

The Water Line

Pennichuck Water

Drinking Water Week

During the week of May 5th, 2013, Pennichuck Water is taking part in Drinking Water Week!

For over 35 years, Drinking Water Week has been sponsored by the American Water Works Association. It is a time for water professionals and the communities they serve to come together and celebrate the important role water plays in our daily lives! Pennichuck will be celebrating this week by inviting some local 4th grade classes to come for a tour of our Water Treatment Plant facility to achieve a better understanding of what goes into providing quality drinking water.

Annual Flushing Begins in April

Pennichuck's annual flushing program will begin in April. Please visit our website, www.pennichuck.com, for the dates and times that we may be working in your area. Flushing is usually conducted in the spring before seasonal increases in demand and after the cold weather has passed. Flushing enhances water quality by removing sediment build up from the water mains. This reduces the chances for random water discoloration when summer demand comes around. If you experience discolored water outside of the dates and times listed for flushing in your area, please contact our customer service department at 1-800-553-5191.



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

Memorial Day
May 27, 2013

Independence Day
July 4, 2013

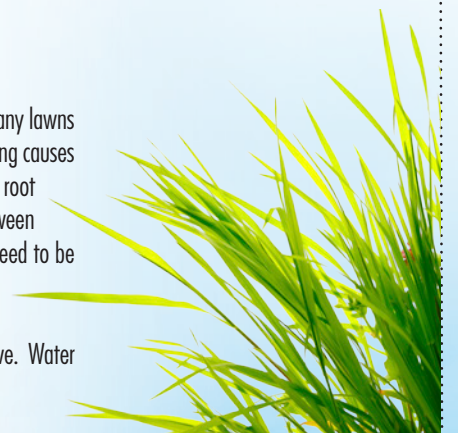
Labor Day
September 2, 2013

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



Your Lawn: How Much Water is Needed?

Minimal use of irrigation systems is vital for the health of your lawn as well as the conservation of potable water. Many lawns are now irrigated, and while this can be positive, it can also create serious problems if not done properly. Overwatering causes lack of oxygen to roots and can weaken grass plants. Excess water also leaches nutrients and fertilizer beyond the root zone where it is of no use to the grass plant and can degrade the groundwater. A mature, healthy lawn needs between 0.7" and 1.0" of water per week during the summer; less in the spring and fall. Generally, a home lawn will not need to be irrigated in the spring or fall in New Hampshire as rainfall is usually adequate. During the summer period of late May to early September, irrigation may be needed to supplement rainfall. You can use a rain gauge to monitor what Mother Nature gives us, and use your irrigation system to add enough water to achieve the totals per week listed above. Water is a scarce resource that you can help conserve while growing a better lawn and reducing your water bill.



2013 Consumer Confidence Reports

The 2013 Consumer Confidence Reports (CCRs) are now available on-line at www.pennichuck.com. On your water bill will be a website address that will direct you to the water quality report that is specific for your water supply.

These water quality reports have been developed in compliance with the New Hampshire Department of Environmental Services (NHDES) and United States Environmental Protection Agency (USEPA) to keep you informed about the quality of your drinking water. The water quality report shows the results of the numerous water quality tests completed and how these results compare to government standards.

Please check your water bill for the website address for your 2013 water quality report. If you would prefer a paper copy mailed to your home, please contact our customer service department at 800-553-5191 or via email at customer-service@pennichuck.com. Please include your service address and town in your email.

Pennichuck's mission is to provide reliable high quality and affordable water in sufficient quantities. To support this mission we are dedicated to investing in and maintaining the water treatment equipment necessary to insure 100% compliance with the Safe Drinking Water Act's primary water quality standards as well as meeting secondary and aesthetic water quality standards established by the Safe Drinking Water Act.

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.



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.



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