

The WaterLine

Pennichuck Water

Customer Security

The security of our customers is a priority at Pennichuck Water. This is an area which we have prioritized in our processes, and we will continue to monitor and update over time. As a result of this, we are implementing new ways, and enforcing already existing ways, that our customers can identify and verify our employees, and any means of communication we may send out to you.

Employees of Pennichuck Water occasionally need to gain access to your home. These are the ways that you will be able to verify that the person at your door is a Pennichuck employee, as our plan to help you insure you and your family's safety, should we need to gain access to your home:

All Pennichuck employees will...

- Be driving a company vehicle with the Pennichuck Water logo on it. If this employee is asking to gain access to your home, they will be parked at the front of the property to ensure you are able to see the vehicle.
- Be wearing clothing with the Pennichuck Water logo on it.
- Have a badge that confirms who they are, including their picture, badge number, and the Company's "800" number. If you would like to call us on our Company "800" number and confirm their identity, the employee will give you a business card with their Badge ID number, Company "800" number, and a Pennichuck Water logo on it. Please feel free to call into our customer service department to confirm the identity of the employee.
- Some employees will need to gain access to the outside of your property, but never need to gain access to the inside of your home. These employees will be carrying a badge ID and will be wearing Pennichuck Water clothing. Please note: These employees may NOT have a vehicle right outside of the home. As they may be doing work at multiple locations or residences along an entire road, they would not have to drive to individual properties to complete their work.

Pennichuck may also need to contact you via written communication (i.e. letters, emails, etc.) There are a few ways you can identify if this communication is truly from Pennichuck Water.

All forms of written communication will have:

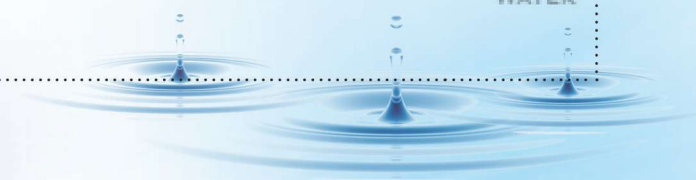
- The Pennichuck Water logo on it.
- The Company "800" number on it. You will be able to confirm any means of communication through this line. No direct lines will be included in these communications to ensure that every customer confirmation call goes through the front desk or main phone line. This is intended to protect you from any false phone calls attempting to get confidential information from you.

Any phone calls initiated by Pennichuck Employees also contain various ways that will enable you to confirm who we are:

- Employees will never ask for your bank account information if we initiated the phone call. Employees will never ask for your social security number.
- Employees will always identify who they are by name.
- Employees will always ask you to call us back on the Company "800" number if they are requesting sensitive information.
- Employees will always provide their Badge ID number to you if requested. You are able to end the call, and call back on the Company "800" number and verify who the employee is.
- The Company "800" number is listed on the Company's website at www.pennichuck.com. This allows you to verify that the "800" number you are being asked to dial is in fact the correct number for Pennichuck Water.

Please be aware that it is Pennichuck's intention to do everything it possibly can to protect the security of our customers. Please feel free to call us if you have any questions regarding our protocols and security measures.

Please note: Pennichuck Water's logo may appear in the following formats:



Watershed Education Videos

Watershed protection is a priority at Pennichuck Water. We are dedicated to completing projects that help protect our watershed, and improve the quality of water that we provide to our customers. There are ways that, as a customer of Pennichuck Water, you are able to help us guard against pollutants in the water. Pennichuck, in conjunction with the NH Department of Environmental Services Water Protection Grant Program, has released a four part series of watershed protection videos! Each video is about 2-3 minutes long, and provides you with: (1) facts about watersheds and water supplies, and (2) our ongoing efforts in protecting your water, and the ways that you can help us accomplish this. Please log on to our website, www.pennichuck.com, to view these videos and help us keep our communities' water clean!

Outdoor Water Conservation – What Can You Do?

It is important to conserve water all year long! During the hot summer months, saving water may help decrease water shortages in our ever-growing communities. There are many ways to conserve water outside of your home. Some of these may even help reduce your monthly water bill! Here are some tips that you are able to utilize to help your community conserve our precious water resources:

- Adjust lawn mower to a higher setting. Higher grass maintains more moisture.
- Repair leaky hoses — this will help save water and usage on your monthly bill!
- Keep pool water levels low, and reduce splashing outside of your pool.
- Collect rainwater in a bucket, and use this to water your garden when needed. This can be done by using a collection device under your roof, or at the end of a downspout.
- Water your lawn and garden in the morning or evening when temperatures are cooler, minimizing evaporation.

Other tips and tricks can be found on our website, www.pennichuck.com, under "Water Saving Tips."



2016 CONSUMER CONFIDENCE REPORTS

The 2016 Consumer Confidence Reports (CCRs) are now available on-line at www.pennichuck.com. The website address that will direct you to the water quality report that is specific for your water supply will be notated on your water bill.

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.

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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