

Consumer Confidence Report Hillsborough Water Works

2014

What is a Consumer Confidence Report?

The Consumer Confidence Report (CCR) details the quality of your drinking water, where it comes from, and where you can get more information. This annual report documents all detected primary and secondary drinking water parameters, and compares them to their respective standards known as Maximum Contaminant Levels (MCLs).

The sources of drinking water

(both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.

Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.

Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. The US Food and Drug Administration (FDA)

regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

What is the source of my drinking water?

The water provided by the Hillsborough Water Works is from Loon Pond, a surface water supply. The source water at Loon Pond is protected by State Rule Env-Ws 386, the Rules for Protecting The Purity Of Regulated Watersheds. The water is treated by slow sand filtration. Water flows by gravity through three sand filter beds. Each filter consists of a sand bed approximately four feet deep and support gravel over perforated under-drain. Flow from the filters is treated with sodium hypochlorite, for disinfection. The treated water enters the clearwell, which serves to provide chlorine contact time. After the clearwell

NOW IT COMES WITH A
LIST OF INGREDIENTS.



potassium hydroxide is added, for pH adjustment. Water system storage is provided by a 1-million gallon tank.

Why are contaminants in my water?

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791.

Do I need to take special precautions?

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at 1-800-426-4791.

Source Water Assessment Summary: DES prepared drinking water source assessment reports for all public water systems between 2000 and 2003 in an effort to assess the vulnerability of each of the state's public water supply sources. Included in the report is a map of each source water protection area, a list of potential and known contamination sources, and a summary of available protection options. The results of the assessment, prepared during 2002, are noted below.

• Loon Pond: No susceptibility factors were rated high, two were rated medium, and eleven were rated low.

Note: This information is over 10 years old and includes information that was current at the time the report was completed.

Therefore, some of the ratings might be different if updated to reflect current information. At the present time, DES has no plans to update this data but we are required to present it in this report. The complete Assessment Report is available for review at Water System Operators, Inc. For more information, call Keith Gilbert at 428-3525 or visit the DES Drinking Water Source Assessment website at <http://des.nh.gov/organization/divisions/water/dwgb/dwspp/dwsap.htm>.

How can I get involved? The Hillsborough Water Works is managed by the Hillsborough Water and Sewer Commission. The Commissioners are: Doug Parker, Herm Wiegelman and Peter Mellen. The Commissioners meet on the fourth Tuesday of every month, at the Hillsborough Water Department office on Church Street. The Water department can be reached at 464-3877 extension 229. Hillsborough Water Works has contracted Water System Operators, Inc. to provide trained and certified professional operators. Water System Operators, Inc. can be reached at 428-3525.

Violations and Other information: The system had four violations during 2013 all for Disinfection Byproducts (TTHM & HAA in table). The Commissioners are working with Hoyle Tanner & Associates, Inc. Engineers to develop and implement a solution to this issue. The new equipment is partially installed to address this issue. See violation list in table below.

Definitions

Ambient Groundwater Quality Standard

or **AGQS:** The maximum concentration levels for contaminants in groundwater that are established under RSA 485-C, the Groundwater Protection Act.

Action Level or **AL:** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Maximum Contaminant Level or **MCL:** The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

Maximum Contaminant Level Goal or

MCLG: The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

Maximum Residual Disinfectant Level or

MRDL: The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level

Goal or **MRDLG:** The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Treatment Technique or **TT:**

A required process intended to reduce the level of a contaminant in drinking water.

Turbidity: A measure of the cloudiness of the water. It is monitored by surface water systems because it is a good indicator of water quality and thus helps measure the effectiveness of the treatment process. High turbidity can hinder the effectiveness of disinfectants.

