



PENNICHUCK®

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September 18, 2026

Dear Customer:

To address PFAS contamination affecting portions of Southern New Hampshire, Pennichuck Water Works (PWW) is extending a water main to serve your community water system. While PWW will continue to own, operate, and maintain your local distribution system, your drinking water supply will be provided by Manchester Water Works (MWW). There will be a water system shutdown of 4-6 hours duration to make the final connection during the week of October 12, 2026. Customers will be notified by their preferred contact method prior to the shutdown at least 2 business days in advance. If there has been a change in your contact information, please visit <https://pennichuck.com/general-information-for-our-water-customers/customer-contact-information> or contact Pennichuck Customer Service.

Your community water system currently uses chlorine for disinfection; however, MWW uses chloramines. **Aquatic pet owners, dialysis patients, and medical facilities should be aware of this change, as some methods used to remove chlorine from tap water may not effectively remove chloramines. Individuals with specific health concerns should consult their healthcare provider regarding the use of chloraminated drinking water.** In addition, MWW adds fluoride to their water to promote improved oral health.

Customers may notice a slight change in the taste or odor of their drinking water. This is normal and does not affect the safety or quality of the water. The MWW Water Quality Report contains details about your new drinking water supply and can be found at [https://www.manchesternh.gov/Portals/2/Departments/water_works/watersupply/2026-05-15 MANCHESTER WATER WORKS-CORE REPORT FINAL.PDF](https://www.manchesternh.gov/Portals/2/Departments/water_works/watersupply/2026-05-15_MANCHESTER_WATER_WORKS-CORE_REPORT_FINAL.PDF).

Landlords and property managers are required to notify their tenants of this change.

If you have any questions, please contact Pennichuck Customer Service at 800-553-5191.

Thank you for your patience and cooperation as we work to enhance and protect the quality of your drinking water.

Sincerely,

Pennichuck Customer Service