

Fall 2012

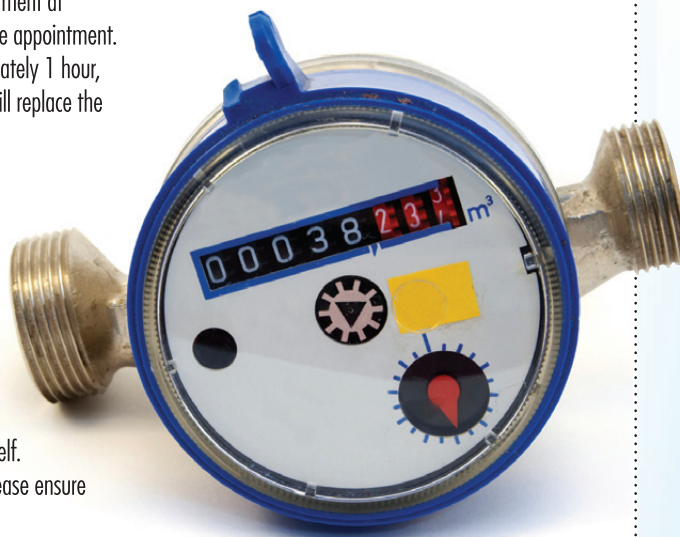
The WaterLine

Pennichuck Water

Periodic Testing

As part of an ongoing project to maintain compliance with the New Hampshire Public Utilities Commission, Pennichuck is required to test our water meters on a periodic basis. When we are working in your area, we will send a postcard requesting an appointment to access the water meter. Upon receipt of the postcard, please contact our Customer Service department at **1-800-553-5191** to schedule the appointment. The appointment will take approximately 1 hour, during which time the technicians will replace the existing meter to facilitate testing.

Our technicians will need access to the water meter to complete the appointment. For their safety, please provide adequate space in which to work. This includes providing a clear path to the water meter through the household and around the meter itself. If you have a finished basement, please ensure that the meter is accessible.



As with any appointment, please notify us of any cancellations or scheduling conflicts in advance. We are happy to reschedule the appointment at a time that is convenient to you. We have many scheduling options — call our Customer Service department for more information!



OUR OFFICES WILL BE CLOSED IN OBSERVANCE OF THE FOLLOWING HOLIDAYS:

Veterans Day
November 12, 2012

Thanksgiving Holiday
November 22 & 23, 2012

Christmas Holiday
December 24 & 25, 2012

New Year's Day
January 1, 2013

However, as always, even through the holidays we have staff available 24/7 to respond to emergencies. Please call 1-800-553-5191.



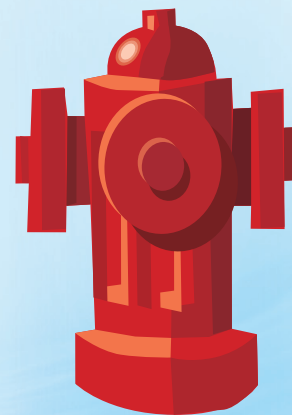
Protecting your meter and pipes during the winter...

Every winter season poses the risk for frozen pipes and a frozen meter in your home. You can take easy steps to prevent the associated inconvenience, damage, and expense resulting from frozen pipes.

Here's how!

- Know where the main shut off valve inside your home is located. If a pipe freezes or bursts, shut the water off immediately. Some homes have secondary shut off valves for water pipes that run outside or to unheated areas like garages, and those pipes should be shut off and drained during cold weather.
- Keep warm air circulating in the area around the meter and water pipes. If your meter is boxed in, provide a way for warm air from the house to circulate around the meter.
- If the area around the meter/pipes is not heated, wrap the meter and surrounding lines with insulation and heat tape. (These can be found at local hardware stores).
- Normally, we would not advise you to let water run extraneously, however, in cases of extreme cold (especially if the meter/piping is located on an outside wall), letting one faucet run very slowly helps to avoid freezing.
- If your meter is in a pit, keep the lid closed tightly and make sure there are no cracks. Let any snow that falls cover it, snow acts as insulation.
- Seal cracks in windows, walls, or doors near the meter and pipes.
- Disconnect and drain outside hoses. Detaching the hose completely allows water to drain thoroughly and helps avoid freezing at the faucet or pipe to which it is connected.
- Water pipes should be buried at least five feet underground. If the water pipes outside your home are not buried this deep they should be drained during the winter months.

With the winter months approaching, please keep in mind that snow removal around fire hydrants is critical in the event of a fire emergency. We ask that plowing snow by private contractors or customers be done in a manner that does not bury fire hydrants. Thank you for your efforts!



Customer Contact Information

In order to expedite customer notification in the event of an emergency it is important for us to have your current contact information. At your convenience, please take the time to provide us with your current phone number and email address. You can do this by making a quick and easy phone call to customer service at 1-800-553-5191 Monday through Friday between the hours of 7:30am and 5:00pm. You may also email this information to customer-service@pennichuck.com, along with your account number or property location.



Pennichuck
25 Manchester Street
PO Box 1947
Merrimack, NH 03054-1947

800 553 5191
603 882 5191
Fax 603 913 2362

Pennichuck.com