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### **Aquarion Water Company Addresses Water Discoloration Occurrences In Hingham, Hull, and North Cohasset**

HINGHAM, MA. – Customers in parts of Hingham, Hull, and north Cohasset experienced discolored water earlier this week. Aquarion Water Company indicated this discoloration was caused by temporary disturbances of the water flow, which stirred up naturally occurring minerals - such as iron and manganese - that accumulate in the water mains over time.

The largest discoloration incident occurred when an Aquarion crew had to shut off a section of water main late Monday morning on South Pleasant Street in Hingham to repair a service line that was damaged during construction. Aquarion officials believe the water main shutdown resulted in a reversal of flow in a large water main, resulting in discolored water that then travelled through the distribution system from Monday afternoon to Tuesday afternoon in areas in northern Hingham, southern Hull, and Cohasset. Aquarion staff immediately informed Hingham Town officials of the water main shutdown, and the risk of discolored water. An Aquarion crew took actions on Monday and Tuesday to address the issue.

Discolored water issues also occurred in south Hingham in the area of Windsong Way over the weekend; and Aquarion staff were on site several times over the weekend to address the issue. Discolored water also occurred in the Liberty Pole area starting Monday morning; and Aquarion staff were on site Monday evening to address this issue. In both of these cases, Aquarion is investigating the cause of these flow disturbances – including the possibility that hydrants were used without Aquarion’s knowledge. Drawing large volumes of water rapidly from a hydrant causes rapid flow changes in the water mains, which can stir up minerals that have accumulated in the water mains over time.

“Aquarion’s top priority is to deliver high-quality drinking water to all of our customers, so when events such as these occur, our staff does whatever it takes to restore your drinking water to the quality you expect and deserve,” said John Walsh, vice president of operations at Aquarion Water Company. “Unfortunately, with discoloration events, time is required to remove the discolored water from the distribution system. I apologize to our customers for any difficulties and inconveniences they may have experienced.”

Aquarion encourages anyone still experiencing discolored water to call the company’s Customer Service Center at 1-800-732-9678.

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