

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



Community



Family



Health



Safety



Environment

### We're Prepared for Updated Federal Drinking Water Regulations

In accordance with new guidance and regulation revisions from the Environmental Protection Agency (EPA), water utilities across the country are working to prepare and maintain an inventory of service line materials. This publicly-available inventory must be complete by October 2024 and will provide water systems with essential information to comply with updated EPA regulations regarding lead and copper in water systems.



All of Maine Water's water systems are in full compliance with all state and federal drinking water regulations, including those related to lead and copper. We are working now to meet the requirements of EPA's revised lead and copper rule which is designed to help utilities and homeowners understand what materials were used for service lines, and create an inventory of the type of material used.

#### What is a service line?

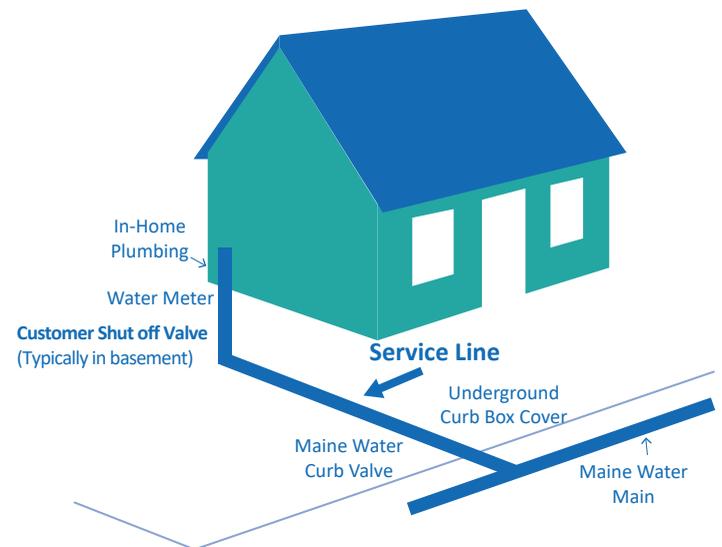
Maine Water owns and maintains all water main and related infrastructure up to approximately your property line. From there, the homeowner owns and is responsible for the pipes between the home and property line and in the home.

#### What does this mean for Maine Water customers?

We'll be gathering information from a variety of sources --- including your feedback --- to create the service line inventory.

We'll be compiling all information related to the new EPA regulations at [MaineWater.com/Inventory](http://MaineWater.com/Inventory). If we do not already have information regarding the materials used in the service line at your property, we may reach out to you with a few questions to help us determine what your service line may be.

From now through October 2024, we will maintain regular communication with all customers about our service line inventory process and any new information from EPA.



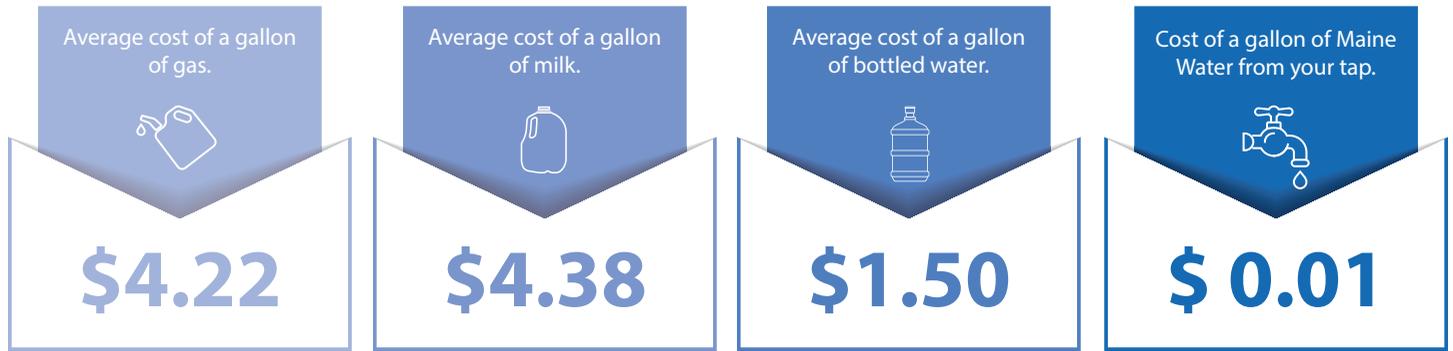
Maine Water is proud to provide one \$500 college scholarship to a graduating senior in each of our service communities. For a list of the 2022 graduating class members who received scholarships and are now in their first college semesters, visit [mainewater.com/2022Scholarships](http://mainewater.com/2022Scholarships).



