routine maintenance.

## Stay Healthy

**The flu season is upon us and here are some tips you may find helpful for you and your family.**

- Cover your nose and mouth with a tissue when you cough or sneeze; or cough or sneeze into your arm.
- Wash your hands often with soap and water, especially after your cough or sneeze.
- Avoid touching your eyes, nose or mouth.
- Stay home if you are sick.
- Maintain a healthy lifestyle; attention to rest, diet, exercise and relaxation.

## Emergency Contact Information

*It is very important for Pennichuck to have customer's contact information therefore we recently sent an insert in your bills requesting your emergency contact information. If you have not already sent this information to us please do so at your earliest convenience or call customer service. This information is essential for us to be able to contact you in an emergency.*



**PENNICHUCK™**

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