

**Timeline for Boil Water Event
Hampton, New Hampshire
August 21-25, 2019**

Wednesday - August 21, 2019

Time: Event Description

10:00 am Water samples were collected between 10:00 am and 1:00 pm at 10 locations in the water distribution system.

Thursday - August 22, 2019

Time: Event Description

10:26 am Aquarion's contract laboratory (Eastern Analytical) picked up the water samples at Aquarion's New Hampshire office and delivered them to their laboratory at 1:10 pm. The analytical process to determine the presence or absence of E. Coli and Total Coliform (bacteria) was started by the laboratory at 1:40 pm, with the results being available approximately 20 hours after the process has begun.

Friday - August 23, 2019

Time: Event Description

9:35 am Aquarion was notified by Eastern Analytical that E. Coli and Total Coliform were detected in one distribution system sample and Total Coliform was detected in another distribution sample collected on August 21, 2019. The laboratory is required to report verbally to NHDES.

10:25 am Call received from R. Skarinka at NHDES to notify Aquarion that this type of event (an E.Coli positive and another Total Coliform positive result in the distribution system) requires an immediate Boil Water Order. R. Skarinka stated that he would leave the NHDES Concord office around 11:00 am and would be headed to Aquarion's New Hampshire office to review the water sample locations that tested positive for E.Coli and Total Coliform and the second sample location that tested positive for Total Coliform and to review the scope and extent of the Boil Water Order.

10:30 am Aquarion declares a Critical Event and establishes a Command Center in our New Hampshire Office at 7 Scott Road in Hampton, NH.

11:10 am Aquarion Critical Event Team Meeting
 The Critical Event Team includes:
 C. Firlotte, President and CEO of Aquarion Water Company
 J. Walsh, Vice President of Operations
 L. Teixeira, Vice President of Administration
 J. Herlihy, Vice President of Water Quality
 C. McMorrان, Manager of New Hampshire Operations
 D. Lawrence, Director of Engineering and Planning

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Time:	Event Description
	P. Fazekas, Director of Communications D. Szabo, Director of Rates A. Bradshaw, Director of Utility Programs B. Mills, Community Relations G. Lane, Community Relations
11:30 am	Communication started with local and state officials through phone calls, texts, emails and personal conversations and continued until around 11:00 pm. Phone and text outreach included F. Welch, Hampton Town Manager, J. Sullivan, Hampton Deputy Town Manager, J. Waddell, Hampton Board of Selectmen (BOS) member and BOS Liaison to Aquarion, Hampton BOS members R. Bridle, R. Barnes, M.L. Woolsey, R. Griffin (Chair). Additional outreach to B. Kaenrath, Town Administrator, North Hampton, and North Hampton Select Board (SB) Chair J. Maggiore.
11:59 am	C. McMorran received a call from R. Cassidy, Department of Health and Food Protection (NH Department of Health and Human Services). They received the Boil Water Notice from NHDES. They have an emergency action plan for boil water events that is sent to all licensed food service establishments in the affected water system.
12:20 pm	R. Skarinka of DES arrived at Aquarion's New Hampshire Office to define the area the Boil Water Order would be applicable to and the language of the Boil Water Notice. R. Skarinka determined that the Boil Water Order would need to be for all customers serviced by Aquarion in Hampton, North Hampton, and Rye.
12:45 pm	Conference call held with the Aquarion Water Critical Event Team and NHDES on the Boil Water Order, Notice and requirements. R. Skarinka called J. Howarth at NHDES to review the notice requirements, timing of the notice, and how the Boil Water Order could be lifted. The following decisions were made: <ul style="list-style-type: none">• Aquarion will need to prepare draft Boil Water Notice and submit to NHDES for review and approval prior to publication.• Boil Water Notice will be accomplished by:<ul style="list-style-type: none">○ Broadcast Media – Radio Announcement○ Code Red (Reverse 911)○ Hand Notification of Food Establishments, Health Care Facilities and other Critical Customers• NHDES Regulations require that Notice must be completed by Saturday (8/24/2019) at 10:00 am.• Meeting with NHDES ended at 1:53 pm.

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Time:	Event Description
1:40 pm	C. McMorran and R. Skarinka called Hampton Fire and Police Departments to provide an update and coordinate with R. Sawyer, the Town's Emergency Management Director.
1:55 pm	Upon receipt of final direction about the Water Boil Notice from NHDES, Aquarion began preparing a draft of the notice for review by NHDES.
1:50 pm	C. McMorran called and spoke with F. Welch and provided an update on communication and the Boil Water Order.
2:15 pm	Aquarion informed J. Laflamme, Assistant Director of Gas and Water Division at the Public Utility Commission, that NHDES would require that the Boil Water Notice be provided to Hampton, North Hampton, and Rye.
2:45 pm	Aquarion mobilizes additional staff from other parts of the Company to come to and assist with communication and distribution of notices to critical customers, restaurants, food establishments, and hotels.
2:49 pm	Boil Water Notice was reviewed by R. Skarinka at NHDES and approved to distribute the notice.
2:55 pm	C. McMorran contacted Eastern Analytical to inform them that we would need them to test water samples on Saturday and Sunday. Eastern Analytical agrees to open beyond normal work week.
3:00 pm	Aquarion Critical Event Team Meeting
3:08 pm	Code Red message was sent out to customers and Boil Water Notice was published to Aquarion's website and FaceBook was updated.
3:15 pm	Decision made to extend the hours of Aquarion Customer Service Call Center from 4:30 pm to 7:30 pm to accommodate questions from customers. After 7:30 pm phone calls would go to answering service and be transferred to standby staff in New Hampshire or Aquarion's Water Quality Department. Decision was made to open Call Center on Saturday and Sunday from 8:00 am -2:00 pm to address customer questions and concerns.
3:30 pm	Follow up phone calls were made to update Town Officials on the communication for the Boil Water Notice. Outreach included Hampton Board of Selectman members, North Hampton Select Board members, and Emergency Management Staff in Hampton, North Hampton and Rye.

