

The WaterLine

Pennichuck Water

Do We Have Your Updated Contact Information?

Pennichuck Water is in the process of implementing a new notification system that will enable us to send text messages and emails as well as continue with automated voice messages during emergencies to customers based on their preference.

We are requesting that you provide your updated contact information so that we have the best and most convenient method of communication for you – email, text, call to home or mobile – regarding an emergency, such as a water outage, main break, or other unplanned work.

Your preferred method is how you will receive notification in an event of an emergency. Please note that in the event of a potential contamination issue, you will receive notification to all contact information provided, not just your preferred method.

It is important information for Pennichuck to have in case of a water emergency or an issue with your water account with us. *Please note that this information is for Pennichuck use only and will not be supplied or sold to any other entity.*

Please visit our Customer Contact Information form at <https://pennichuck.com/general-information-for-our-water-customers/customer-contact-information/>, or call our Customer Service Department at 800-553-5191 to provide the information.

Follow us on Facebook!

We are excited to announce we will be utilizing Facebook to better communicate with our customers! We will be using Facebook for the following:

- Push out emergency messages regarding planned and emergency shutdowns
- Provide information on main breaks and drops in system pressure
- Post educational and informational content, and construction updates

Please do not use Facebook to report emergencies. Our Facebook page is monitored Monday through Friday from 7:30am to 4:00pm. If you need to report an emergency, please call our Customer Service Department at 800-553-5191. Our representatives are available via phone Monday through Thursday 7:30am to 7:00pm, and Friday 7:30am to 5:00pm.

Follow us @pennichuckwater or visit www.facebook.com/pennichuckwater

We Have Launched a New Customer Online Platform

Pennichuck is excited to announce we have launched our new Online Customer Portal!

With our new Customer Portal you will be able to:

- Save your payment method in 'my wallet'
- View your updated and current bill in the same format that is currently mailed - which includes consumption history
- View full payment history regardless of how you pay
- See 48-72 hour Real time balances
- Pay by credit/debit card with Visa, Mastercard or Discover online (there is still a convenience fee of \$3.50 up to \$200)

Visit our website at www.pennichuck.com and select "Pay Online" to check out the new portal.

A one-time payment option is also available that does not require you to create a log-in, you just need your water account number! If you have any questions regarding our new online portal, please feel free to give our Customer Service Department a call at 800-553-5191.

Summertime Conservation: Lawn Maintenance and Irrigation Systems

As we get excited for warmer weather, it is important to remember to continue our conservation efforts outside. Many of us enjoy going outside to create gardens of vegetables and flowers, and watering our lawn to create a beautiful green landscape. Be sure to always follow the guidelines and water restrictions in place in your area, as these are put in place to maintain water supply for vital domestic use. These can be found on our website, www.pennichuck.com. The New Hampshire Department of Environmental Services (NHDES) Lawn Watering and Maintenance fact sheet gives some helpful tips on taking care of your lawn in the summertime:

- Try raising your lawn mower height to 3 inches. This is because longer grass blades retain moisture better, keeps weeds to a minimum, and will encourage roots to grow deeper and stronger.
- Your lawn and landscape needs no more than 1 inch of rain per week, so adjust your lawn watering technique and irrigation systems to conform with this.
- Use mulch around vegetated areas. It will help retain moisture and keep weeds out.
- Allow water to absorb on vegetative surfaces. If your soils are predominantly clay, or you are watering on a steep slope, water that area in smaller intervals to allow the surface to absorb the water.
- If you use an irrigation system, replace the clock timer controller with a WaterSense certified weather-based controller. This will ensure your lawn is getting the optimal amount of water, while still conserving water (and maybe even money on your water bill!)
- Timing is everything: Reduce water waste and evaporation by irrigating between the hours of 9:00pm and 9:00am, and when it is not windy. If you are able to set a time on your irrigation system, set it to irrigate between 4:00am and 6:00am, when water demand is typically low.

There are many helpful conservation tips to be used in the summertime. View the New Hampshire Department of Environmental Services' fact sheets on conservation at <https://www.des.nh.gov/organization/commissioner/pip/factsheets/dwgb/index.htm>.

Have You Heard About Our New Hours?

In order to better serve our customers, we have extended our Customer Service operating hours! Customer Service Specialists will be available to assist our customers at 800-553-5191 from 7:30am to 7:00pm Monday through Thursday, and 7:30am to 5:00pm on Friday.

Have You Checked Out Our Website Recently?

We are constantly updating our website with new information on what is happening with Pennichuck! Check out www.pennichuck.com to view the following:

- My Water System—a one stop look at everything you need to know about your specific system!
- Homepage “What’s New” Section—anything that comes up that we want all of our customers to be aware of, we add here! Take a look to see the most recent happenings with Pennichuck.
- Our General Information for Our Customers Tab—this tab holds most items you would want to see on our website: forms, rate information, information on our Watertight Protection Plan, our flushing program, bill inserts, and fact sheets!

Pennichuck COVID-19 Update

As our State and region are dealing with the impact of the spread of the coronavirus (COVID-19), we wanted to keep our customers up to date about the actions and preparedness that we have been employing at Pennichuck. Please read our letter from our CEO regarding important information and practices we have implemented due to COVID-19 on our website, www.pennichuck.com. Please visit and fill out our Customer Contact Information form, as expressed in the letter and on the front of this newsletter.



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

800-553-5191
603-882-5191
Fax 603-913-2362

www.pennichuck.com