



September 27, 2021

Dear valued Abenaki Water customer,

As you are most likely aware, the Tioga River water system has not had the best water quality as of late. We have been made aware of taste and odor issues as well as reports of sediment in the water. Through investigation and water sample testing we learned that one of the wells contains harmless iron bacteria. Iron bacteria is notorious for taste and odor issues.

In order to correct this issue, we underwent treatment evaluations and recommendations with water treatment specialist's and the New Hampshire Department of Environmental Services.

Starting the week of October 4, 2021, we will be upgrading our treatment facility and process to mitigate the iron and iron bacteria from the water supply. As a result of this new process the Tioga River water system will become a chlorinated water system. Enclosed is an informational brochure about chlorination in drinking water to assist with questions you may have.

Please feel free to reach out if you have further questions 603-293-8580. Thank you for being a valued Abenaki Water Company customer.

Sincerely,

Eric Messier

Eric Messier

www.abenakiwatercompany.com

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