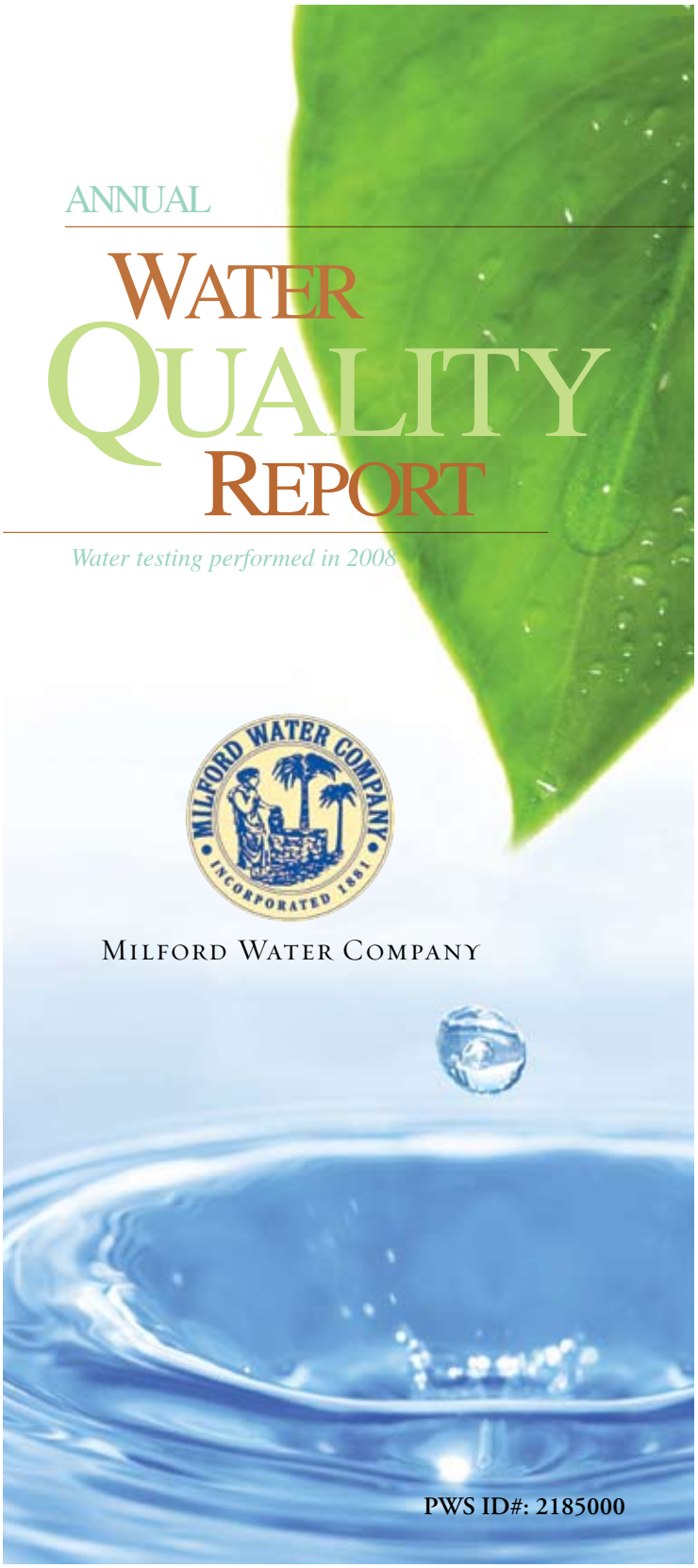

ANNUAL

WATER QUALITY REPORT

Water testing performed in 2008

MILFORD WATER COMPANY

PWS ID#: 2185000

Este relatório contem a informação importante sobre sua água bebendo. Tenha-o por favor traduzido por um amigo ou por alguém que o compreende e o pode o traduzir para você.

Meeting the Challenge

The Milford Water Company is once again proud to present to you our annual water quality report. This edition covers all testing completed from January 1 through December 31, 2008. Since our beginning in 1881, we have dedicated ourselves to producing the highest quality drinking water that meets or exceeds all state and federal drinking water standards. We are proud of our past accomplishments and continually strive to adopt new and better methods for improving our service and delivering the best quality drinking water to you. As new challenges to drinking water safety emerge, we remain vigilant in meeting the challenges of source water protection, water conservation, and community education while continuing to serve all of your needs.

