



Dear Valued Customer:

At Maine Water, we know that water touches everything we care about. Our team of 70 dedicated, highly trained professionals is committed to providing you with a reliable supply of high quality water and responsive service. We know the most important thing we do each and every day is to provide clean, safe drinking water so families can trust the water we provide will contribute to their good health.

The importance of what our water professionals do every day is more evident these days with the recent media coverage of the water quality crisis in Flint, Michigan. We know customers may have questions and we want to assure you that we routinely take a number of steps in our water treatment and testing so you can have confidence in your water quality.

Lead is rarely found in surface water (lakes, streams) and groundwater (aquifers, wells). Maine Water conducts extensive water quality testing at our sources and within our distribution system and no elevated levels of lead have been detected. The primary way lead can enter drinking water is when it comes in contact with lead service lines or household plumbing fixtures (pipes, faucets) made with lead content.

Important steps that we take to reduce the risk of lead leaching from customers' service line or internal plumbing are to adjust the pH in the water system and to have a comprehensive corrosion control program that provides treatment based on the source water quality. Further, we fully comply with the EPA requirements regarding sampling for lead in drinking water and have provided documentation to the Maine Drinking Water Program to demonstrate our results.

Maine Water's 2016 Annual Water Quality Reports include the results of more than 110,000 water samples tested at state certified laboratories for more than 120 potential contaminants and water quality parameters. We are pleased to report the water quality results in your system meet all state and federal drinking water standards.

Delivering safe drinking water to our customers and communities is our highest priority. Our Maine Water team appreciates the trust you put in us every day when you turn on the tap, and we are committed to honoring that trust and delivering you a world-class product. If you have any questions or comments about your drinking water or this report, please call our Customer Service staff at 1-800-287-1643 or send an e-mail to customerservice@mainewater.com.

Sincerely,

A handwritten signature in black ink that reads "Rick Knowlton".

Rick Knowlton
President

2016 Water Quality Report

Maine Water Company Hartland Division
PWSID# ME0090680



Maine Water is pleased to present a summary of the quality of the water provided to you during the past year. This report was prepared under the requirements of the Federal Safe Drinking Water Act to report annually the details of where your water comes from, what it contains, and the risks that our water testing and treatment are designed to prevent. The federal law allows water providers to make reports available online as the accepted form of notification. In our effort to reduce costs and environmental impacts of printing, we will provide the information online and will mail the report to customers who request it. Maine Water will notify all customers through bill inserts, news releases and our website that water quality reports for all systems are available online or upon request.

If you have any questions about this report, please call our customer service team at 1-800-287-1643 or e-mail us at customerservice@mainewater.com.

For the year 2016, we are pleased to report that your drinking water met all national primary drinking water standards.

Sources of Supply -- Two wells located in an underground sand and gravel aquifer serve as the water supply for our Hartland customers. This source is filtered to remove natural levels of iron and manganese before it is delivered to customers. We use chlorine for disinfection, add fluoride to promote dental health, and add a corrosion inhibitor to reduce corrosion in the pipe system. Certified operators ensure the quality of the water we produce.

Sources of drinking water include rivers, lakes, ponds and wells. As water flows on the surface of the land or through the ground, it can dissolve naturally occurring minerals and in some cases, radioactive material, and can also accumulate substances resulting from human and animal activity. The Maine Drinking Water Program (DWP) has evaluated all public water supplies as part of the Source Water Protection Program. The assessments included geology, hydrology, land uses, water testing information, and the extent of land ownership or protection by local ordinance to see how likely our drinking water source is being contaminated by human activities in the future. In 2003, a source water assessment was completed for the Hartland system and indicates a low to moderate risk of significant contamination. Assessment results are available at town offices, public water supplies and the DWP (207.287.2070).

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, or wildlife.
- Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban runoff, industrial or domestic wastewater discharge, oil and gas production, mining or farming.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, storm water runoff, and residential uses.
- Organic chemicals contaminants, including synthetic and volatile organics, 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 can be the results of oil or gas production or mining activities.

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (EPA) prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. FDA regulations established limits for contaminants in bottled water, which must provide the same protection for public health.

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 calling the EPA's Safe Drinking Water Hotline (800.426.4791).

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons 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. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (800.426.4791).