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Time:	Event Description
3:30 pm	Outreach to Hampton Union, WMUR (Channel 9), and other media outlets with information about the Boil Water Notice. Media outreach continued throughout the day.
4:24 pm	Aquarion provided J. Laflamme, Assistant Director of Gas and Water Division at the Public Utility Commission, a copy of the Boil Water Notice.
4:25 pm	6 Aquarion staff were dispatched to hand deliver notifications to all critical customers, restaurants, food establishments, and hotels. Staff completed the notifications around 8:00 pm.
4:45 pm	Aquarion Critical Event Team Meeting
5:41 pm	Aquarion provided J. Laflamme, Assistant Director of Gas and Water Division at the Public Utility Commission, a copy of media releases related to the event.
6:00 pm	Hourly radio announcements began at 6 pm and continued to 9 pm on Friday. The radio stations included: 105.3, 97.5, iHeart Radio, 96.7, 95.3, and 930 am.
7:30 pm	Aquarion Critical Event Team Meeting
8:30 pm	Aquarion updated J. Laflamme, Assistant Director of Gas and Water Division at the Public Utility Commission, on the Boil Water Order.
10:30 pm	Email notifications were sent out to local and state officials and key stakeholders to describe the current situation and supplement earlier outreach.

**Timeline for Boil Water Event
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Saturday - August 24, 2019

Time:	Event Description
7:00 am	9 Aquarion staff were dispatched to hand deliver notifications to all critical customers, restaurants, food establishments, and hotels. Staff completed the notifications by 12:00 pm.
8:00 am	Aquarion continued communication with local and state officials through phone calls, texts, emails and personal conversation. Outreach included phone calls and texts with Hampton BOS members and North Hampton SB Chair. Communication was ongoing until around 6:00 pm on Saturday.
8:00 am	Hourly radio announcements began at 8 am and continued to 8 pm on Saturday. The radio stations included: 105.3, 97.5, iHeart Radio, 96.7, 95.3, and 930 am.
10:30 am	Aquarion Critical Event Team Meeting
12:11 pm	Email update sent to local and state officials and key stakeholders regarding customer outreach and communication with critical customers.
12:30 pm	Bottled water distribution set up at Hampton and North Hampton Fire Stations for distribution by Aquarion Staff. These locations were manned by Aquarion staff until 8 pm in Hampton and North Hampton. Aquarion staff also delivered bottled water to senior/life care facilities and other critical customers.
12:57 pm	Email, website and FaceBook notifications were sent out to notify local and state officials and key stakeholders that Aquarion Water was distributing bottled water at the Hampton and North Hampton Fire Stations. Bottled water was being provided to customers who were otherwise unable to obtain it with priority given to elderly customers, small children and those with compromised immune systems. Follow up calls and texts to Hampton Board of Selectman members and North Hampton Select Board members.
1:25 pm	C. McMorrان received a call from Eastern Analytical that all results from water samples collected on Friday were bacteria free.
2:00 pm	Electronic message boards were put out in four locations to inform the public of the Boil Water Order. The Hampton Police Department electronic message boards were put in place earlier in the day.
3:07 pm	A Code Red message was sent out to customers updating everyone on the water sample results received at 1:25 pm.

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- 3:16 pm Email notifications were sent out to notify local and state officials and key stakeholders updating them on the water sample results received at 1:25 pm. . The email notification was followed by phone calls and texts to Hampton BOS members and North Hampton SB Chair to confirm receipt of update and provide additional information, if necessary.
- 5:16 pm Aquarion provided J. Laflamme, Assistant Director of Gas and Water Division at the Public Utility Commission, a copy of the Code Red Notice to customers and email notifications to local and state officials.

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**Timeline for Boil Water Event
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Sunday - August 25, 2019

Time:	Event Description
7:40 am	C. McMorran received a call from R. Skarinka of NHDES that the laboratory called him to say that the water samples collected on Saturday were bacteria free and the Boil Water can be lifted.
8:03 am	C. McMorran called Fred Welch to notify him that the Boil Water was lifted.
8:15 am	Aquarion reaches out to local and state officials through phone calls, texts, emails and personal conversation to inform them that the Boil Water Order was lifted. Outreach and communication continued throughout the day. Outreach targets included all Hampton BOS members, North Hampton SB Chair J. Maggiore and SB member K. Kilgore, North Hampton Town Administrator B. Kaenrath, North Hampton Fire Chief M.Tully and Rye Fire Chief M. Cotreau.
8:30 am	Aquarion Critical Event Team Meeting
8:57 am	A Code Red message was issued notifying customers that the Boil Water Order has been lifted. Aquarion also updated the website and Facebook.
9:10 am	Email notifications were sent out to notify local and state officials that the Boil Water Order was lifted.
9:15 am	11 Aquarion staff were dispatched to hand deliver notifications to all critical customers, restaurants, food establishments, and hotels that the Boil Water Order was lifted. Staff completed the notifications by 12:00 pm.
9:45 am	Aquarion provided J. Laflamme, Assistant Director of Gas and Water Division at the Public Utility Commission, a copy of the Code Red Notice to customers lifting the Boil Water Notice.
10:30 am	Outreach to Hampton Union, Manchester Union Leader, WMUR (Channel 9), and other media outlets with information about the Boil Water Notice being lifted. Media outreach continued throughout the day.
11:00 am	Aquarion Critical Event Team Meeting
5:00 pm	Aquarion Critical Event Team Meeting was held and the Critical Event was closed at 5:18 pm.