ABENAKI Water Company
An Aquarion Company

WHITE ROCK SYSTEM | PWS ID#: NH0262020

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
Abenaki Water Company of NH

Dear Abenaki Customer:

Providing reliable, high-quality water to our customers is at the heart of everything we do at Abenaki. That's why I am pleased to report that in 2025 the more than 625 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 may 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 Abenaki-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 aquarionwater.com/abenaki/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/abenaki**.

New Hampshire Department of Environmental Services: **603-271-3503** or **www.des.nh.gov**.

U.S. Environmental Protection Agency's Safe Drinking website: **www.epa.gov/safewater**.

What is a Water Quality Report?

Abenaki Water Company's annual Water Quality Report, also known as the Consumer Confidence Report (CCR), details the quality of your drinking water, where it comes from, and how to get more information. This annual report documents all detected primary and secondary drinking water contaminants and their respective standards known as Maximum Contaminant Levels (MCLs).

Water Quality Table

Your water has been tested for more than 100 compounds that are important to public health. Only those compounds detected, all of which were below the amounts allowed by state and federal law, are reported in this table. 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.

SUBSTANCE (Units of Measure)	ACTION LEVEL (AL)	90TH PERCENTILE SAMPLE VALUE*	TEST DATES	NUMBER OF SITES ABOVE AL	VIOLATION YES/NO	LIKELY SOURCE OF CONTAMINATION	RANGE
LEAD AND COPPER							
Copper (ppm)	1.3	0.28♦	8/8/2025 - 8/15/2025	0 out of 5	✔ NO	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives	0.11 - 0.29
Lead (ppb)	15	11♦♦	8/8/2025 - 8/15/2025	1 out of 5	✔ NO	Corrosion of household plumbing systems, erosion of natural deposits	ND < 1 - 18

DETECTED WATER QUALITY RESULTS

SUBSTANCE (Units of Measure)	DETECTED LEVEL AVERAGE	DETECTED LEVEL RANGE	TEST DATES	MCLG	MCL	VIOLATION YES/NO	LIKELY SOURCE
INORGANIC SUBSTANCES							
Barium (ppm)	0.033	0.033	11/5/24	2	2	✔ NO	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Chlorine (ppm)	0.86	0.60 - 1.20	Monthly, 2025	MRDLG = 4	MRDL = 4	✔ NO	Water additive used to control microbes
Fluoride (ppm)	0.6	0.6	11/5/24	4	4	✔ NO	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate (ppm)	0.34	0.34	10/6/25	10	10	✔ NO	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
VOLATILE ORGANIC COMPOUNDS							
Total Trihalomethanes (TTHM) (ppb)	1	1	7/15/25	N/A	80	✔ NO	By-product of drinking water chlorination

For a list of terms used in this table, please see the glossary on page 9 of this report.

Water Quality Table - Continued from page 3

SUBSTANCE (Units of Measure)	DETECTED LEVEL AVERAGE	DETECTED LEVEL RANGE	TEST DATES	MCLG	MCL	VIOLATION YES/NO	LIKELY SOURCE
PER- AND POLYFLUOROALKYL SUBSTANCES (PFAS)							
Note: PFOS, PFOA, PFHxS and PFNA were sampled on 11/5/2024 and were not detected.							

SUBSTANCE (Units of Measure)	DETECTED LEVEL AVERAGE	DETECTED LEVEL RANGE	TEST DATES	TREATMENT TECHNIQUE (IF ANY)	SMCL	50% AMBIENT GROUNDWATER QUALITY STANDARD	AMBIENT GROUNDWATER QUALITY STANDARD	SPECIFIC CRITERIA AND REASON FOR MONITORING
SECONDARY CONTAMINANTS								
Chloride (ppm)	95	95	11/5/24	NA	250	NA	NA	Wastewater, road salt, water softeners, corrosion
Iron	0.12	ND < 0.01 - 0.23	7/8/24, 10/14/24, 11/5/24, 12/224	NA	0.3	NA	NA	Geological
Sodium (ppm)	22	22	11/5/24	NA	100 - 250	NA	NA	We are required to regularly sample for sodium
Sulfate (ppm)	14	14	11/5/24	NA	250	250	250	Naturally occurring
Zinc (ppm)	0.14	0.14	11/5/24	NA	5	NA	NA	Galvanized pipes, geological

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. One location exceeded the action level for lead. Highest 90th percentile value shown.

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.

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. More information about contaminants and potential health effects can be obtained by visiting the EPA's website at www.epa.gov/safewater.

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- Organic chemical contaminants, including per- and polyfluoroalkyl substances, synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production and can also come from gas stations, urban storm water runoff, and septic systems.
- Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. The US Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

Where Does Your Water Come From?

The White Rock System obtains its water from three bedrock wells, that are located at Rocky Point Drive. It is treated and then delivered to you through an underground piping system. The water supply serves about 250 residents. In 2025, our wells supplied an average of 16,600 gallons of water per day.

How Is Your Water Treated?

Water from the wells is naturally filtered ground water. Water passes through two activated alumina filters for arsenic removal, then sodium hypochlorite is added for disinfection.

