

2024-2025 WATER QUALITY REPORT

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Este informe contiene información importante sobre su agua potable. Pida a alguien que lo traduzca para usted, o hable con alguien que lo entienda.



A Letter from our Regulator

(Massachusetts Department of Environmental Protection)



Commonwealth of Massachusetts
Executive Office of Energy & Environmental Affairs

Department of Environmental Protection

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October 2, 2025

NOTICE TO CUSTOMERS OF THE ANDREWS FARM WATER COMPANY BOXFORD, MA. 01921

As you are aware, Governor Healey issued a Declaration of State of Water Emergency ("Declaration") on September 10, 2025. This Declaration authorized the Department of Public Utilities ("DPU") to order Aquarion Water Company ("Aquarion") to restore water service to the Andrews Farm neighborhood and to maintain operational and management control for thirty (30) business days pursuant to Massachusetts General Law Chapter 25, Section 4B.

As part of this service restoration, MassDEP is working with Aquarion to resolve several outstanding compliance issues that have not been addressed by the Andrews Farm Water Company ("AFWC") since 2022. These compliance issues include, but are not limited to, missed water quality monitoring and reporting, failure to provide Public Notification ("PN"), failure to have a certified drinking water operator, and compliance actions required during system pressure loss.

To achieve a Return to Compliance ("RTC") status, water sampling and PN with specific language must be conducted and certified to MassDEP. This will result in Aquarion sending AFWC customers multiple notices identifying all of the outstanding violations that have occurred since 2022, and the corrective actions taken to address these violations. It is important that you read these documents carefully for a full understanding of what violations occurred, what is required for the system's RTC, and the breadth of requirements for all Community Public Water Systems ("PWS"). It is also important to understand that should the AFWC source continue to be used as the public water supply for Andrews Farm residents when the Governor's Declaration is lifted, corrective actions, including treatment, will be required to address per- and polyfluoroalkyl substances ("PFAS") contamination. As ratepayers, residents are an integral part of developing a long-term solution, from both a planning and financial standpoint, to ensure a coordinated approach to resolution is achieved.

Why are You Receiving this 2024 Water Quality Report?

Community water systems are required to issue a Consumer Confidence Report, also known as a water quality report, every year before July 1 to report on water quality for the prior calendar year. Aquarion Water Company is issuing this report now to ensure that customers have information on the quality of their drinking water.

What else is contained in this report?

This report also contains the available water quality results for 2025 for the period January through September. This information has been included to provide customers with as much information as possible on their water quality.

Important information on historical violations has also been included, which were incurred by the Owner of the water system. Inclusion of these violations in this water quality report serves as public notification.

Questions About Your Water Quality Report?

Customers with any of following issues should call us at **1-800-732-9678**: Discolored water, service problems, after-hour emergencies, water quality questions.

Customers may also email us at cs@aquarionwater.com, or visit www.aquarionwater.com.

Massachusetts Department of Environmental Protection:
[www.mass.gov/info-details/
public-drinking-water-system-operations](http://www.mass.gov/info-details/public-drinking-water-system-operations)

U.S. Environmental Protection Agency's Safe
Drinking Water Hotline: **800-426-4791** or
www.epa.gov/safewater



Water Quality Results for 2024



Water Quality Table 2024

In 2024, your water should have been tested for more than 100 compounds that are important to public health. Please see the Public Notification on Page 12 for more information about the missed monitoring that occurred in the Andrews Farm Water Company system. This table only reports detected compounds. Most of these compounds are either naturally occurring or introduced as treatment to improve water quality. Monitoring frequency varies from daily to once every nine years per EPA regulation, depending on the parameter. Testing encompasses the full range of regulated inorganic, organic and radiological compounds and microbiological and physical parameters.

SUBSTANCE (Units of Measure)	LIKELY SOURCE	MCLG	MCL	COMPLIANCE	TEST DATE	AVERAGE	RANGE
INORGANIC COMPOUNDS							
Barium (ppm)	Erosion of natural deposits	2	2	✓ YES	2022	0.104	0.104
Copper (ppm)	Corrosion of household plumbing systems	1.3	AL = 1.3	✓ YES	2024	0.09*	0.048 - 0.089
Lead (ppb)	Corrosion of household plumbing systems	0	AL = 15	✓ YES	2024	1.6**	1.1 - 1.8
Nitrate (ppm)	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits	10	10	✓ YES	2022	4.05	4.05
Nitrite (ppm)	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits	1	1	✓ YES	2020	0.07	0.07
PFAS6# (ppt)	Discharges and emissions from industrial and manufacturing sources associated with the production or use of these PFAS, including production of moisture and oil resistant coatings on fabrics and other materials. Additional sources include the use and disposal of products containing these PFAS, such as fire-fighting foams	N/A	20	NO	2024	25.1^	22.8 - 25.1