Protecting Water Sources: Many people don't know that most contaminants enter rivers, lakes, and reservoirs with storm water runoff from streets, parking lots, golf courses, athletic fields, construction sites, farms, and residential neighborhoods. You can help reduce polluted runoff using the following guidelines:



- Restrict the use of lawn chemicals, especially before heavy rains.
- Dispose of pet or animal waste properly so that it does not wash into a nearby stream or storm drain.
- Have septic tanks inspected every two years, and cleaned as needed. Make septic system repairs as soon as possible.
- Do not pour used motor oil on the ground or into storm drains. Contact your town for proper disposal of household chemicals.
- Report muddy runoff from construction sites to your town's zoning or wetland officials.

Educational Information about Lead and Copper: Maine Water believes it is important to provide you with information about the sources of lead and copper in drinking water and the health effects associated with them. If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Maine Water is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. We have a comprehensive corrosion control program in the system to reduce risk of lead leaching from our customers' service line or internal plumbing. For information on the levels of lead and copper detected in your drinking water system, please refer to the table in this water quality report.

When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap water for 30 seconds to 2 minutes before using the water for drinking or cooking. If you are concerned about elevated lead levels, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <http://www.epa.gov/safewater/lead> or through the EPA's Safe Drinking Water Hotline at 1-800-426-4791.

Water Quality Data: The following table lists the contaminant levels that were detected in your water system. The Safe Drinking Water Act allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old. The Safe Drinking Water Act also allows monitoring waivers to reduce or eliminate certain monitoring requirements. In 2014, the Hartland Division was granted a three year partial "Synthetic Organics Waiver" from testing/monitoring for pesticides, herbicides, fungicides, and certain other industrial chemicals due to the absence of potential sources of these contaminants within a half-mile radius of the water source.

Microbiological Contaminants: During 2016, none of the 12 distribution system samples tested positive for coliform bacteria.

National Primary Drinking Water Contaminants

Compounds	Test Date	Violation Y / N	Average Detection	Range of Detection	Federal/State Standard		Major Sources in Drinking Water
					MCL/ MRDL	MCLG/ MRDLG	
Inorganics							
Fluoride, ppm	2016	N	0.70	0.63-0.77	4	4	Water additive which promotes strong teeth
Chromium, ppb	2016	N	3.5	NA	100	100	Erosion of Natural Deposits
Barium, ppm	2016	N	0.024	NA	2	2	Erosion of Natural Deposits

Gross Alpha, pCi/l	2015	N	0.209	NA	15	0	Erosion of Natural Deposits
Radium 228, pCi/l	2012	N	2.12	NA	5	0	Erosion of Natural Deposits

Disinfectants and Disinfection Byproducts -- Compliance for Haloacetic Acids and Total Trihalomethanes is based on a running annual average of quarterly samples. The range shows the highest and lowest result for individual samples.							
Residual chlorine, ppm	2016	N	0.58	0.08-0.93	4	4	Water additive used to control microbes
Haloacetic Acids (HAA5), ppb	2016	N	8.4	NA	60	NA	Byproduct of drinking water disinfection
Total Trihalomethanes (TTHMs), ppb	2016	N	80	NA	80	NA	

Lead and Copper Results– Samples are from consumer’s taps. 90% of the tests must be equal to or below the action level for rule compliance.

Lead and Copper	Test Date	90th Percentile	Total Number of Samples	Samples Exceeding Action Level	Federal/State Standard		Major Sources in Drinking Water
					Action Level	MCLG	
Copper, ppm	2016	0.86	10	0	1.3	1.3	Corrosion of household plumbing
Lead, ppb	2016	7.2	10	0	15	0	

Notes:

- Action Level (AL):** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements.
- Fluoride:** Fluoride may help prevent tooth decay if administered properly to children, but can be harmful in excess. US Department of Health and Human Services recommend a level of 0.7 ppm.
- Maximum Contaminant Level (MCL):** 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. Some levels are based on a running annual average.
- Maximum Contaminant Level Goal (MCLG):** 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.
- Maximum Residual Disinfectant Level (MRDL):** 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.
- Maximum Residual Disinfectant Level Goal (MRDLG):** 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 contaminants.
- NA:** Not applicable.
- ND:** Not detected.
- NTU:** Nephelometric turbidity unit (cloudiness of water)
- pCi/L, picocuries/Liter:** A unit of concentration for radioactive contaminants.
- ppb:** A unit of concentration equal to one part per billion.
- ppm:** A unit of concentration equal to one part per million.
- PWSID:** Public water supply identification number.
- Running Annual Average (RAA):** The average of all quarterly samples for the last year at all sample locations.
- TTHM and HAA5:** Total Trihalomethanes and Haloacetic Acids are formed as a byproduct of drinking water chlorination. This chemical reaction occurs when chlorine combines with naturally occurring organic matter in water.
- Total Coliform Bacteria:** Reported as the highest monthly number of positive samples, for water systems that take < 40 samples per month.
- Turbidity:** Monitored as a measure of treatment efficiency for removal of particles.

Our water systems are designed and operated to deliver water to our customers’ plumbing systems that complies with state and federal drinking water standards. This water is disinfected using chlorine, but it is not necessarily sterile. Customers’ plumbing, including treatment devices, might remove, introduce or increase contaminants in tap water. All customers, and in particular operators of facilities like hotels and institutions serving susceptible populations (like hospitals and nursing homes), should properly operate and maintain the plumbing systems in these facilities. You can obtain additional information from the EPA's Safe Drinking Water Hotline at 800.426.4791

Infrastructure Investment: As part of our commitment to maintaining water quality and service, Maine Water Company has invested more than \$32 million in water infrastructure upgrades and replacement over the past 4 years throughout all our Maine systems, and we are planning to invest another \$8 million in 2017.

Families and communities see the benefit of these investments through:

- clean, safe drinking water that contributes to good health;
- an increase in the volume of water supplied to the nearby hydrant for public safety;
- a reliable supply of water for economic development and job creation; and
- new equipment and programs that result in greater water conservation, which is good for the environment.

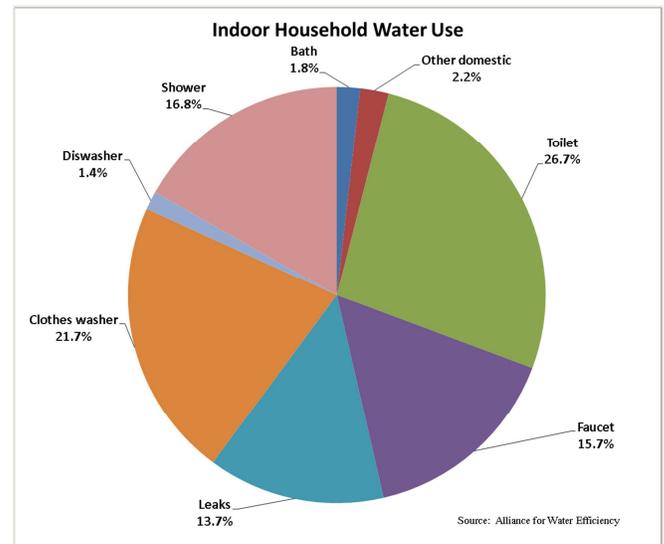


We are investing in our systems so that they can continue to meet the needs of customers today and those of future generations.

Conserving Water Indoors and Outdoors: Conserving water helps to ensure that we have an adequate supply of water for public health and safety, and reduces demands on the state's water resources. The typical residential home uses 125 gallons of water per day; you can play a role in conserving water by becoming conscious of the amount of water your household is using. Conserving can lower your water bill, and depending on the community where you live, may reduce your sewer bill.

Here are some things you can do to conserve:

- Repair leaking toilets - check for toilet leaks by putting a drop of food coloring in the tank. If the food coloring seeps into the bowl without flushing, there is a leak.
- Consider installing a low-flow 1.6 gallon per flush toilet.
- Don't use toilets as a wastebasket.
- Fix leaking fixtures.
- Run full loads in the dishwasher.
- Set the water level in the washing machine to match the amount of clothes being washed.
- Water lawns and gardens in the early morning.
- Use mulch around plants and shrubs.
- Use a bucket rather than a running hose to wash cars.



Additional water conservation ideas and a link to a water saver calculator can be found on the conservation section of our website at www.mainewater.com