Your Health Is Our Priority

Source Water Assessment Report

The New Hampshire Department of Environmental Services (NHDES) prepared drinking water source assessment reports for all public water systems between 2000 and 2003 in an effort to assess the vulnerability of each of the state's public water supply sources. Included in the report is a map of each source water protection area, a list of potential and known contamination sources, and a summary of available protection options. The results of the assessment, prepared in 2002 and 2005, are noted here. The Source Water Assessment Report indicates Bedrock Well #1 received 3 high susceptibility ratings, 0 medium susceptibility ratings, and 9 low susceptibility ratings. Bedrock Well #2 received 3 high susceptibility ratings, 0 medium susceptibility ratings, and 9 low susceptibility ratings. Bedrock Well #3 received 3 high susceptibility ratings, 0 medium susceptibility ratings, and 9 low susceptibility ratings. The complete Assessment Report is available for inspection at the NH DES's Drinking Water Source Assessment Program website at www.des.nh.gov/climate-and-sustainability/conservationmitigation-and-restoration/sourcewater-protection/assessment

Arsenic

While your drinking water meets the federal Environmental Protection Agency's (EPA's) standard for arsenic, some of Abenaki's wells do contain low levels of this element. Testing shows that these levels are less than the health standards set by the EPA and the New Hampshire Department of Environmental Services. Dilution in the distribution system with water from other wells further lowers arsenic concentrations at water taps.

Arsenic is a naturally occurring element in the Earth's crust, found in soil and rocks, which can enter ground water that comes in contact with these deposits. The EPA's standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. The agency continues to research the health effects of arsenic, which is known to cause cancer in humans at higher concentrations and is linked to other health effects such as skin damage and circulatory problems. Additional information can be found at www.epa.gov/safewater/arsenic.

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 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.

The EPA and Centers for Disease Control and Prevention (CDC) 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

Abenaki maintains a regular schedule for lead monitoring in your water system. Please read the following information to learn more about lead.

Health Effects

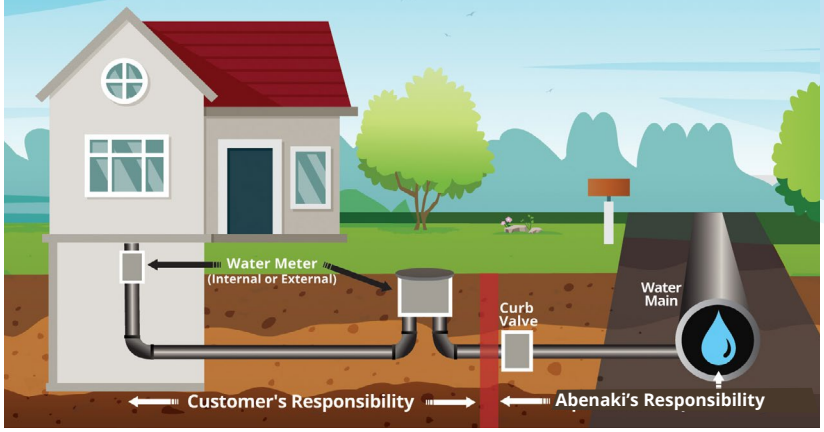
Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed 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.

The EPA's Advice

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 in home plumbing. Abenaki 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 at 1-866-728-5023 or www.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.

Lead in Schools

Per RSA 485:17-a, all NH schools and licensed child care facilities must test for lead at all drinking water outlets where children can drink the water and to remediate any outlets testing at or above 5 ppb. Three rounds of testing at least 6 months apart are required. A comprehensive list of facilities and results are available at www.gettheleadoutnh.org or the direct link here: https://bit.ly/4c1TKC2.



Customer and Abenaki 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 Abenaki '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. Abenaki 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. Abenaki 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.

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

Conservation

By reducing water consumption, Abenaki 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 on conservation, visit www.aquarionwater.com/conserve.

How You Can Get Involved

Abenaki Water Company has a customer advisory board comprised of people who are interested in learning first-hand what we are working on in our systems and what we are planning for the future. If you're interested in attending any of these meetings, please call our New Hampshire office at 603-926-3319 ext 116 and provide your contact information so we can inform you about scheduled meeting dates.

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.

Ambient Groundwater Quality Standards - The maximum concentration levels for regulated contaminants in groundwater which result from human operations or activities.

gpg - Grains per gallon

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.

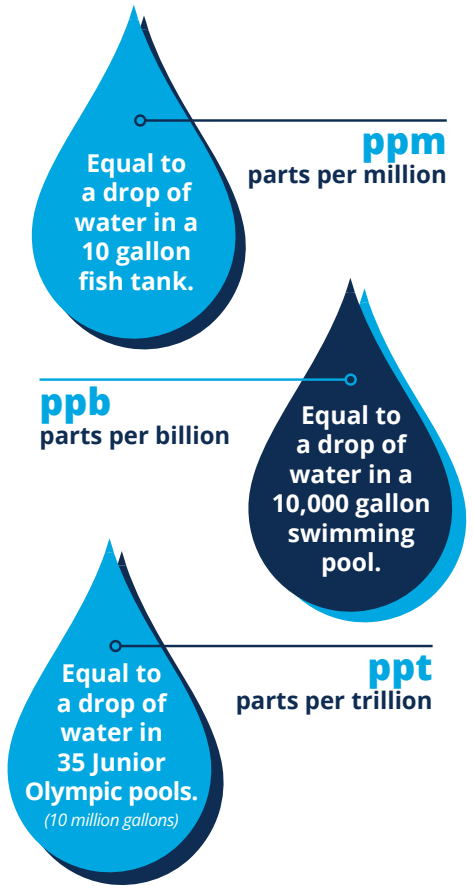
NA - Not Applicable

ND - Not Detected

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

pCi/L - picocuries per liter

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

SMCL - Secondary Maximum Contaminant Level: 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.