MICROBIOLOGICAL CONTAMINANTS							
Total Coliform Bacteria	Naturally present in the environment	0 positive samples per month	1 positive sample per month	NO*	2024	1	0 - 1

RADIOLOGICALS							
Alpha Emitters (pCi/l)	Erosion of natural deposits	0	15	✓ YES	2020	4.1	4.1
Uranium (ppb)	Erosion of natural deposits	0	30	✓ YES	2020	4.8	4.8

SUBSTANCE (Units of Measure)	LIKELY SOURCE	SMCL	TEST DATE	AVERAGE	RANGE	HEALTH AND/OR AESTHETIC EFFECTS
SECONDARY CONTAMINANTS MONITORING RESULTS						
Chloride (ppm)	Naturally present in the environment	250	2021	61	61	May produce a salty taste
Iron (ppb)	Natural and industrial sources; aging and corroding distribution systems and household pipes	300	2021	14	14	Use of water containing iron at concentrations above the secondary MCL may result in aesthetic issues including the staining of laundry and plumbing fixtures and water with an unpleasant metallic taste and rusty odor.
Manganese (ppb)	Erosion of natural deposits	50	2021	1.39	1.39	EPA has established a lifetime HA of 300 ppb and an acute HA of 1000 ppb. Use of water containing manganese at concentrations above the secondary MCL may result in aesthetic issues including the staining of laundry and plumbing fixtures and water with an unpleasant bitter metallic taste, odor, and/or black-brown color.
Sulfate (ppm)	Runoff and leaching from natural deposits; industrial wastes	250	2021	48	48	May produce a salty taste
Total Dissolved Solids [TDS] (ppm)	Runoff and leaching from natural deposits; seawater influence	500	2021	727	727	May produce hardness, deposits, colored water, staining, salty taste

FOOTNOTES

- ◆ 90th percentile value in copper monitoring. Result is representative of customer sampling stagnant water. No locations exceeded the action level for copper. Highest 90th percentile value shown.
- ◆◆ 90th percentile value in lead monitoring. Result is representative of customer sampling stagnant water. No locations exceeded the action level for lead. Highest 90th percentile value shown.
- # Compliance is based on the sum of six per- and polyfluoroalkyl substances (PFAS6). The six substances are perfluorooctanoic acid (PFOA), perfluorooctane sulfonic acid (PFOS), perfluorodecanoic acid (PFDA), perfluorononanoic acid (PFNA), perfluorohexanesulfonic acid (PFHxS), and perfluoroheptanoic acid (PFHpA).
- ▲ Average is the highest quarterly average of all sample sites. Values in the range are individual measurements.
- + Bacteria samples were collected in 4 of the 12 months in 2024. In all four of those months, one sample tested positive for the presence of bacteria. Although additional sampling is required following detections, follow-up samples were not collected during those months.

Other Monitored Substances

Source Water Assessment Report

The MassDEP's Source Water Assessment Program (SWAP), which has evaluated each water source to identify potential contamination, states that the sources that supply drinking water to the AFWC have a high susceptibility to potential contamination. The SWAP report is available on the MassDEP website. Go to www.mass.gov and enter source water assessment report in the search bar.



Monitoring Unregulated Contaminants

Unregulated contaminants are elements that currently have no health standards for drinking water and are not reported in the regulated contaminants table on page 4. Nickel is an unregulated contaminant that is monitored at the same time as the required monitoring for inorganic compounds.

Substance (Units of Measure)			Detected Level		Source of Contaminant	Health Effects
Unregulated Contaminants	OSRG	Test Date	Average	Range		
Nickel (ppb)	100	2022	3	3	Discharge from domestic wastewater, landfills, and mining and smelting operations	Some people who drink water containing nickel at high concentrations for many years could experience effects on the lung, stomach, blood, liver, kidneys, immune system, reproduction, and development.
Perfluorobutanesulfonic Acid [PFBS] (ppt)	N/A	2024	5.6	5.31 - 6.08	Manmade chemical; used as a replacement for perfluorooctane sulfonic acid (PFOS); used in the manufacture of paints, cleaning agents, and water- and stain-repellent products and coatings, including carpeting, carpet cleaners, floor wax and food packaging.	Based on studies of laboratory animals, people exposed to elevated levels of PFBS, depending on the level and length of exposure, could experience effects on the liver, thyroid, blood, and kidneys. PFBS is less toxic and is cleared from the body much faster than PFOS, PFOA and other longer-chain PFAS.
Perfluorohexanoic Acid [PFHxA] (ppt)	N/A	2024	10.0	8.99 - 11.9	Manmade chemical; breakdown product of stain- and grease-proof coatings on food packaging and household products	Based on studies of laboratory animals, depending on the level and length of exposure, PFHxA in drinking water may affect the liver, the blood, the thyroid and may cause effects on the developing fetus. PFHxA is generally considered less toxic than PFOA and is cleared from the body much faster than PFOS, PFOA and other longer-chain PFAS.
Sodium (ppm)	20	2024	52	52	Discharge from the use and improper storage of sodium-containing de-icing compounds or in water-softening agents	Some people who drink water containing sodium at high concentrations for many years could experience an increase in blood pressure.



