

Pennichuck Water Service Corporation

The clear solution for managing your water system

No System is too large, or too small.

From towns with thousands of people and large industrial clients, to residential housing developments and small businesses, Pennichuck has experience serving customers of every size.

Pennichuck is the one company you can count on and our staff is always on call 24 hours a day, 7 days a week.

We'll work with you any way you choose.

We can help you with developing your source of supply, through treatment and distribution, to customer service and ongoing maintenance.

Customize our services to meet your needs.



Certified Contract Operator Service

If you own or operate a non-transient, non-community water system, such as a day care center, a restaurant, condominium association, or an apartment building, *we take the hassle and the worry out* of complying with state regulations.

System Acquisition

Many homeowner's associations are finding that managing their water system is too big a job. In which case, Pennichuck can acquire the water system and *accept complete operating responsibility*.

Public-Private Partnerships

Pennichuck has a winning record with public-private partnerships, providing contract operations and maintenance, water testing, and billing services to municipalities.

Providing a Full Range of Services to Meet Your Needs

As a full-service provider, Pennichuck can help you choose any combination of services to develop a program to meet your needs.

- Water quality sampling, laboratory testing, reporting and monitoring to comply with USEPA regulations.
- Manage system maintenance, repairs and improvements.
- Physical inspections of wellhead, pumps, motors, electrical equipment, piping, valves, metering and testing equipment
- Phase 2 and Phase 5 waivers, and funding applications.
- Publishing consumer confidence reports.

Contact Pennichuck today for a consultation about your water system. Call 1-800-553-5191 or Email pwsc@pennichuck.com.

Benefits of a Pennichuck -Owned and Operated Water System

Pennichuck Assumes Total System Responsibility

Pennichuck takes full (technical, managerial and financial) responsibility for:

- Maintenance, repair and replacement of all system facilities
- Capital improvements to facilitate growth
- Stringent and ever-changing regulatory compliance
- Certification and training of employees
- Continuous (24/7) monitoring and emergency response

Pennichuck Applies Technology and Know-How to Achieve Cost Savings

The three largest cost elements in operating water facilities are labor, energy, and chemicals. Pennichuck achieves cost savings by implementing such measures as:

- More efficient work practices
- Cross-training of staff
- Process automation and instrumentation
- More efficient energy use
- Reduced use of chemicals
- Bulk purchasing to obtain discounts
- Predictive and preventive maintenance

Pennichuck Ownership Achieves Operational Efficiency

Pennichuck has a track record of achieving operational and cost efficiencies quickly and easily. A key reason is that we are in the water business and we are able to focus on all aspects of running your water system, leaving you free to focus on your primary business. Areas where we have resources and a demonstrated proficiency are:

- Access to capital
- Interacting with regulatory agencies, both economic and environmental
- Business practices that are consistent with regulatory requirements
- Pursuit of least-cost options
- Attracting and retaining a highly skilled workforce

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More Services

Providing a Full Range of Services to Meet Your Needs

As a full-service provider, Pennichuck can help you choose any combination of services to develop a program to meet your needs in compliance with state and USEPA rules and regulations.

Control System Services:

Our skilled control system technicians will work closely with you to design, install, and manage controls to automate your utility operations.

Our services include 24/7 monitoring, instrument calibration, PLC programming, system integration, and maintenance.

Cross Connection Services:

Our experienced, state certified operators can help protect your water supply through cross connection surveys, backflow device testing, and state required reports.

Water Sampling and Reporting:

We provide laboratory testing for bacteria, inorganic chemicals (IOC's), Radiologicals, radon gas, nitrates, synthetic organic compounds (SOCs), and volatile organic compounds (VOCs). We will consult with you to remedy water quality issues and to prepare and publish your Consumer Confidence Reports.

Meter and Billing Services:

Professional and experienced technicians provide meter reading, testing, repair, installation and exchanges, and installation of remote radio meter readers. Our expertise in utility billing and customer service allows us to provide a complete integrated service. Our information technology professionals can assist you with your customer data base and reporting requirements.

Engineering Services:

Our registered and professional engineers can provide cost effective solutions for your water system including evaluations, capital improvements planning, facility inspections; and construction of storage tanks, pump stations, and treatment systems. Additionally we will assist you with Phase 2 and Phase 5 waivers and funding applications.

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Service Backed by the Highest Qualifications

A dedicated team of experts

Pennichuck is the largest water utility in New Hampshire. As our customer, you benefit from our expertise gained operating over 150 water systems throughout New Hampshire and Massachusetts.

Pennichuck's dedicated team includes:

- Civil, electrical and mechanical engineering
- Over 30 certified operators in distribution and treatment
- Chemist and laboratory technicians
- Construction and maintenance crews
- Customer Service personnel
- Experienced and professional management



Advantages of Professional Contract Services

- Full service organization
- Trained, professional staff
- Modern tools, equipment and operating facilities
- Complete understanding of state and federal guidelines
- State Certified Operators
- Attention to Customer Service
- 24/7 emergency service

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Recommended by the highest authorities

Pennichuck comes with the recommendations of the both New Hampshire state government and regulatory agencies. Pennichuck's proven success, includes:

- Operating the largest water system in New Hampshire
- Acquiring and rehabilitating struggling systems with aging infrastructures.
- Improving water quality while maintaining affordable rates
- Establishing benchmarks for efficiency
- Building a professional relationships with state and federal regulators and municipal officials.

Pennichuck's reputation has resulted in the State of New Hampshire Department of Environmental Services (NHDES) publicly recommending Pennichuck as the preferred water service provider.



Testimonials

"I have always felt confident in Pennichuck's professional service and the way they operate our water supply."
~ Steve Malizia, Town Administrator, Hudson, NH

"The town board is extremely pleased with the improvements and professional service Pennichuck has provided." ~ Donald Levesque, Director of Public Works, Town of Salisbury, Massachusetts

"Pennichuck exceeded our expectations for quality service and water system Management." ~ Linda Fisher, owner, Condo Specialists, Nashua, NH

"Pennichuck has been very responsive and provides highly professional services." ~ Daniel Thorn, Board Member, The Wright Farm Condominium Association, Atkinson, NH

"Pennichuck has dramatically upgraded the quality and reliability of our supply." ~ Robert Decotis, Hudson Mobile Estates, Hudson, NH

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