

WATER WATCH

Millbury / Oxford

Winter 2021

Scammer Alert!

People across the country are reporting calls from scammers who pose as utility representatives and demand over-the-phone payments on outstanding bills to avoid having their services shut off.

Please be alert for these scams. Aquarion will never call to demand a payment over the phone, including anyone in our COVID-19 customer assistance program. (This program can stretch out water bill payments up to 24 months, with no interest or penalties.)

If you ever suspect a scam, hang up and call our Customer Service team at **1-800-732 9678**, Monday through Friday from 8:00 a.m. until 5:30 p.m. More information on avoiding scams is available at www.aquarionwater.com/scams.

For more information on the COVID assistance program, visit www.aquarionwater.com/assistance. This program supplements our voucher program which offers eligible customers a one-time, \$50 assistance voucher.



Dropping Temperatures Raise Risks Of Frozen Pipes And Meters

As winter temperatures arrive, so do the risks of having your water pipes freeze and burst wherever they're exposed to outside air or drafts. That can cause thousands of dollars worth of damage.

So before the coldest days set in, take some time to ensure your water meter is protected from cold air and trace the routes your water pipes take throughout your house. Find the main shutoff

valve in case you ever need to stop a flood caused by a frozen and burst pipe.

Then look for places where pipes are most likely to freeze and take steps to block them from outside air.

For more tips and techniques, head for www.aquarionwater.com/frozenpipes, and keep your pipes and water meter protected throughout the winter months.



Grant To Help Tackle PFAS Treatment

Aquarion has received a \$200,000 grant from the Massachusetts Department of Environmental Protection to help address PFAS levels in its Oak Pond Well, which we voluntarily shut down in October, 2019, as soon as testing revealed high PFAS levels.



PFAS are a family of chemicals widely used since the 1950s. They're now linked to a variety of health risks, particularly in women who are pregnant or nursing, and in infants. They have been detected in some public and private water supplies as well as bottled water, consumer products, food, and cookware.

Sample results from our two other water sources in Millbury (the Jacques Wells and the Millbury Avenue Well) showed levels of PFAS within new, stricter Commonwealth safety guidelines. Nevertheless, we have completed annual maintenance on our ion exchange technologies to reduce those levels even more. Follow-up sampling confirmed that no PFAS chemicals were detected in the water leaving our treatment facility.

We have also tested our Oxford wells for PFAS twice and both times found levels to be well below the latest regulatory limit. You can see the test results and find other information about PFAS at www.aquarionwater.com/pfas.

Did You Know?

You can avoid being surprised by disruptions to your water service by signing up for our Everbridge alerts at www.aquarionwater.com/alerts.

