

# 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.*



# Letter from the Vice President



*John Walsh*  
Vice President, Operations  
Aquarion Water Company  
of Massachusetts

Dear Aquarion Customer:

Providing reliable, high-quality water to our customers is at the heart of everything we do at Aquarion. That's why I am pleased to report that in 2025 the more than 9,400 tests conducted on our water systems confirmed that our water consistently met or exceeded all state and federal water quality standards.

Our focus continues to include per- and polyfluoroalkyl substances (PFAS), which have been detected in drinking water across the country. While the U.S. Environmental Protection Agency (EPA) is reviewing and proposing adjustments to certain aspects of its recently established PFAS drinking water regulations, we are

actively working to comply with current national standards. To help keep rates affordable, we continue to pursue federal and state funding opportunities and to utilize settlement funds received from companies that manufactured PFAS.

In 2025, we also continued to encourage customers to use our online service line survey to help identify service line materials and reduce the number of unknowns in our inventory of Aquarion-owned and customer-owned service lines. As required by the EPA, our goal is to eliminate all lead service lines across our water systems.

As we head into the spring and summer months, drought conditions persist in parts of the state. We ask customers to continue using water wisely. For conservation tips you may not have considered, please see page 8 of this report or visit [www.aquarionwater.com/conserve](http://www.aquarionwater.com/conserve).

With appreciation,



John Walsh



## 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, or interest in joining a public meeting.

Customers may also email us at [cs@aquarionwater.com](mailto:cs@aquarionwater.com), or visit [www.aquarionwater.com](http://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 website: [www.epa.gov/safewater](http://www.epa.gov/safewater).

# Water Quality Table

Your water has been tested for more than 100 compounds that are important to public health. Only the compounds detected are listed in the table, all of which were below the amounts allowed by state and federal law. 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. Our testing encompasses the full range of regulated inorganic, organic and radiological compounds and microbiological and physical parameters. Results shown here are for detected compounds only.

SUBSTANCE (Units of Measure)	LIKELY SOURCE	MCLG	MCL	COMPLIANCE	TEST DATE	AVERAGE	RANGE
<b>INORGANIC COMPOUNDS</b>							
<b>Copper (ppm)</b>	Corrosion of household plumbing systems	1.3	AL = 1.3	✓ YES	2025	0.592 <sup>♦</sup>	0.022 - 0.794
<b>Lead (ppb)</b>	Corrosion of household plumbing systems	0	AL = 15	✓ YES	2025	1.9 <sup>♦♦</sup>	ND < 1 - 3.1
<b>Nitrate (ppm)</b>	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits	10	10	✓ YES	2025	0.669	0.669
<b>DISINFECTANT</b>							
<b>Chlorine (ppm)</b>	Water additive used to control microbes	MRDLG = 4	MRDL = 4	✓ YES	2025	0.50	0.28 - 0.88
<b>MICROBIOLOGICAL CONTAMINANTS</b>							
<b>Total Coliform Bacteria</b>	Naturally present in the environment	0 positive samples per month	1 positive sample per month	✓ YES <sup>‡</sup>	2025	ND < 1	ND < 1 - 2
<b>ORGANIC COMPOUNDS</b>							
<b>Total Trihalomethanes (ppb)</b>	By-product of drinking water chlorination	NA	80	✓ YES	2025	5	5
<b>RADIOLOGICALS</b>							
<b>Alpha Emitters (pCi/L)</b>	Erosion of natural deposits	0	15	✓ YES	2021	0.2	0.2

SUBSTANCE (Units of Measure)	LIKELY SOURCE	MCLG	MCL	COMPLIANCE	TEST DATE	AVERAGE	RANGE
<b>SYNTHETIC ORGANIC CONTAMINANTS (INCLUDING PESTICIDES AND HERBICIDES)</b>							
<b>Di (2-ethylhexyl) phthalate (ppb)</b>	Discharge from rubber and chemical factories	0	6	✓ YES	2023	0.39	ND < 0.47 - 0.78