Year 2008 presented its own unique challenges to us. Mother Nature delivered 59 inches of precipitation, compared to 43 inches in 2007. The national and local economy has been in a tail spin, resulting in lost jobs. Because of the poor economy and frequency of the rain during the summer months, we pumped 850,000 gallons per day less in August and 400,000 gallons per day less in September. Declining water sold causes a decline in revenue for the company, which has a direct impact upon planned improvements. In 2008 Milford Water invested approx. $400,000 in water system improvements. In 2009 we plan to invest approx. $800,000 in system improvements. The economy is very poor but we hope our 2009 capital projects will provide much needed work to local people.

Our company last filed for a water rate increase in 2005. From 2005 to 2008, we have invested approx. $3,000,000 in system upgrades and improvements. Does the company need an increase to meet the ever increasing costs and cost of inflation? Yes. Because of the still-fragile economy, we have decided against requesting a water rate increase until 2010. Although our costs still continue to increase, we hope the economy will improve.

Please share your thoughts with us about the information in this report. After all, well informed customers that understand our challenges are our best supporters.

Substances That Could Be in Water

To ensure that tap water is safe to drink, the Department of Environmental Protection (DEP) and the U.S. Environmental Protection Agency (U.S. EPA) prescribe regulations limiting the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) and Massachusetts Department of Public Health (DPH) regulations establish 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 these contaminants does not necessarily indicate that the water poses a health risk.

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Substances 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 may result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming;

Pesticides and Herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses;

Organic Chemical Contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and which may also come from gas stations, urban stormwater runoff, and septic systems;

Radioactive Contaminants, which can be naturally occurring or may be the result of oil and gas production and mining activities.

More information about contaminants and potential health effects can be obtained by calling the U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791.

Where Does My Water Come From?

The Milford Water Company provides treated water from five different sources. Our Dilla Street facilities purify water from the Charles River, the Echo Lake reservoir, the Dilla Street wells, and the Clark's Island wells. Our company also maintains a facility off Depot Street that purifies water collected from five wells located along the Charles River and Godfrey Brook. All of our wells are constructed in sand-and-gravel aquifers with depths ranging from 22 feet to 52 feet. Due to this relatively shallow nature, it is critical that we protect our resources against contamination. Our distribution system contains more than 100 miles of pipes, three water storage tanks, and three pumping stations that deliver approximately one billion gallons of water each year. Because each of our five sources of supply cannot alone provide the volume of water needed by our customers, each is used during different times of the year. One single source cannot usually be identified for every customer because we blend the water before purification and also during delivery. We have developed mutual aid agreements with the towns of Bellingham, Holliston, Hopedale, Hopkinton, and Medway for providing water to meet our short-term and long-range customer needs.

Lead and Drinking Water

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. Milford Water is responsible for providing high-quality drinking water but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, 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 from the Safe Drinking Water Hotline or at www.epa.gov/safewater/lead.

Community Participation

You are invited to voice your concerns about your drinking water, customer service, and company projects at any time. Our office hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. The company's Board of Directors meets quarterly during the months of March, June, September, and December at the company's office on Dilla Street. At these meetings, the manager presents a company review which includes all concerns raised by customers.

Important Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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 may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. The U.S. EPA/CDC (Centers for Disease Control and Prevention) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at (800) 426-4791.

Source Water Assessment

As part of the Source Water Assessment Program (SWAP), the MA Department of Environmental Protection conducted assessments of our drinking water sources in 2004 for the purpose of determining susceptibility of each drinking water source to potential contamination. The assessment susceptibility for Milford Water was reported to be high, based upon the presence of at least one high-threat land use within our protective areas. The complete SWAP report is available at the company's office and online at www.mass.gov/dep/water/drinking/2185000.pdf.

Questions?

For more information about this report, or for any questions relating to your drinking water, please call Henry C. Papuga, Manager, at (508) 473-5110 or send an e-mail to the company at milfordwater@milfordwater.com.

Tap vs. Bottled

Thanks in part to aggressive marketing, the bottled water industry has successfully convinced us all that water purchased in bottles is a healthier alternative to tap water. However, according to a four-year study conducted by the Natural Resources Defense Council, bottled water is not necessarily cleaner or safer than most tap water. In fact, about 25 percent of bottled water is actually just bottled tap water (40 percent according to government estimates).