Water Quality Results for 2025

(January through September)

Water Quality Table

2025 (January through September)

Your water has been tested for more than 100 compounds that are important to public health. This table only reports detected compounds. Most of these compounds are either naturally occurring or introduced as treatment to improve water quality. Monitoring frequency varies from daily to once every nine years per EPA regulation, depending on the parameter. Testing encompasses the full range of regulated inorganic, organic and radiological compounds and microbiological and physical parameters.

SUBSTANCE (Units of Measure)	LIKELY SOURCE	MCLG	MCL	COMPLIANCE	TEST DATE	AVERAGE	RANGE
INORGANIC COMPOUNDS							
Alpha Emitters (pCi/L)	Erosion of natural deposits	15	15	✓ YES	9/23/25	5.23	5.23
Arsenic (ppb)	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes	N/A	10	✓ YES	9/23/25	2.3	2.3
Barium (ppm)	Erosion of natural deposits	2	2	✓ YES	9/23/25	0.117	0.117
Combined Radium (pCi/L)	Erosion of natural deposits	5	5	✓ YES	9/23/25	0.670	0.670
Fluoride (ppm)	Water additive that promotes strong teeth; erosion of natural deposits	4.0	4.0	✓ YES	9/23/25	0.15	0.15
Nitrate (ppm)	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits	10	10	✓ YES	9/23/25	4.13	4.13
Nitrite (ppm)	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits	1	1	✓ YES	9/23/25	0.052	0.052
Perchlorate (ppb)	Rocket propellants, fireworks, munitions, flares, blasting agents	N/A	2	✓ YES	9/23/25	0.062	0.062
PFAS6# (ppt)	Discharges and emissions from industrial and manufacturing sources associated with the production or use of these PFAS, including production of moisture and oil resistant coatings on fabrics and other materials. Additional sources include the use and disposal of products containing these PFAS, such as fire-fighting foams	N/A	20	NO	2/18/2025 4/8/2025 9/25/2025	28.0^	16.7 - 28.0

MICROBIOLOGICAL CONTAMINANTS							
Total Coliform Bacteria	Naturally present in the environment	0 positive samples per month	1 positive sample per month	✓ YES [‡]	April, July, September 2025	0	0



SUBSTANCE (Units of Measure)	LIKELY SOURCE	SMCL	TEST DATE	AVERAGE	RANGE	HEALTH AND/OR AESTHETIC EFFECTS
SECONDARY CONTAMINANTS MONITORING RESULTS						
Chloride (ppm)	Naturally present in the environment	250	9/23/25	52.2	52.2	May produce a salty taste
Sulfate (ppm)	Runoff and leaching from natural deposits; industrial wastes	250	9/23/25	34.5	34.5	May produce a salty taste
Zinc (ppm)	Corrosion of household plumbing systems; erosion of natural deposits	5	9/23/25	0.017	0.017	May produce a metallic taste

FOOTNOTES

Compliance is based on the sum of six per- and polyfluoroalkyl substances (PFAS6). The six substances are perfluorooctanoic acid (PFOA), perfluorooctane sulfonic acid (PFOS), perfluorodecanoic acid (PFDA), perfluorononanoic acid (PFNA), perfluorohexanesulfonic acid (PFHxS), and perfluoroheptanoic acid (PFHpA).

^ Average is the highest quarterly average of all sample sites. Values in the range are individual measurements.

‡ Bacteria samples were collected on 9/15/25 and 9/16/25 as part of the process of lifting the Boil Water Order issued by MassDEP. Ten samples were collected (five on each day) from multiple locations throughout the system. All ten samples were negative for the presence of bacteria. Routine monthly samples were collected on 9/23/25 and all were negative for the presence of bacteria.

Other Monitored Substances

Source Water Assessment Report

The MassDEP's Source Water Assessment Program (SWAP), which has evaluated each water source to identify potential contamination, states that the sources that supply drinking water to the AFWC have a high susceptibility to potential contamination. The SWAP report is available on the MassDEP website. Go to www.mass.gov and enter source water assessment report in the search bar.



Monitoring Unregulated Contaminants

Unregulated contaminants are elements that currently have no health standards for drinking water and are not reported in the regulated contaminants table on page 8. Nickel is an unregulated contaminant that is monitored at the same time as the required monitoring for inorganic compounds.

