

October 22, 2021

To: Customers of Cabot Preserve-Greenfield Farms

We are sending this notification to all of our customers in this portion of our water distribution system, along with the attached notice and letter from the Merrimack Village District (“MVD”), which we have received as a consecutive public water system that gets all of its water from the MVD, and is supplied into the Cabot Preserve-Greenfield Farms system (“Cabot”). A consecutive water system is a public water distribution system subject to regulation, which procures some or all of its water from another public water system. The Cabot system is one such system, as the water supplied into Cabot comes from the MVD system.

In addition to the communication from MVD surrounding this Violation notice, we wanted to provide some additional information to our customers surrounding this situation, as well as the actions we have been taking on an on-going basis as it pertains to PFOA monitoring, and the actions we have currently taken to bring certain relief to this situation, while permanent treatment solutions have been installed and operational within the MVD distribution system.

- As your water supplier, we have been taking monthly samples of PFOA levels at the entry point of water coming from MVD into Cabot. We began taking and posting the results of these samples in March 2016 and continue to take them thru the current date. Even though these samples taken by us are not required by any current State or Federal MCL (Maximum Contamination Limits) requirements, we have continued this monitoring in order to diagnose trends, levels, and efficacy of actions taken to mitigate PFOA levels in the water coming into the system.
- All of these monthly sample results are available on our website (www.pennichuck.com), on the home page under the titled topic “PFAS Notifications,” and selecting the file “Cabot Preserve (pdf)” in the Pennichuck Sampling Test Results subsection.
- The two wells that already have PFOA treatment installed on them (#4 and #5) are the wells that are geographically closest to the entry point of the distribution system into Cabot. As such, the monitoring levels we have seen with our monthly testing in Cabot have not been reflective of the higher levels of PFOA as tested at the MVD wells #2, #3, #7 and #8.
- When we gained information that this Violation had occurred, and was being noticed to MVD by the NHDES, we immediately brought this to the attention of our Board of Directors, reached out to the NHDES to learn more about the situation, and proactively reached out to the MVD to discuss possible temporary remediation efforts we could provide to them as treatment on their non-compliant wells could and would be installed and operational.
- In addition, we have reached out to leadership at the NHDES to help support us in gaining approval in a docket we have opened with the NHPUC to implement an emergency rate, bringing relief

needed to allow for Pennichuck Water Works (“PWW”) to provide water into the MVD system for the period of time before two of their non-compliant wells will have treatment operational in the Spring of 2022 (wells #7 and #8), and as a supplemental supply into MVD, as needed, until treatment is installed on the remaining two wells in the Fall of 2022 (well #2, and well #9 as a replacement for well #3).

- Based upon these actions and commitments, MVD began taking water from PWW at an existing interconnection between the two systems on October 20, 2021, while shutting off the non-compliant wells. This interconnection allows for up to 1 million gallons of water daily to be supplied into the MVD system, which when accompanied with the water produced from their already PFOA treated wells, will ensure that fully compliant water can be supplied to both MVD and PWW customers while treatment on the other wells is installed and operational.
- The supply of PWW water into the southern end of the MVD distribution system, supplanting the water from those 4 wells, will not only garner positive results into the entire MVD system, but will be identifiable as to its positive impact on the water tested coming into Cabot.
- We will continue our monthly testing regime and posting those results on our website. It is anticipated the monthly test we take in early November will be representative of these efforts as it relates to PFOA compliant water, maintaining levels that are within the MCL standards established by the State of NH.

It is always our goal as your public water supplier to ensure that the water we produce or procure meets existing water quality standards. And, to take any actions we are able to take, either directly or indirectly, to ensure that this can be accomplished. Please continue to monitor our website for: (1) a posting of these documents and the emergency rate filing with the NHPUC, (2) updates on the PFOA testing results for the Cabot system, and (3) for updates to this entire process as MVD is able to complete the process of installing treatment on their 4 remaining wells.

As always, if you should have any questions, please reach out to our Customer Service department at 800-553-5191. Your questions will either be answered directly by one of those representatives, or most likely will be transferred to me, and I will personally return your call to answer your questions.

Sincerely,

Larry D. Goodhue
Chief Executive Officer

CC: Rick Sawyer, Town Manager, Town of Bedford
Board of Commissioners, Merrimack Village District