The Food and Drug Administration is responsible for regulating bottled water, but these rules allow for less rigorous testing and purity standards than those required by the U.S. EPA for community tap water. For instance, the high mineral content of some bottled waters makes them unsuitable for babies and young children. Further, the FDA completely exempts bottled water that's packaged and sold within the same state, which accounts for about 70 percent of all bottled water sold in the United States.

People spend 10,000 times more per gallon for bottled water than they typically do for tap water. If you get your recommended eight glasses a day from bottled water, you could spend up to $1,400 annually. The same amount of tap water would cost about 49 cents. Even if you installed a filter device on your tap, your annual expenditure would be far less than what you'd pay for bottled water.

For a detailed discussion on the NRDC study results, check out their Web site at www.nrdc.org/water/drinking/bw/exesum.asp.

What's Your Water Footprint?

You may have some understanding about your carbon footprint, but how much do you know about your water footprint? The water footprint of an individual, community, or business is defined as the total volume of freshwater that is used to produce the goods and services that are consumed by the individual or community or produced by the business. For example, 11 gallons of water are needed to irrigate and wash the fruit in one half-gallon container of orange juice. Thirty-seven gallons of water are used to grow, produce, package, and ship the beans in that morning cup of coffee. Two hundred and sixty-four gallons of water are required to produce one quart of milk, and 4,200 gallons of water are required to produce two pounds of beef.

According to the U.S. EPA, the average American uses about 100 gallons of water daily. In fact, in the developed world, one flush of a toilet uses as much water as the average person in the developing world allocates for an entire day's cooking, washing, cleaning, and drinking. The annual American per capita water footprint is about 8,000 cubic feet; twice the global per capita average. With water use increasing six-fold in the past century, our demands for freshwater are rapidly outstripping what the planet can replenish.

To check out your own water footprint, go to www.h2oconserve.org, or visit www.waterfootprint.org to see how the water footprints of other nations compare.

Water Conservation

You can play a role in conserving water and save yourself money in the process by becoming conscious of the amount of water your household is using and by looking for ways to use less whenever you can. It is not hard to conserve water. Here are a few tips:

- Automatic dishwashers use 15 gallons for every cycle, regardless of how many dishes are loaded. So get a run for your money and load it to capacity.
- Turn off the tap when brushing your teeth.
- Check every faucet in your home for leaks. Just a slow drip can waste 15 to 20 gallons a day. Fix it and you can save almost 6,000 gallons per year.
- Check your toilets for leaks by putting a few drops of food coloring in the tank. Watch for a few minutes to see if the color shows up in the bowl. It is not uncommon to lose up to 100 gallons a day from an invisible toilet leak. Fix it and you can save more than 30,000 gallons a year.
- Use your water meter to detect hidden leaks. Simply turn off all taps and water using appliances. Then check the meter after 15 minutes. If it moved, you have a leak.

Our Total Trihalomethanes (TTHMs) Exceedance

In 2008 we exceeded the standard, or maximum contaminant level (MCL), for TTHMs. The standard is 80 ppb, and our annual average was 81 ppb. A Notice was sent to every customer, placed in the newspaper, reported on the radio, and posted on the company's Web site. TTHMs are a by-product of chlorine disinfection and organic matter commonly found in surface water supplies. We remain in constant contact with the MA DEP and have engaged a professional consultant to assist in determining the source of the problem and solutions to correct it.

Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.

Sampling Results

In 2008 we have taken hundreds of water samples in order to determine the presence of any radioactive, biological, inorganic, volatile organic, or synthetic organic contaminants. The table below shows only those contaminants that were detected in the water. The state requires us to monitor for certain substances less than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data are included, along with the year in which the sample was taken.

