



MILFORD WATER COMPANY

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Date: January 16, 2012

Dear Customer,

I am writing to update you on our progress in addressing levels of Total Trihalomethanes (TTHMs) in the town water supply.

I am pleased to inform you that Milford Water Company is now in full compliance with Massachusetts Department of Environmental Protection (MassDEP) regulations that govern acceptable levels of TTHMs in public water supplies.

I last wrote to you in October when I outlined our plans to install an activated carbon sandwich filtration system to address elevated levels of TTHMs. Installation was completed on schedule and we recently brought online the second of two carbon filters at the Dilla Street plant.

As many customers now know, TTHMs are one of a series of common byproducts that result from treating drinking water with chlorine. When chlorine reacts with naturally occurring organic matter in water, TTHMs are often formed. The role of the carbon filters is to remove the organic and inorganic matter from the water in order to limit the formation of TTHMs. The following EPA resources are helpful in answering additional questions about TTHMs: www.epa.gov/enviro/html/icr/dbp.html.

Since the introduction of the activated carbon sandwich filtration system, TTHM levels have been dropping. December testing measured TTHM levels between 53.4 and 72.5 parts per billion, and the quarterly average was measured at 62 parts per billion – below the 80 parts per billion regulatory standard. The running annual average for 2011, which takes into account higher levels of TTHM in the previous three quarters, is 80 parts per billion.

We will continue to regularly monitor TTHM levels and review the performance of the active carbon filtration system as we work toward a permanent solution – a new water treatment plant slated to begin construction in 2012 that will improve water quality throughout the system. During this time we will also be making some changes to our customer communications, including additions and updates to our web site, as part of our continual effort to provide the highest level of customer service. Please continue to visit www.milfordwater.com for the most up to date information.

We wish to thank all of our customers for their patience and understanding throughout this past year.

Sincerely,

David L. Condrey
Manager, Milford Water Company