AQUARION Water Company

Stewards of the Environment™

SHEFFIELD SYSTEM | PWS ID#: MA1267000

2025 WATER QUALITY REPORT

IN THIS REPORT

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 9 of this report or visit 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**, or visit **www.aquarionwater.com**.

Massachusetts Department of Environmental Protection: **www.mass.gov/info-details/public-drinking-water-system-operations**

U.S. Environmental Protection Agency's Safe Drinking website: **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
INORGANIC COMPOUNDS							
Barium (ppm)	Erosion of natural deposits	2	2	✔ **YES**	2020, 2023	0.026	0.011 - 0.041
Copper (ppm)	Corrosion of household plumbing systems	1.3	AL = 1.3	✔ **YES**	2024	0.10♦	ND < 0.001 - 0.15
Lead (ppb)	Corrosion of household plumbing systems	0	AL = 15	✔ **YES**	2024	1♦♦	ND < 1 - 3
Perchlorate (ppb)	Rocket propellants, fireworks, munitions, flares, blasting agents	N/A	2	✔ **YES**	2025	0.01	ND < 0.012 - 0.014
MICROBIOLOGICAL CONTAMINANTS							
Total Coliform Bacteria	Naturally present in the environment	0 positive samples per month	1 positive sample per month	✔ **YES**‡	2025	ND < 1	ND < 1 - 2

For a list of terms used in this table, please see the glossary on page 10 of this report.

Water Quality Table - Continued from page 3

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	2024	16	1 - 30	May produce a salty taste
Manganese (ppb)	Erosion of natural deposits	50	2023, 2025	86	77 - 94	EPA has established a lifetime HA of 0.3 ppm and an acute HA of 1.0 ppm. 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	2024	8	6 - 9	May produce a salty taste
Total Dissolved Solids [TDS] (ppm)	Runoff and leaching from natural deposits; seawater influence	500	2023	174	171 - 177	May produce hardness, deposits, colored water, staining, salty taste
Zinc (ppm)	Corrosion of household plumbing systems; erosion of natural deposits	5	2024	0.02	0.01 - 0.02	May produce a metallic 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.

‡ Highest number of samples detected was 2/month in November. Yearly average was 0/month. The Level 1 Assessment was triggered in November 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 monthly basis.

Health Effects

Manganese: Manganese is a naturally occurring mineral found in rocks, soil, ground water and surface water. It is necessary for proper nutrition and is part of a healthy diet, but it can have undesirable effects on certain sensitive populations at elevated concentrations.

The United States EPA and MassDEP have set an aesthetics-based Secondary Maximum Contaminant Level (SMCL) for manganese of 50 ppb (parts per billion or micrograms per liter). In addition, MassDEP's Office of Research and Standards (ORS) has set a drinking water guideline for manganese (ORSG), which closely follows the EPA public health advisory for this mineral. Drinking water may naturally have manganese and, when concentrations are greater than 50 ppb, the water may be discolored and taste bad.

Over a lifetime, the EPA recommends that people drink water with manganese levels less than 300 ppb and, over the short term, it recommends that people limit their consumption of water with levels over 1,000 ppb, primarily due to concerns about possible neurological effects. Children up to 1 year of age should not be given water with manganese concentrations over 300 ppb, nor should formula for infants be made with that water for more than a total of 10 days throughout the year. The ORSG differs from the EPA's health advisory because it expands the age group to which a lower manganese concentration applies from children less than 6 months of age to children up to 1 year of age to address concerns about children's susceptibility to manganese toxicity.

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.

Total Coliform Bacteria: Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct assessment(s) to identify problems and to correct any problems that were found during these assessments. During the past year, we were required to conduct one Level 1 Assessment. One Level 1 Assessment was completed. In addition, we were required to take two corrective actions and we completed both of these actions.

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			
Unregulated Contaminants	**ORSG**	**Test Date**	**Average**	**Range**	**Source of Contaminant**	**Health Effects**
Sodium (ppm)	20	2023	3	2.8 - 3.1	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.
Hardness (gpg)	None	2021	2	2	Natural geology	No known adverse health effects

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.

Where Does Your Water Come From?

The water provided to our Sheffield customers comes from two wells: a 300-foot-deep gravel-packed well off Maple Avenue and a 280-foot deep well off Pike Road. The water from each well is then distributed to our customers through an underground network of pipes. Sheffield's water supply system serves approximately 980 people with an average amount of water delivered in 2025 of 90,100 gallons per day.

How Is Your Water Treated?

All water from the wells is filtered naturally underground.

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, states that the sources that supply drinking water to the Sheffield System have a high susceptibility to potential contamination. The SWAP report is available on the DEP website. Go to 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

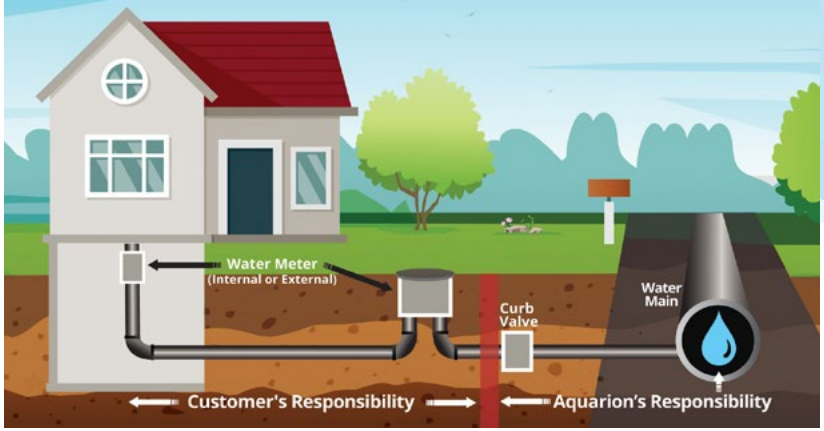
Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised people such as those with cancer undergoing chemotherapy, people who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants 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.

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 or 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.

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, 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 or contact us at 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 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.

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 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

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.