Substance (Units of Measure)		Detected Level				
Unregulated Contaminants	OSRG	Test Date	Average	Range	Source of Contaminant	Health Effects
Manganese (ppb)	General Population: 300 ppb (lifetime) 1000 ppb (ten-day exposure) Infants < 1 year old: 300 ppb (ten-day exposure)	9/23/25	22.5	21 - 24	Erosion of natural deposits	Infants and children who drink water containing manganese at high concentrations may have learning and behavior problems. People with liver disease who drink water containing manganese at high concentrations may have neurological disorders.
Nickel (ppb)	100	9/23/25	2	2	Discharge from domestic wastewater, landfills, and mining and smelting operations	Some people who drink water containing nickel at high concentrations for many years could experience effects on the lung, stomach, blood, liver, kidneys, immune system, reproduction, and development.
Perfluorobutanesulfonic Acid [PFBS] (ppt)	N/A	2/18/2025 4/8/2025 9/25/2025	5.97	5.48 - 6.57	Manmade chemical; used as a replacement for perfluorooctane sulfonic acid (PFOS); used in the manufacture of paints, cleaning agents, and water- and stain-repellent products and coatings, including carpeting, carpet cleaners, floor wax and food packaging.	Based on studies of laboratory animals, people exposed to elevated levels of PFBS, depending on the level and length of exposure, could experience effects on the liver, thyroid, blood, and kidneys. PFBS is less toxic and is cleared from the body much faster than PFOS, PFOA and other longer-chain PFAS.
Perfluorohexanoic Acid [PFHxA] (ppt)	N/A	2/18/2025 4/8/2025 9/25/2025	7.57	6.26 - 9.25	Manmade chemical; breakdown product of stain- and grease-proof coatings on food packaging and household products	Based on studies of laboratory animals, depending on the level and length of exposure, PFHxA in drinking water may affect the liver, the blood, the thyroid and may cause effects on the developing fetus. PFHxA is generally considered less toxic than PFOA and is cleared from the body much faster than PFOS, PFOA and other longer-chain PFAS.
Sodium (ppm)	20	9/23/25	59.5	59.5	Discharge from the use and improper storage of sodium-containing de-icing compounds or in water-softening agents	Some people who drink water containing sodium at high concentrations for many years could experience an increase in blood pressure.



Violations

(Incurred by Public Water System Owner)

Violations

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Monitoring requirements not met for Andrews Farm Water Company (AFWC)

AFWC violated multiple drinking water standards from 2023 to 2025. Even though these were not emergencies, you have a right to know what happened and what was done to correct these situations.

Public water systems are required to monitor the drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not the drinking water meets health standards. During the monitoring periods in the table to the right, testing was not conducted or monitoring was not completed for the included contaminants. Therefore, the quality of the drinking water during that time cannot be determined.

What should I do?

There is nothing you need to do at this time. The table to the right lists the contaminants that weren't properly tested for, the required sampling frequency, how many samples were taken, when samples should have been taken, and the date on which follow-up samples were (or will be) taken.

Contaminant	Required Sampling Frequency	When All Samples Should Have Been Taken	Number of Samples Taken	When Samples Were or Will Be Taken
Gross Alpha	1 sample every 3 years during the specified quarter	2023: Quarter 3	2023: 0 out of 1	A sample was collected on 9/23/25 and results are included in this report.
Inorganic Compounds (IOCs)*	1 sample every 3 years during the specified quarter	2025: Quarter 2	2025: 0 out of 1	A sample was collected on 9/23/25 and results are included in this report.
Lead and Copper	5 samples every 3 years	2023: June to September	2023: 0 out of 5	Samples were collected in January 2024. Results are included in this report.
Manganese	1 sample per year during the specified quarter	2023: Quarter 3 2024: Quarter 3	2023: 0 out of 1 2024: 0 out of 1	A sample was collected on 9/23/25 and results are included in this report.
Nitrate	1 sample per quarter	2023: Quarter 3 2024: Quarter 3, Quarter 4 2025: Quarter 1, Quarter 2	2023: 3 out of 4 2024: 2 out of 4	A sample was collected on 9/23/25 and results are included in this report.
Nitrite	1 sample every 3 years during the specified quarter	2023: Quarter 3 2024: Quarter 3	2023: 0 out of 1 2024: 0 out of 1	A sample was collected on 9/23/25 and results are included in this report.
Perchlorate	1 sample per year during the specified quarter	2023: Quarter 3 2024: Quarter 3	2023: 0 out of 1 2024: 0 out of 1	A sample was collected on 9/23/25 and results are included in this report.
Radium-226 & Radium-228	1 sample every 6 years during the specified quarter	2023: Quarter 3	2023: 0 out of 1	A sample was collected on 9/23/25 and results are included in this report.
Synthetic Organic Compounds (SOCs)**	1 sample every 3 years during the specified quarter	2024: Quarter 3	2024: 0 out of 1	A sample was collected on 9/23/25 and results are included in this report.
Total Coliform Bacteria	3 samples per month	2023: August, September 2024: February, April, May, June, July, August, September, November 2025: January, February, March, May, June, August	2023: 30 out of 36 2024: 12 out of 36 2025: 12 out of 27	Samples were collected in September 2025 and will continue to be collected on a monthly basis. Results from the September samples are included in this report.
Volatile Organic Compounds (VOCs)***	1 sample per year during the specified quarter	2023: Quarter 3 2024: Quarter 3	2023: 0 out of 1 2024: 0 out of 1	A sample was collected on 9/23/25 and results are included in this report.

