

Lead in drinking water has been in the news recently with the situation going on in Flint, Michigan. The specifics in the Flint case are unique and we want to assure you that we do not have similar circumstances in our systems at Maine Water.

- Maine Water conducts extensive water quality testing at our sources and within our distribution system.
- We have not detected lead in any of our sources of supply or within the water distribution pipe system.
- We fully comply with the state and federal requirements regarding sampling for lead in drinking water and have provided documentation to State health officials of our results. These results are reported annually to all customers in our water quality reports.
- We are confident in the water quality that we provide our customers.

Q. What happened in Flint, Michigan?

- A. The situation in Flint was triggered when they changed their water supply source to one with significantly different water chemistry characteristics without corresponding measures to provide for corrosion control designed to maintain the conditions of their pipe system. It appears it was further compounded when there was not a timely response to customer inquiries and response to water quality test results.



Q. What is being done in Maine Water's systems so that this does not happen here?

- A. Regular water quality testing is done in all of our water systems and continues to show that the water delivered to our customers is in compliance with state and federal drinking water standards and is safe to drink. Ongoing sampling is done for a host of water quality standards, with more than 80,000 individual tests completed annually at state certified laboratories. Our water quality testing data is regularly reviewed for potential changes or trends and any customer water quality complaint is escalated to professionals in our water quality team.

Q. Where can customers review water quality test results for their system?

- A. Water quality reports are made available annually to all of our customers and are on our website at www.mainewater.com >Customers > Water Quality Reports.

Q. What is done specifically to protect our water sources?

- A. Maine Water has an extensive program of water quality protection that includes land ownership, watershed inspections, and source water quality monitoring. These programs are overseen by the State of Maine Department of Health and Human Services.





Q. What is done specifically to protect customers from lead in water?

A. In addition to limiting our supplies to quality sources with source protection measures, we also have a comprehensive approach to control lead in our water systems. This approach includes sampling and chemical addition in our treatment and distribution systems for corrosion control to maintain water quality and protect our customers from the potential for lead to enter their drinking water. We have a program in place, as required under Federal law, to minimize the potential for lead to enter your drinking water.

Q. How does lead get into the water in a customer's home?

A. Lead typically enters drinking water as a result of corrosion, or wearing away, of materials in household plumbing containing lead. These materials include lead-based solder that in the past had been used to join copper pipe, brass and chrome-plated brass faucets, and in some cases, the service line that connects your house to the water main, if the pipe is made of lead.



Q. What has been done to limit the risks of lead in household plumbing?

A. In 1986, Congress banned the use of lead solder containing greater than 0.2% lead, and restricted the lead content of faucets, pipes and other plumbing materials to 8.0%, however the internal plumbing in older homes may still contain lead piping.

In homes where there is still lead in internal plumbing and fixtures, under certain pH conditions, lead may dissolve into the drinking water after it has sat in the internal plumbing for some time. As such, sampling under our lead and copper program intentionally focuses on homes with older plumbing and samples are taken with the first water drawn from the tap in the morning.

Q. What does the Company do if they detect lead in a customer's water?

A. We monitor for lead from customer's homes to confirm that the chemical treatment processes remain effective. In instances where the lead in a customer's home is above the action level set by Federal Standard (15 parts per billion), we notify the customer right away. If more than 10% of the samples collected from a public water system are above the Federal Standard we notify all customers within the service area and provide education materials on how to reduce lead levels within their homes.



Q. What can you do if you are concerned about lead in your internal plumbing?

A. See the Center for Disease Control at <http://www.cdc.gov/nceh/lead/tips/water.htm> Or the US EPA to learn some steps you can take to reduce your risk of consuming lead from drinking water.



If you need additional information on this topic or have specific questions, please feel free to contact Maine Water Company Customer Service staff at 1-800-287-1643