



New Hampton Village Precinct

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Status of New Hampton Village Precinct Water as of August 2019

We know there are ongoing concerns regarding the water provided by the New Hampton Village Precinct and we want to provide additional information to customers.

Several years ago NHVP started a project to transition from water supplied by a well to water piped from Mountain Pond. This was necessary as the well was failing. Construction on the project was scheduled to start in June of 2018 but the lead time for pipe was 10 weeks. Construction therefore started in late September 2018. Significant delays were caused by abnormally high rainfall during the entire fall of 2018. The pipeline was connected to the treatment facility in January of 2019 but there were many disruptions as work continued during the winter. Due to the continued water quality issues, additional work on the intake will likely be required this fall. The chronology of the water quality changes have been as follows:

1. We received resident complaints in late April / early May regarding “blue-green staining” in your fixtures. This was due to the Mountain Pond water lower pH and alkalinity than our prior blend using the well water. The lower pH water dissolves copper oxide in the pipes of some houses resulting in the staining. Actions to raise both pH and alkalinity were initiated on May 9th to maintain 7.0-8.0 pH and 75-80 alkalinity range in the system since June. pH and alkalinity continue to be monitored daily at the Treatment Plant.

2. Lead and copper testing was completed in May - June to evaluate the water corrosivity and again in August to establish improvements from the pH/alkalinity treatment. This testing is done on a regular basis but was increased by NHDES due to the change in water quality. This testing consists of collecting a stagnant sample (no water run for at least 6 hours and preferably overnight) to establish worst case levels of lead or copper that may be leached from home plumbing fixtures. The latest test samples were drawn at 22 sites on August 9-12 (results attached), and indicate that LEAD levels are still elevated, though COPPER levels have been reduced. Because of the elevated Lead, we are required to distribute the attached “Lead Education Flyer” for your information on lead toxicity and how to reduce your exposure.

It is important to note that lead and copper metals are not coming from Mountain Pond or from the treatment facility, as the raw water line is HDPE, and our distribution water mains are generally cast iron or ductile iron pipe. However, short sections connecting the distribution line to the individual homes consist of copper and older homes may have some lead pipe components. The service line from the curb stop into the house is maintained by the property owner.

3. NHVP tests for monthly bacteria and testing shows no E-coli in the water. The most recent results were received August 8, 2019.

4. The recent water discoloration complaints started in late June 2019. In mid-June, the pipeline contractor removed concrete barriers, steel plates and crushed rocks placed at the dam to perform final permanent connection of the inlet pipe. The pond water was disturbed in the above activity likely causing some natural organic matter (color), dissolved iron, and manganese from the bottom of the pond to be sucked into the treatment facility. As of August 12, 2019 the Mountain Pond water has shown marked improvement and most houses in the Precinct are seeing clearer water. We have flushed the pipeline to clear as much residual material as possible. Flushing of water lines in the Precinct has been performed multiple times in the past few weeks.

Your Provider for Electric, Water, and Sewer
The New Hampton Village Precinct is an equal opportunity provider and employer.

NOTE: To avoid staining of clothing, please abstain from using bleach in your laundry until the iron issues are resolved. Also, annual flushing of hot water heaters is recommended and we suggest that all customers flush your tanks now to remove any sediment that may have settled since its last flushing.

5. We are working closely with NHDES since May and they are requiring increased testing, evaluation, and a plan for resolution of the water quality issues. NHVP has hired a consultant to perform some bench testing, water quality analysis and provide recommendations to resolve lead, copper, iron, manganese and disinfectant by-product issues being experienced by the Precinct for a cost approximately \$30,000. The cost for implementation of any system modifications recommended by the consultant and approved by NHDES is not included in this figure.

The goal of NHVP is to provide clear, potable water with MINIMUM chemicals. We are experiencing unanticipated challenges as we transitioned to a better long term water supply solution. Please be assured we will continue our focus to provide potable water and minimize the additives we distribute.

Commissioners

August 29, 2019

Robert Barry

Tom O'Shea

Robert Hammond

Attachments

- Memo on water testing and corrective actions
- Lead and Copper Results 2019
- Lead Education Flyer