#### DID YOU KNOW?



In summer months, a typical residential customer uses about 30% more water than in other months of the year. The enclosed bill includes a portion of your summer water use. Between watering plants and lawns, washing cars, filling pools and other uses, this can add up.



We're committed to providing customers with a reliable supply of high-quality water delivered to their homes 24 hours a day, 7 days a week for about a penny a gallon!

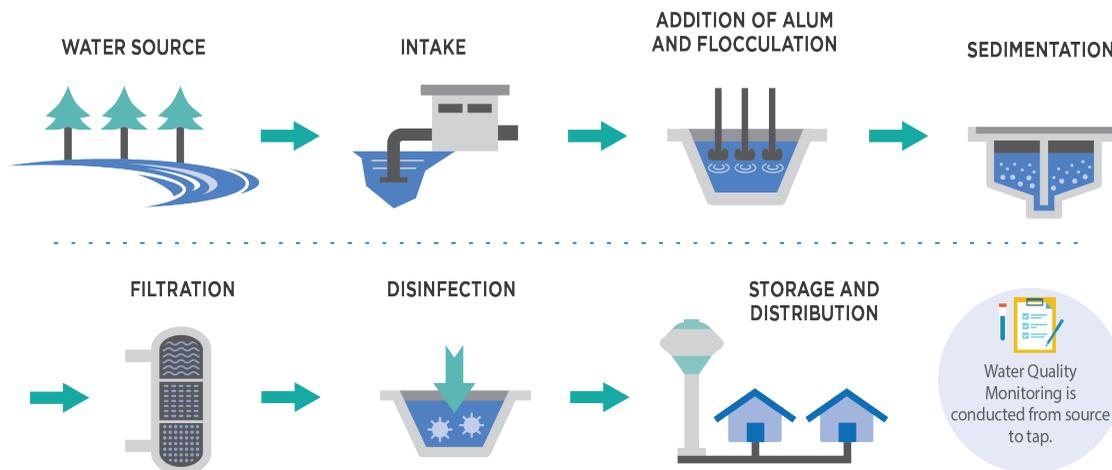
### Maine Water Assistance Program to Launch This Fall



Maine Housing has announced the launch of the Maine Water Assistance Program, which will be available to income-qualified Maine households who receive public water or wastewater utilities and have an account in their name. It will cover unpaid bill balances, property liens for water utility non-payment and bills for customers facing a disconnection notice. The program may also provide a credit to eligible households to defray future water costs.

Maine Water will participate fully in the program. For more information, visit [MaineHousing.org](http://MaineHousing.org) and click on Water Assistance Program.

## Your Water's Journey from Source to Tap



Our team of over 80 dedicated water professionals works around the clock to ensure that you have access to high-quality water at your tap 24 hours a day, 7 days a week. Our water treatment operators oversee your water's journey from source to tap at our surface water facilities. Most Maine Water customers receive their water from surface water sources (like lakes, rivers and reservoirs). Licensed water operators treat the water from source to tap to ensure it arrives at your home while meeting all state and federal drinking water standards. While the treatment process can vary slightly from source to source, it goes through these basic steps before arriving at your home. And all along the way, we're testing for 120 different water quality parameters, over 110,000 tests each year!

You can find the results of our water quality tests at [MaineWater.com/WaterQuality](http://MaineWater.com/WaterQuality)

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