Abbreviations

BDL: Below Detection Limit

mg/L: milligrams per Liter

NA: Not Applicable

ND: Not Detectable at testing limits

NTU: Nephelometric Turbidity Unit

pCi/L: picoCurie per Liter

ppb: parts per billion

ppm: parts per million

RAA: Running Annual Average

TTHM: Total Trihalomethanes

UCMR: Unregulated Contaminant Monitoring Rule

ug/L: micrograms per Liter

Drinking Water Contaminants:

Lead: If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. This water system is responsible for high quality drinking water, but can not control the variety of materials used in your plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing cold water from your tap for at least 30 seconds before using water for drinking or cooking. Do not use hot water for drinking and cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://water.epa.gov/drink/info/lead/index.cfm>

Hillsborough Water Works EPA ID: 1141010

2014

VIOLATIONS

| VIOLATIONS | Date of violation | Explain violation | Length of violation | Action taken to resolve | Health Effects (Env-Dw 811.21) |
|------------|-------------------|----------------------------------|---------------------|----------------------------------|--|
| MCL | 2/5/2013 | Disinfection By-products Q4 2012 | ongoing | engineering study, public notice | See Haloacetic Acids and Total Trihalomethanes information in table below. |
| MCL | 5/10/2013 | Disinfection By-products Q1 2013 | ongoing | engineering study, public notice | See Haloacetic Acids and Total Trihalomethanes information in table below. |
| MCL | 8/2/2013 | Disinfection By-products Q2 2013 | ongoing | engineering study, public notice | See Haloacetic Acids and Total Trihalomethanes information in table below. |
| MCL | 10/18/2013 | Disinfection By-products Q3 2013 | ongoing | engineering study, public notice | See Haloacetic Acids and Total Trihalomethanes information in table below. |

DETECTED WATER QUALITY RESULTS

| Contaminant (Units) | Level Detected | MCL | MCLG | Violation YES/NO | Likely Source of Contamination | Health Effects of Contaminant |
|---------------------|----------------|-----|------|------------------|--------------------------------|-------------------------------|
|---------------------|----------------|-----|------|------------------|--------------------------------|-------------------------------|

Microbiological Contaminants

| | | | | | | |
|-----------------|--|----|-----|----|-------------|--|
| Turbidity (NTU) | Range 0.12 – 0.30 Highest monthly average 0.24 All readings below Turbidity limit of 1.0 Sampled 2013 | TT | N/A | No | Soil runoff | |
|-----------------|--|----|-----|----|-------------|--|

Inorganic Contaminants

| | | | | | | |
|----------------|--|----------|-----------|----|--|--|
| Barium (ppm) | 0.004 Sampled 2013 | 2 | 2 | No | Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits | |
| Chlorine (ppm) | Range 0.5 – 2.9 Average 1.8 Sampled 2013 | MRDL = 4 | MRDLG = 4 | No | Water additive used to control microbes | |
| Copper (ppm) | 90 th Percentile = 0.14 Sampled 2013 | AL=1.3 | 1.3 | No | Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives | |

| | | | | | | |
|------------|---|-------|---|----|--|--|
| Lead (ppb) | 90 th Percentile = 8 Sampled 2013 | AL=15 | 0 | No | Corrosion of household plumbing systems, erosion of natural deposits | |
|------------|---|-------|---|----|--|--|

Volatile Organic Contaminants

| | | | | | | |
|---|--|--------|-----|-----|---|--|
| Haloacetic Acids (HAA) (ppb) | Range 77 – 91 Highest Quarterly RAA 91 Sampled 2013 | 60 | NA | Yes | By-product of drinking water disinfection | Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer. |
| Total Trihalomethanes (TTHM) (Bromodichloromethane Bromoform Dibromomethane Chloroform) (ppb) | Range 108 – 169 Highest Quarterly RAA 169 Sampled 2013 | 100/80 | N/A | Yes | By-product of drinking water chlorination | Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer. |

ADDITIONAL TESTING

| Additional tests (no Primary MCL) | Results | Date | AL (Action Level) or AGQS (Ambient groundwater quality standard) |
|-----------------------------------|---------|--------------|--|
| Chloride (mg/L) | 8 | Sampled 2013 | |
| Sodium (mg/L) | 6 | Sampled 2009 | |
| Sulfate (mg/L) | 3 | Sampled 2013 | AGQS = 500 |

Sample Dates: The results for detected contaminants listed above are from the most recent monitoring done in compliance with regulations ending with the year 2013. The State of New Hampshire allows water systems to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Thus some of the data present, though representative, may be more than one year old.