

Water touches everything we **LOVE** about Maine and everything we **CARE** about.



Community



Family



Health



Safety



Environment

Maine Water Gives Back



Thanks to the generosity of Maine Water employees, 125 children in need throughout our communities will be staying warm this year with new winter coats. Our employees wanted to help those in need and funded the purchase of the coats out of their own pockets. Over the past 6 years, they have bought nearly 500 coats. The coats were donated to six different organizations for distribution.

- Seeds of Hope Neighborhood Center-Biddeford
- Hartland Children's Holiday Fund
- Knox County Homeless Coalition-Rockland
- Skowhegan Elementary School
- Millinocket Elementary School
- The Community Giving Tree-Fryeburg

Maine Water and its employees also donate to the local food pantries during the holiday season. We are pleased to be able to reach out with a helping hand to help fight hunger in all of our operating areas in Maine.

Maine Employees Volunteer and Partner with Coastal Mountains Land Trust

Maine Water is committed to preserving our environment for generations to come. In October, Maine Water employees had a dedicated volunteer day to assist Coastal Mountains Land Trust (CMLT) staff with projects on their list to get the Round the Mountain Trailhead on Hope Street a little closer to completion.

Portions of this trail go through the 1,300 acres of land around Mirror Lake in Rockport that is owned by Maine Water, and through a partnership with CMLT, is available for public recreation.

Our partnership with CMLT is not only protecting watershed lands but also making them available for the public. We are looking forward to the grand opening of the trail so community members will be able to share and enjoy this beautiful land.



Do we have your up-to-date contact info?

To receive alerts about service issues or water utility work in your area, consider signing up for our notifications at mainewater.com/notifications.

We understand the realities that COVID-19 has placed on many of our customers, and we are here to help. Our new H2O Customer Assistance Program provides forgiveness of a portion of a water bill for qualifying residential customers on approved payment arrangements. Please call us to learn more if you're having difficulty paying your bill.

Protect Your Pipes and Water Meter

The Maine Water team works hard to ensure the reliability of water service by planning for power outages and other events that could affect our operations.

Customers may also need to take steps to protect their water pipes and meters from extreme cold. If they should freeze, the cost to repair the pipe, meter, and any water damage is the customer's responsibility. To protect your pipes and water meter (if you have a water meter):

- Make sure room heat can freely circulate around the meter and water pipes.
- Seal cracks in windows, walls or doors near the meter and pipes, consider increasing the thermostat setting in the room when bitter cold temperatures are forecast.
- Wrap pipes with insulation.
- Check for cracks in an outside water meter's vault cover.
- Make sure underground water pipes are buried at least five feet.



For additional suggestions or if you have questions, please call one of our Customer Service representatives at **1-800-287-1643**.

Water Quality Testing

Our employees are dedicated to providing clean, safe drinking water for you and your family.

Safe drinking water is essential to your overall health and wellness, which is why we conduct more than 110,000 water quality tests every year across Maine.

We are looking to make sure that the water we deliver meets 120 water quality standards to ensure it is safe. Samples are collected from the water source, through the distribution system, right up to the tap in a sampling of customers' homes.

We believe that consumers want to know what is in their tap, but understand most people don't have the time to read through thousands of tests, which can be complex.

Fortunately, the results are summarized every year in our Annual Water Quality Report. The report, along with some helpful resources on how to read the report, can be found on our website <https://www.mainewater.com/water-quality/water-quality-report>.



Adopt A Hydrant

We ask that you consider participating in our Adopt-a-Hydrant program to help public safety efforts by shoveling out neighbors' nearby fire hydrants after a heavy snowfall.

In the midst of winter snowstorms, buried hydrants can cause dangerous delays for fire fighters. They are cleared as quickly as possible; however, with hundreds of hydrants to shovel out it can be a long and burdensome process.

If you are able to help your neighbors and the community, it would be greatly appreciated.

Holidays: February 15th – Presidents Day

Customer Service and 24-Hour Emergency Assistance **1-800-287-1643**



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