



PENNICHUCK®

25 Walnut Street
PO Box 428
Nashua, NH 03061-0428

(800) 553-5191
Fax (603) 913-2362
customer-service@pennichuck.com

May 30, 2025

Dear Customer,

Pennichuck will be out marking curb boxes in anticipation of our 2025 Potholing Project in conjunction with our Service Line Inventory Project efforts on Wednesday, June 4th, 2025. Curb boxes of customers we anticipate being a part of our 2025 Potholing Project will be marked with a combination of blue paint, flags, and stakes. There will also be white paint and/or flags in the same area, indicating where we plan to use a hydro-excavation truck to expose the service line.

Potholing construction is scheduled to begin in Pittsfield around Monday, June 16th, 2025 through the month of July 2025. During this time, we'll be identifying water service lines on properties where the material of the water service line is currently unknown, utilizing a process called Potholing. This means that we will be digging a 2 foot by 2 foot space around your curb box to identify the material on both the public and private side of the water service line.

Our work is scheduled between 8:00am and 5:00pm from Monday to Friday. However, please note that these construction hours are subject to change due to factors such as weather conditions, visibility, and unforeseen circumstances.

We will be providing restoration to the area we will be digging up for each homeowner. You can expect restoration efforts to begin in the next month.

This project is a part of a larger project being mandated by the Environmental Protection Agency (EPA) and New Hampshire Department of Environmental Services (NHDES) under the Lead and Copper Rule. We are required to determine the material of the water service line on each property we serve. If you would like more information on the Lead and Copper Rule and our Water Service Line Identification Project, please visit our website at www.pennichuck.com/pennichuck-water-service-line-inventory-project. To submit a self-evaluation of your water service line material, please visit the form on the webpage above. You will be asked to perform a Visual, Scratch, and Magnet test on your water service line that enters your home. Instructions to these tests are available online.

You will receive a notification via phone, text, and/or email on the Friday before construction starts, only if you have previously opted into these notifications with us. Please make sure we have your updated contact preferences by calling customer service at 800-553-5191 or by visiting our website at www.pennichuck.com/general-information-for-our-water-customers/customer-contact-information/

Thank you for your patience while we work to protect the quality of your water. If you have any further questions, please feel free to reach out to us at 800-553-5191.

Sincerely,

Pennichuck Customer Service