



January 17, 2025

Dear Ponds of Plymouth customer,

With the start of the New Year, we thought this would be a good opportunity to provide you with an update on your water system. Aquarion completed several system projects in 2024 aimed at improving water quality for all our customers.

**Here are some details on the projects we completed in the fourth quarter of 2024.**

- In October, we began enhanced water quality testing. This data is submitted to MassDEP's online filing system, eDEP, making it publicly available. To view the data, visit the eDEP site at <https://eeaonline.eea.state.ma.us/Portal/#!/search/drinking-water> and search on PWS ID 4239045.
- We also launched an online customer survey to get additional input on experiences with discolored water. To date, we received 30 completed surveys.
- We inspected the level of buildup in the water mains by cutting into the main on Lunns Way. We found that a thin layer of buildup (of minerals that occur naturally in the well water) covered the circumference of the main, but we believe it can be successfully removed with continued flushing.
- On November 12, we completed another systemwide flushing program. This time, we utilized unidirectional flushing which allowed us to effectively scour the water mains.
- On December 17-19, we inspected and removed a thin layer of sediment from the system's large water storage tank.

**What can you expect in 2025?**

- With the successful results of November's flushing, we are planning multiple unidirectional flushings this year. We will kick off the first flushing of the year as soon as the temperature remains consistently above freezing. Going forward, these flushings will continue as an annual preventative maintenance operation, which is a standard industry practice.
- We will continue with our enhanced water quality testing to ensure that your water meets or exceeds all requirements.

For additional information, please visit <https://www.aquarionwater.com/community/plymouth-update>.

As we begin 2025, please contact us if you experience any instances of discolored water at **1-800-732-9678** or **cs@aquarionwater.com**. We also invite you to sign up for Everbridge alerts at **aquarionwater.com/alerts** to stay informed about main breaks, scheduled outages, flushing operations, and unexpected interruptions to your water service.

Thank you for your invaluable feedback in 2024. Best wishes for a wonderful New Year.

Sincerely,

A handwritten signature in blue ink that reads "John Walsh". The signature is written in a cursive style with a light blue shadow effect behind the text.

John Walsh, P.E.

Vice President, MA & NH Operations, Water Quality, and Environmental Management