



TOWN OF EASTHAM

2500 State Highway, Eastham, MA 02642 - 2544

All departments 508 240-5900 Fax 508 240-1291

www.eastham-ma.gov

June 1, 2017

Dear Water Customer,

Welcome to the Eastham Municipal Water System! Whether you have had water for a week or for months, we welcome you. I wanted to write to let you know who to contact if you have issues and/or questions regarding the water, the system, billing, or for any other reason if you need to contact us.

The Town has partnered with two companies to provide operation and administration for the new water system. Both companies bring expertise and experience with them to Eastham, and we are confident that they will provide excellent service to residents. Whitewater is the company that will be operating the system for the Town of Eastham. They will respond in any emergency, either during or after hours. We have several Whitewater employees working in Eastham on a daily basis.

Pennichuck is the company that will do our customer service and billing for the system. They administer several municipal public water systems and have a great reputation. We have a linked system, so that Pennichuck employees can be in close contact with the water operators, our engineers from Environmental Partners, and our water clerk and personnel here at Town Hall.

Bills will be sent quarterly. Meters will be read February 1, May 1, August 1, and November 1, and bills will be mailed around the 10th of the month (2/10, 5/10, 8/10, and 11/10). The exception will be *our first billing which will occur on or around June 10, 2017.*

On the back of this letter is a reference list which includes the contact information you will need regarding your connection to the Eastham Municipal Water System. Please keep this information for future reference. If you rent your home, please place the phone and email contacts in a prominent place for renters.

Please do not hesitate to call if you have any questions or concerns about any aspect of the water service.

Best,


Jacqueline W. Beebe

Town Administrator

508-240-5900 x3211

jbeebe@eastham-ma.gov

Contact Information for the Municipal Water System

Payment Options:

Online payment: www.invoicecloud.com/easthamma

By Mail: Town of Eastham
c/o Pennichuck Water
P.O. Box 940
Merrimack, NH 03054

Customer Service:

Business Hours, Mon – Fri, 7:30AM to 5:00PM - Please contact Pennichuck:

Phone - **800-553-5191** Email – customer-service@pennichuck.com

Emergency before or after Business Hours – Please contact Whitewater:

Phone - **888-377-7678**

Non-emergency before or after Business Hours – Please contact the Eastham Police Station:

Phone - **508-255-0551**

Other Miscellaneous Contact Information:

Environmental Partners Group:

Phone - **617-657-0279** Email - easthamwater@envpartners.com

Administrative Water Clerk, Cassidy Weeks (Town Hall):

Phone - **508-240-5900 x3244**