What Happened? What Is Being Done?

In 2023 and 2024, AFWC did not conduct all of the water quality monitoring required by the Massachusetts Department of Environmental Protection (MassDEP). Additionally, when a water system incurs a violation for not collecting samples as required, customers and people who use the water must be notified within one year. The notifications for the samples listed in the table on the previous page were not provided within that timeframe.

In order to return the AFWC system to compliance, Aquarion and MassDEP are working to resolve outstanding compliance issues, including the missed monitoring and failure to

provide public notification. Aquarion collected samples in September 2025 for the contaminants that weren't sampled in 2023 and 2024. Available results are included in this report.

For more information, please contact Aquarion's Customer Service Department at 1-800-732-9678 or cs@aquarionwater.com.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Failure to Employ an Appropriately Certified Operator for Andrews Farm Water Company

Beginning in June 2023, the Andrews Farm Water Company (AFWC) failed to employ an appropriately certified drinking water operator. Water systems like AFWC are required to employ at least one operator certified at a grade level at least equal to the classification of the facility. The operator must be certified to operate both the treatment facility and the distribution system. They provide onsite management, operations, and maintenance services to the water system and also ensure the water system meets all the requirements of the Massachusetts Drinking Water Regulations.

From June 2023 through August 2025, AFWC did not employ an appropriately certified operator as described above.

What Should I Do? What Happened? What Is Being Done?

There is nothing you need to do at this time. As part of the Declaration of State of Water Emergency issued by Governor Maura Healey on September 10, 2025, the MA Department of Public Utilities was authorized to order Aquarion Water Company to maintain operational and management control of the AFWC system for 30 business days (subsequently extended to December 5, 2025). Aquarion has hired a certified operator through Weston & Sampson, an engineering firm with extensive experience supporting water systems. Aquarion and Weston & Sampson are working with MassDEP to return AFWC to compliance with the MA Drinking Water Regulations and will continue to maintain compliance with these regulations for the entirety of their involvement in the water system.

For more information, please contact Aquarion's Customer Service Department at 1-800-732-9678 or cs@aquarionwater.com.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

FOOTNOTES

- * IOCs include the following compounds: antimony, arsenic, barium, beryllium, cadmium, chromium, cyanide, fluoride, mercury, selenium, and thallium.
- ** SOCs include the following compounds: alachlor; atrazine; benzo(a)pyrene; carbofuran; chlordane; dalapon; di(2-ethylhexyl)adipate; di(2-ethylhexyl)phthalate; dinoseb; diquat; 1,2-dibromo-3-chloropropane (DBCP); 2,4-dichlorophenoxyacetic acid (2,4-D); endosulfan; endrin; ethylene dibromide (EDB); glyphosate; heptachlor; heptachlor epoxide; hexachlorobenzene; hexachlorocyclopentadiene; lindane; methoxychlor; oxamyl (Vydate); polychlorinated biphenyls (PCBs); petachlorophenol; picloram; simazine; 2,3,7,8-TCDD (Dioxin); toxaphene; and 2,4,5-TP (Silvex).
- *** VOCs include the following compounds: benzene; carbon tetrachloride; dichloromethane; 1,2-dichlorobenzene (o-DCB); 1,4-dichlorobenzene (p-DCB); 1,2-dichloroethane; 1,2-dichloroethylene (cis); 1,1-dichloroethylene; 1,2-dichloroethylene (trans); 1,2-dichloropropane; ethylbenzene; methyl ter-butyl ether (MTBE); monochlorobenzene; styrene; tetrachloroethylene; toluene; trichloroethylene; 1,1,1-trichloroethane; 1,2,4-trichlorobenzene; 1,1,2-trichloroethane; vinyl chloride; and xylenes (total).

February 2022

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Andrews Farm Water Company may be at increased risk from microbial contamination

Andrews Farm Water Company (AFWC) should have notified you of this situation when it occurred. However, Aquarion Water is providing this information now as part of our effort with MassDEP to return AFWC to compliance.

Water systems routinely monitor conditions that could impact production or the distribution system. On February 9, 2022, the well supplying drinking water to AFWC failed to operate, which created the potential for a loss of positive pressure in the distribution system. A loss of positive pressure indicates that conditions exist where contaminants could enter the distribution system through back-flow by back-pressure or back-siphonage. As a result, there was an increased chance that the water may have contained disease-causing organisms.