SUBSTANCE (Units of Measure)	LIKELY SOURCE	SMCL	TEST DATE	AVERAGE	RANGE	HEALTH AND/OR AESTHETIC EFFECTS
<b>SECONDARY CONTAMINANTS MONITORING RESULTS</b>						
<b>Chloride (ppm)</b>	Naturally present in the environment	250	2025	41	41	May produce a salty taste
<b>Iron (ppb)</b>	Natural and industrial sources; aging and corroding distribution systems and household pipes	300	2025	ND < 4.28	ND < 4.28	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.
<b>pH</b>	Runoff and leaching from natural deposits; seawater influence	6.5 - 8.5	2025	7.2	7.0 - 7.5	Low pH may produce a bitter metallic taste; corrosion High pH may produce a slippery feel; soda taste; deposits
<b>Sulfate (ppm)</b>	Runoff and leaching from natural deposits; industrial wastes	250	2025	6	6	May produce a salty taste
<b>Total Dissolved Solids [TDS] (ppm)</b>	Runoff and leaching from natural deposits; seawater influence	500	2024	114	114	May produce hardness; deposits; colored water; staining; salty taste

- ◆ 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.
- ‡ Highest number of samples detected was 2/month in October. Yearly average was 0/month. A Level 1 Assessment was triggered in October 2025 due to samples testing positive for total coliform bacteria. Total coliform bacteria are naturally occurring in the environment and are harmless

but, when detected, can indicate the presence of other bacteria that are potentially harmful. During the Level 1 Assessment, we were not able to identify an immediate cause for the presence of total coliform bacteria. We continue to monitor the system for bacteria on a twice-monthly basis and are investigating options to treat the water to prevent future detections.

**HEALTH EFFECTS**

**Sodium:** Sodium-sensitive individuals such as those experiencing hypertension, kidney failure, or congestive heart failure, who drink water containing sodium should be aware of levels where exposures are being carefully controlled.



**PFAS was sampled in 2025 but was not detected.**

# Other Monitored Substances



## Unregulated Contaminants Monitoring Results

Unregulated contaminants are elements that currently have no health standards for drinking water and are not reported in the regulated contaminants table on page 3. 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	ORSG	Test Date	Average	Range		
<b>Sodium (ppm)</b>	20	2025	31	31	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.

# 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 visiting the EPA's website at [www.epa.gov/safewater](http://www.epa.gov/safewater).

## Where Does Your Water Come From?

The water for the Pine Hills System in Plymouth is supplied by groundwater pumped from three gravel-packed wells located in the Plymouth-Carver Aquifer. The water is distributed to our customers through an underground network of pipes and a water storage tank. The Pine Hills System serves approximately 7,800 people with an

average amount of water delivered in 2025 of 570,700 gallons per day.

## How Is Your Water Treated?

All water from the wells is filtered naturally underground. The water then receives pH adjustment for corrosion control. The high service area of the distribution system is treated with chlorine as a preventative disinfectant

## Cryptosporidium

The EPA requires public water systems that use surface water sources to monitor for Cryptosporidium. This is a microbial pathogen found in lakes and rivers throughout the U.S. that can cause gastrointestinal illness if consumed. Aquarion continues to monitor its surface water sources and has not detected Cryptosporidium.

## Source Water Assessment Report

The Massachusetts DEP's Source Water Assessment Program (SWAP) has evaluated each water source to identify potential contamination and states that the sources that supply drinking water to the Pine Hills System have a moderate susceptibility to potential

contamination. The SWAP report is available on the DEP website. Go to [www.mass.gov](http://www.mass.gov) and enter source water assessment report in the search bar.

## 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 doctor.

Major sources of copper in drinking water include corrosion of household plumbing systems, erosion of natural deposits, and leaching from wood preservatives.

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



## Immuno-Compromised People

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised people such as those with cancer undergoing chemotherapy, people 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. EPA/Centers for Disease Control and Protection guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available at [www.epa.gov/safewater](http://www.epa.gov/safewater).

