

**AQUARION CUSTOMER ADVISORY COUNCIL
HINGHAM/HULL DISTRICT**

SEPTEMBER 26, 2006

Organization of the Meeting

The regularly scheduled meeting of the Hingham/Hull District Customer Advisory Council was held on September 26, 2006, at the Hingham Water Treatment Facility, 900 Main Street, Hingham, MA.

Present: Michael Nuesse, Hull
Calvin Wilbur, Hingham

Larry Bingaman, Senior Vice President – Operations
Ken Morse, Water Quality Technician
Robert Roland, Director of Operations
Ann Hiltz, Executive Assistant

Absent: Alison Ferrante, Hingham
Rick Mattila, Hull
Jay Meschino, Hull
Roger Sullivan, Hingham

The meeting was called to order at approximately 6 PM. by Larry Bingaman. A motion was made and seconded to approve the minutes of the April 11, 2006 meeting.

Macquarie Acquisition Update

Larry reviewed the status of the Macquarie acquisition and noted that the approval process in the various public utility commissions was proceeding smoothly.

Customer Satisfaction Survey

The Center of Public Policy and Research will conduct a Customer Satisfaction Survey in November for Aquarion's customers in Hingham, Hull, Northern Cohasset, Millbury and Oxford. The survey will consist of 1,000 telephone calls that will take approximately 20 minutes to complete. The results should be compiled by mid- to late December. The CPPR will make presentations on the results of the survey to Customer Advisory Councils, Water Supply Committees and town officials. Plans are to have the survey conducted on an annual basis so we can measure the Company's progress.

Source of Supply Update

In 2001, Aquarion began the process to obtain a permit from the MA DEP to bring Free Street Well #4 online as an active supply source rather than as an emergency well. Aquarion has been working with Tata & Howard, the engineering firm selected through a competitive RFP process in August 2005, for the permitting of the Free Street Well #4. Tata & Howard has been evaluating the pump test data, hydrogeological data, population projections, demand projections, and historical data for developing a permitting strategy and to address the items identified in the ENF Certificate.

Tata & Howard is continuing to evaluate water supply alternatives that exist, such as expanding existing wells – Scotland Street, Fulling Mill and Free Street Well # 2 -- new source exploration in the sub-basins, interconnections with neighboring communities, use of the MWRA and the desalination options (Aquaria/Bluestone and Hull) in addition to addressing permitting requirements to bring Free Street Well #4 online as a permanent well. A Conservation Commission hearing was

held on October 16th on the Scotland Street Well Project. Approval was given to proceed with the installation of test wells, perform pump tests, and redevelop the well. D.L. Maher performed a step test at Fulling Mill Well on October 17th and will be evaluating the data and making recommendations in the next few months.

Rededication of the Treatment Facility

On July 31, 2006 the water treatment facility was rededicated and renamed the Hingham/Hull District Water Treatment Facility (H/H WTF), in recognition of the 10th Anniversary of it being brought on-line. The facility was renamed to better recognize all the major communities for which I provides water. Speakers at the dedication ceremony were Roger Sullivan, Chairman of the Hingham Water Supply Committee and Joan Meschino, Selectwoman for the Town of Hull. James Connelly, the lead Commissioner for water at the MA Department of Telecommunications and Energy was in attendance, as well as Melissa Tully, Selectwoman for the Town of Hingham. Representative Garrett Bradley and Senator Robert Hedlund were unable to attend due to legislative session but arranged for a state proclamation to be issued in recognition of the event.

Customer Education Outreach

In conjunction with the rededication of the H/H WTF, on August 4, 2006 Aquarion had an Open House at the facility. About 60-70 residents attended and were given tours of the facility and demonstrations were provided. Also, Aquarion partnered with The New England Rain Barrel Company to promote water conservation. Approximately 12-15 rain barrels were sold at a cost of \$65.00 per barrel compared to the usual \$85.00/barrel. A cross connection display, hydrant display and aquifer demonstration were also part of the Open House. A representative from Greenscapes was present with a water conservation display. Aquarion is one of the most active participants in the Greenscapes program on the South Shore, both in sponsoring programs and participation. Next year, we plan to offer the same type of program in May during National Drinking Water Week.

Additionally, Aquarion again sponsored an Earth Day Essay Contest, participated at the Foster School Health Fair Bottled water was provided to runners at the Hingham Fourth of July Road Race and to Parade marchers and observers, as well as to runners in the Hull 5K Road Race.

A copy of the children's book "The Magic School Bus at the Waterworks" has been sent to elementary schools in Hingham, Hull and Cohasset, as well as the public library in each of those towns.

All CAC members were given a copy of the 2006 Water Quality Report. This new design is the product of a series of focus group meetings to make it easier to read and understand. Calvin Wilbur suggested changing the columns highlighted in yellow to green which would convey the message that the results in that column were good. It was noticed that sodium levels seemed high and Robert explained that it was due to the road salt. Aquarion has notified the MA DEP and the Boards of Health in each town regarding sodium levels.

Calvin Wilbur asked about a water calculator being put on the web site. This was a topic of conversation at previous Advisory Council Education Committee meetings. The EPA is developing a program on their web site that can be linked to Aquarion's web site that would be useful. It was suggested that the EPA water calculator link be localized and used as part of a science or math curriculum idea for the students.

Calvin also mentioned that the Hingham High Golf Tournament is taking place on Monday, October 2nd. We will provide bottled water for that event.

We are preparing letters to all of the schools in our service territory to inform them of the that tours of the water treatment facility are available.

A workshop for irrigation contractors in being planned in the Fall to discuss how the systems can be set to promote water conservation and the use of simple technology, such as rain sensors, to prevent over watering a lawn.

Aquarion is presently getting bids for a carved wooden water education sign to be placed at the entrance of the H/H WTF. Robert reviewed the sign that was just purchased. Feedback from local residents was the bright blue background was too colorful for Main Street, Hingham. Alternative sign designs will be sought using a natural wooden background, but with the same information.

Cell Tower

Sprint is appealing the Hingham Zoning Board decision to deny the placement a cell tower at the Hingham/Hull Water Treatment Facility. The Town of Hingham is meeting with the service provider regarding the installation of DSL technology that has individual antennas placed on light poles throughout town.

General

Although discussion turned to how to improve the Advisory council meetings for the members, no ideas were brought forth. Mike Nuesse thought the meetings are interesting and informative. It was believed that the Customer Survey might give the CAC ideas on what issues need addressing for the community.

A leak detection survey has been conducted by DSM Solutions, Inc. throughout the entire service territory. This survey also picks up service leaks.

Flushing of the distribution system will begin in the Fall.

Scheduling

The next meeting will be held in mid January or February at the Hingham Treatment Facility, 6-8 PM with a light supper. Ann will coordinate a meeting date.

Adjournment

There being no further business to come before the Advisory Council, the meeting was adjourned at approximately 8 PM.

Ann Hiltz