What should I do?

At the time of this incident, you should not have consumed the water without boiling it first. All water should have been brought to a rolling boil, boiled for one minute, and cooled before drinking or using for purposes of human consumption, such as cooking, ice-making, dishwashing, and maintaining oral hygiene (teeth brushing). Any ice, juice, formula, and uncooked foods prepared with water from the AFWC distribution system (e.g. the tap water) on February 9, 2022 until the boil water order was lifted should have been discarded. Alternatively, you could have used bottled water for the duration of the situation. **At the time of the distribution of this notice, there is no need to boil your water. You will be informed of any future need to do so.**

Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites, which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. These symptoms, however, are not caused only by organisms in drinking water, but by other factors. If you experience any of these symptoms and they persist, you may want to seek medical advice.

Guardians of infants and young children and people at increased risk, such as pregnant women, some of the elderly, and people with severely compromised immune systems, should seek advice from their healthcare advisors about drinking this water. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at safewater@epa.gov.

What happened? What is being done?

On February 9, 2022, the well supplying drinking water to AFWC failed to operate, which created the potential for a loss of positive pressure in the distribution system. As a result, there was an increased chance that the water may have contained disease-causing organisms. Adequate pressure was maintained from the storage tanks present in the system, which were filled using deliveries of bulk water. Repairs to the well were authorized by the owner and were scheduled to occur on February 10, 2022.

Microbiological samples collected in the months following the failure of the well indicated that disease-causing organisms were not present in the drinking water. You should have been notified when all corrective actions

were completed and when you no longer needed to boil your water. **Currently, there is no need to boil your water. You will be informed of any future need to do so.**

For more information, please contact Aquarion's Customer Service Department at [1-800-732-9678](tel:1-800-732-9678) or cs@aquarionwater.com.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

July 2023

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Andrews Farm Water Company may be at increased risk from microbial contamination

Andrews Farm Water Company (AFWC) should have notified you of this situation when it occurred. However, Aquarion Water is providing this information now as part of our effort with MassDEP to return AFWC to compliance.

Water systems routinely monitor conditions that could impact production or the distribution system. On July 16, 2023 and July 17, 2023, the well supplying drinking water to AFWC lost electrical power, which created a loss of positive pressure in over half of the distribution system. A loss of positive pressure indicates that conditions exist where contaminants could enter the distribution system through back-flow by back-pressure or back-siphonage. As a result, there was an increased chance that the water may have contained disease-causing organisms.

What should I do?

At the time of this incident, you should not have consumed the water without boiling it first. All water should have been brought to a rolling boil, boiled for one minute, and cooled before drinking or using for purposes of human consumption, such as cooking, ice-making, dishwashing, and maintaining oral hygiene (teeth brushing). Any ice, juice, formula, and uncooked foods prepared with water from the AFWC distribution system (e.g. the tap water) on July 16, 2023 until the boil water order was lifted should have been discarded. Alternatively, you could have used bottled water for the duration of the situation. **At the time of the distribution of this notice, there is no need to boil your water. You will be informed of any future need to do so.**

Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites, which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. These symptoms, however, are not caused only by organisms in drinking water, but by other factors. If you experience any of these symptoms and they persist, you may want to seek medical advice.

Guardians of infants and young children and people at increased risk, such as pregnant women, some of the elderly, and people with severely compromised immune systems, should seek advice from their healthcare advisors about drinking this water. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at safewater@epa.gov.

What happened? What is being done?

On July 16, 2023, the well supplying drinking water to AFWC lost electrical power, which created a loss of positive pressure in over half of the distribution system. As a result, there was an increased chance that the water may have contained disease-causing organisms. A portable generator was connected to the well at approximately 4:00 PM and the well resumed pumping water to the distribution system. At approximately 6:30 PM, National Grid restored power to the water system.

On July 17, 2023, the system was again without power. National Grid returned and replaced a relay switch to restore power and the system resumed normal operations.

Microbiological samples collected on July 19, 2023 and July 20, 2023 indicated that disease-causing organisms were not present in the drinking water. You should have been notified when all corrective actions were completed and when you no longer needed to boil your water. **Currently, there is no need to boil your water. You will be informed of any future need to do so.**

For more information, please contact Aquarion's Customer Service Department at [1-800-732-9678](tel:1-800-732-9678) or cs@aquarionwater.com.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.



Additional Information

Your Health Is Our Priority

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. To ensure tap water is safe to drink, the EPA and MassDEP prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The Food & Drug Administration (FDA) and Massachusetts Department of Public Health (DPH) Regulations establish limits for contaminants in bottled water that must provide the same protection for public health.

More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline, [800-426-4791](tel:800-426-4791).

Where Does Your Water Come From?

