



**AQUARION**  
Water Company

*Stewards of the Environment™*

December 4, 2019

Dear Millbury Customer,

Throughout the northeast and across the nation, state and local officials, health departments, and water utilities including Aquarion have focused their attention on a group of man-made chemicals called per- and polyfluoroalkyl substances (PFAS) that have been detected in drinking waters, including public and private water supplies, and bottled water. Some health officials indicate that consumer products, food, and cookware represent the largest exposure of PFAS to people. However, drinking water contaminated with PFAS can also be a source of exposure.

Although Massachusetts and federal health officials have not yet defined the maximum amount of these chemicals that they will allow to be present in drinking water, the U.S. Environmental Protection Agency (EPA) and the Massachusetts Department of Environmental Protection (MassDEP) recommend that PFAS concentrations in drinking water not exceed 70 parts per trillion (ppt); this limit is referred to as a Health Advisory Level or guideline.

To ensure the highest quality water for our customers, Aquarion voluntarily tested for PFAS chemicals in all of our water sources.

This past October we sampled all three of our water supply well locations in Millbury. Initial sample results received on October 21, 2019 indicated that the level of PFAS found in our Oak Pond Well exceeded the Health Advisory Level of 70 ppt. As a result, Aquarion immediately turned off the Oak Pond Well and consulted with MassDEP. Sample results from our two other water sources in Millbury (the Jacques Wells and the Millbury Avenue Well) showed levels of PFAS below the current Health Advisory Level of 70 ppt, as well as below a future 20 ppt guideline now under consideration by MassDEP. These two water supplies remain in service. Please visit our website, [www.aquarionwater.com/pfas](http://www.aquarionwater.com/pfas), to view the test results.

MassDEP requested that Aquarion collect a second round of samples at the Oak Pond well location to validate the accuracy of the initial results. We are now informing the public that the initial test results have been confirmed, and the Oak Pond well will remain offline.

We want to assure our customers and Millbury residents that we have adequate clean, safe water to reliably supply the needs of the community even with Oak Pond Well offline, and that the water we are providing meets all federal and state regulations for safe drinking water.

As a next step, Aquarion will work to determine the most effective long-term solution to meet the drinking water needs of our Millbury customers. Aquarion will continue to keep you informed as we move through this process.

Additional information is included in the enclosed public notice and MassDEP PFAS Fact Sheet. To learn more about PFAS, please visit [www.aquarionwater.com/pfas](http://www.aquarionwater.com/pfas) or the MassDEP website at <https://www.mass.gov/info-details/per-and-polyfluoroalkyl-substances-pfas>. Aquarion is also available to answer any questions you may have at **1-800-732-9678**.

Sincerely,

A handwritten signature in black ink that reads "John Herlihy". The signature is written in a cursive style with a large initial "J".

John Herlihy  
Vice President – Water Quality and Environmental Management