REGULATED SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL [MRDL]	MCLG [MRDLG]	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Barium (ppm)	2008	2	2	0.041	0.041–0.041	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Chlorine (ppm)	2008	[4]	[4]	0.26	0.06–0.93	No	Water additive used to control microbes
Haloacetic Acids [HAA] (ppb)	2008	60	NA	20.13	18.8–21.4	No	By-product of drinking water disinfection
Nitrate (ppm)	2008	10	10	0.62	0.13–1.10	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
TTHMs [Total Trihalomethanes] (ppb)	2008	80	NA	80.7	72.6–80.7	Yes	By-product of drinking water chlorination
Total Organic Carbon (ppm)	2008	TT	NA	6.88	2.6–17.0	No	Naturally present in the environment
Turbidity[1] (NTU)	2008	TT	NA	0.987	0.190–0.987	No	Soil runoff
Turbidity (Lowest monthly percent of samples meeting limit)	2008	TT	NA	100	NA	No	Soil runoff

Tap water samples were collected for lead and copper analyses from sample sites throughout the community

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AL	MCLG	AMOUNT DETECTED (90TH%TILE)	SITES ABOVE AL/TOTAL SITES	VIOLATION	TYPICAL SOURCE
Copper (ppm)	2008	1.3	1.3	0.39	0/125	No	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
Lead (ppb)	2008	15	0	6.2	3/125	No	Corrosion of household plumbing systems; Erosion of natural deposits

SECONDARY SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	SMCL	MCLG	AMOUNT DETECTED	RANGE LOW-HIGH	EXCEEDANCE	TYPICAL SOURCE
Iron (ppb)	2008	300	NA	167	97–300	No	Leaching from natural deposits; Industrial wastes
Manganese (ppb)	2008	50	NA	106	59–170	Yes[2]	Leaching from natural deposits
pH (Units)	2008	6.5–8.5	NA	7.75	6.37–9.00	No	Addition by MWCo to prevent corrosion of plumbing systems
Sulfate (ppm)	2008	250	NA	12.5	5.0–20.0	No	Runoff/leaching from natural deposits; Industrial wastes

UNREGULATED SUBSTANCES[3]

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	TYPICAL SOURCE
Bromodichloromethane (ppb)	2008	12.65	2.3–23.0	By-product of drinking water disinfection
Bromoform (ppb)	2008	0.27	ND–0.54	By-product of drinking water disinfection
Chlorodibromomethane (ppb)	2008	4.1	2.8–5.4	By-product of drinking water disinfection
Chloroform (ppb)	2008	25.6	1.2–50.0	By-product of drinking water disinfection

IDSE RESULTS[4]

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	TYPICAL SOURCE
Haloacetic Acids [HAA]–IDSE Results (ppb)	2008	16.1	ND–36.0	By-product of drinking water disinfection
TTHMs [Total Trihalomethanes]–IDSE Results (ppb)	2008	67.0	22.0–97.0	By-product of drinking water disinfection

[1] Turbidity is a measure of the cloudiness of the water. It is monitored because it is a good indicator of the effectiveness of the filtration system.

[2] Manganese was measured in our filtered water at Dilla Street and Godfey Brook at levels exceeding the secondary MCL (SMCL) which was set to protect against unpleasant aesthetic effects such as color, taste, odor, and staining of plumbing fixtures and/or laundry. There is no adverse health effect expected with this exceedance.

[3] Unregulated contaminants are those for which the U.S. EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist U.S. EPA in determining their occurrence in drinking water and whether future regulation is warranted.

[4] We were required by the U.S. EPA to conduct an evaluation of our distribution system. This is known as an Initial Distribution System Evaluation (IDSE) and is intended to identify locations in our distribution system that have elevated disinfection by-product concentrations. Disinfection by-products (e.g., HAAs and TTHMs) result from continuous disinfection of drinking water and form when disinfectants combine with organic matter that naturally occurs in the source water.

Definitions

90th Percentile: Out of every 10 homes sampled, 9 were at or below this level.

AL (Action Level): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

MCL (Maximum Contaminant Level): 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.

MCLG (Maximum Contaminant Level Goal): 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.

MRDL (Maximum Residual Disinfectant Level): 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.

MRDLG (Maximum Residual Disinfectant Level Goal): 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): Indicates that the substance was not found by laboratory analysis.

NTU (Nephelometric Turbidity Units): Measurement of the clarity, or turbidity, of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

pCi/L (picocuries per liter): A measure of radioactivity.

ppb (parts per billion): One part substance per billion parts water (or micrograms per liter).

ppm (parts per million): One part substance per million parts water (or milligrams per liter).

TT (Treatment Technique): A required process intended to reduce the level of a contaminant in drinking water.