The water provided to AFWC customers comes from one groundwater supply well. Water is distributed to our customers through a network of more 0.333 miles of piping and a 12,000 gallon water storage tank. The well is located within the Ipswich Watershed and serves approximately 145 people. The average amount of water delivered during 2022 was 7,474 gallons per day.

How Is Your Water Treated?

Water from the one groundwater supply well is filtered naturally underground.

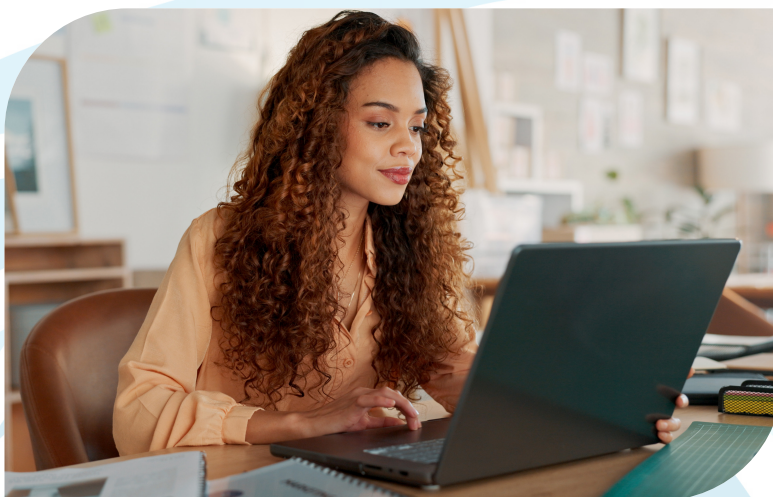
Copper

Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level* over a relatively short period of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson's Disease should consult their personal doctor. Major sources of copper in drinking water include corrosion of household plumbing systems and erosion of natural deposits.

*The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Immuno-compromised persons

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. The EPA and the Center for Disease Control and Prevention (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline, [800-426-4791](tel:800-426-4791).



Lead in Drinking Water: The Facts

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and home plumbing. Aquarion is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period.

Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at www.epa.gov/safewater/lead.

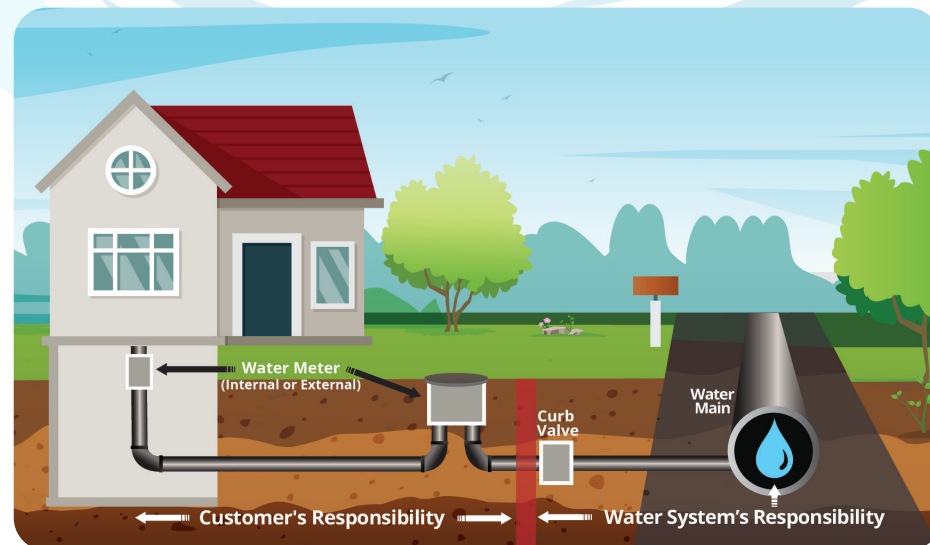
Health Effects

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.

Precautions You Can Take

Follow these steps to reduce your risk of lead exposure from your water pipes:

- Always use water from your cold water faucet for drinking, cooking, and preparing baby formula.
- Remove and clean faucet aerators/ screens at least twice per year. While doing so, run the tap to remove debris.



Customer and Water System's responsibilities shown are representative for most customers.

Learn About Your Service Line

A service line is the pipe that connects a customer's home or building to Aquarion's water main in the street (see diagram on this page). Homes built before 1986 may have lead service lines, but most were installed in homes built before 1930. Homes built before 1986 may also have lead solder and brass fittings, which may have a lead content. The presence of a lead or galvanized requiring replacement service line may increase the risk of exposure to lead in drinking water.

Aquarion offers more detailed information on lead in drinking water and how to minimize exposure on our website at www.aquarionwater.com/lead.