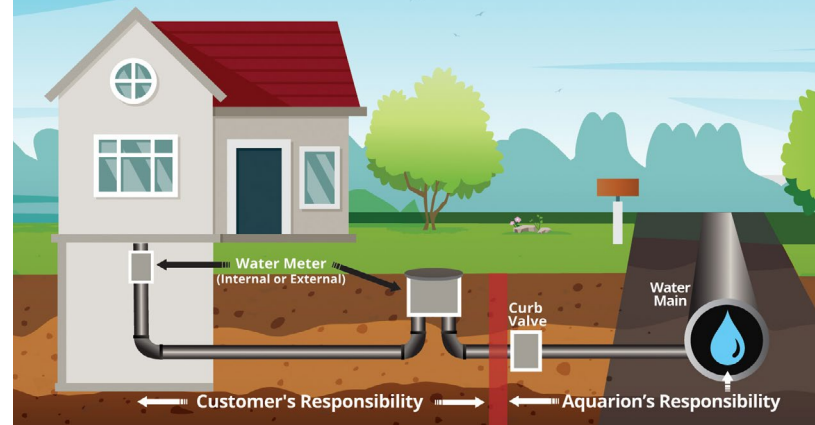
# Lead in Drinking Water: The Facts

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 Water Company 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. If you are concerned about lead in your water, and wish to have your water tested, contact Aquarion Water Company at [1-866-728-5023](tel:1-866-728-5023) or [aquarionwater.com/leadcontact](http://aquarionwater.com/leadcontact). Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead).

## Health Effects

There is no safe level of lead in drinking water. Exposure to lead in drinking water can cause serious health effects in all age groups, especially pregnant people, infants (both formula-fed and breastfed), and young children. Some of the health effects to infants and children include decreases in IQ and attention span. Lead exposure can also result in new or worsened learning and behavior problems. The children of persons who are exposed to lead before or during pregnancy may be at increased risk of these harmful health effects. Adults have increased risks of heart disease, high blood pressure, kidney or nervous system problems. Contact your health care provider for more information about your risks.



Customer and Aquarion 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. Aquarion treats its water to minimize the risk of lead leaching out of lead pipes, but it is important to know that the presence of a lead or galvanized requiring replacement service line may increase the risk of exposure to lead in drinking water. Aquarion has prepared a service line inventory where you may view the material of the service line at your home or building. To find out if your service line is lead, visit [www.aquarionwater.com/lead](http://www.aquarionwater.com/lead), click on "Lead Service Line Inventory", type in your address, and refer to the legend icons to view the material of your

service line. If it is lead, call us at [1-866-728-5023](tel:1-866-728-5023) or contact us at [www.aquarionwater.com/leadcontact](http://www.aquarionwater.com/leadcontact) for information on replacing it.

**If your service line is classified as "unknown" on our "Lead Service Line Inventory", this means that we do not have a record of what the service line material is and we are working to gather more information in the coming years. Help us update our records by scanning the QR code below or visiting [www.aquarionwater.com/leadsurvey](http://www.aquarionwater.com/leadsurvey) to take our service line survey.**



Aquarion offers more detailed information on lead in drinking water and how to minimize exposure on our website at [www.aquarionwater.com/lead](http://www.aquarionwater.com/lead).

# Water Protection and Conservation

## How Aquarion Protects Your Drinking Water

Aquarion Water Company is committed to providing the highest quality water to our customers. Toward that end, we conducted 9,484 water quality tests in 2025 across all our Massachusetts systems, and we regularly inspect businesses, farms, homes and other sites that could affect our 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 6 billion gallons of water across our systems over the last nine 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](http://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](http://www.aquarionwater.com/conserve).

## Protecting your water at home

Our 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."

Aquarion'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**

**Level 1 Assessment**

A Level 1 Assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system

**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.

**ORSG - 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.