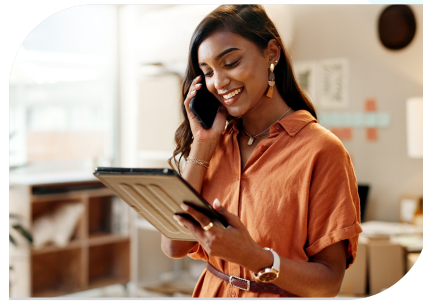
Water Protection and Conservation

Protecting Your Drinking Water

Water utilities conduct water quality tests and regularly inspect businesses, farms, homes and other sites that could affect their water supply.

Here are some examples of pollutants that may wash into surface water or seep into groundwater:

- Microbial contaminants from septic systems
- Inorganic contaminants such as road salt or metals
- Pesticides and herbicides from residential uses
- Organic chemical contaminants, including synthetic and volatile organic chemicals



You Can Protect Water Too:

- Ensure that your septic system works correctly
- Use chemicals and pesticides sparingly
- Dispose of waste chemicals and used motor oil properly
- Report illegal dumping, chemical spills, or other polluting activities to the MassDEP Emergency Response Section at 888-304-1133; Aquarion Water, 508-865-3998; or your local police

Conservation

By reducing water consumption, Aquarion customers have made outstanding progress in ensuring that our area has enough water, no matter what the skies deliver. Many thanks to all the customers who cut back on outdoor sprinkler irrigation and other uses, helping to save approximately 5 billion gallons of water across our systems over the last six years. There's still more to do, though. Here are some easy tips on what everyone can do to conserve the supply of this irreplaceable resource:

Reduce excessive irrigation

Use a WaterSense labeled smart irrigation controller that adjusts watering schedules based on weather conditions, soil moisture levels, and plant requirements.

Rely more on the sky

Put a rain barrel under a down-spout to capture rainwater for your garden.

Forget fertilizing

Many use salts that make your lawn less drought-resistant.



Apply mulch

Adding a layer of mulch around your plants helps retain moisture, reducing the need to water as often.

Remedy a leaky toilet

Watch our step-by-step video at www.aquarionwater.com about finding and fixing leaks. Better yet, upgrade to a new, WaterSense labeled model to save three or more gallons with every flush.

For more tips, visit www.aquarionwater.com/conserve.

Protecting your water at home

A Cross-Connection Control Program helps ensure that your drinking water is protected from possible contamination. A cross-connection, as defined by the MassDEP, "is any actual or potential connection between a distribution pipe of potable water from a public water system and any waste pipe, sewer, drain, or other unapproved source that has the potential,

through back-pressure or back-siphonage, to create a health hazard to the public water supply and the water system within the premises."

Your system's MassDEP-certified cross-connection surveyors and testers routinely conduct surveys and test backflow prevention devices at our customers'

facilities for regulatory compliance. If they find unprotected cross-connections, they will require installation of backflow prevention devices to protect the water distribution system.

The best protection against cross-connection contamination is to eliminate the link. Garden hoses are a leading cause

of cross-connection contamination. At your home, you can protect your family and the distribution system from potential contaminants by installing a simple, inexpensive backflow device called a Hose-Bibb Vacuum Breaker (HBVB) that mounts directly to your spigot.

Glossary

These terms may
appear in your report.

Definitions

< - Less than

> - Greater than

90th Percentile - Out of every 10 homes sampled, 9 were at or below this level. This number is compared to the action level to determine lead and copper compliance.

AL - Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

gpg - Grains per gallon

HA - Health Advisory

MCL - Maximum Contaminant Level: The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs

as feasible using the best available treatment technology.

MCLG - Maximum Contaminant Level Goal: The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

MRDL - Maximum Residual Disinfectant Level: The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

MRDLG - Maximum Residual Disinfectant Level Goal: The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contamination.

NA - Not Applicable

ND - Not Detected

NTU - Nephelometric Turbidity Units, a measure of the presence of particles. Low turbidity is an indicator of high-quality water.

OSRG - Office of Research and Standards Guideline. This is the concentration of a chemical in drinking water at or below which adverse health effects are unlikely to occur after chronic (lifetime) exposure. If exceeded, it serves as an indicator of the potential need for further action.

pCi/L - picocuries per liter

ppb - parts per billion, or micrograms per liter (ug/L)

ppm - parts per million, or milligrams per liter (mg/L)

ppt - parts per trillion, or nanograms per liter (ng/L)

RAA - Running Annual Average. The average of four consecutive quarters of data.

SMCL - Secondary Maximum Contaminant Level: These standards are developed to protect aesthetic qualities of drinking water and are not health based.

TT - Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water.

Unregulated Contaminants - Unregulated contaminants are those for which EPA has not established drinking water standards. The purpose of unregulated monitoring is to assist EPA in determining their occurrence in drinking water and whether future regulation is warranted.

Equal to a drop of water in a 10 gallon fish tank.

ppm - parts per million

ppb - parts per billion

Equal to a drop of water in a 10,000 gallon swimming pool.

Equal to a drop of water in 35 Junior Olympic pools.
(10 million gallons)

ppt - parts per trillion