

# 2022 Consumer Confidence Report

## Hardwood

EPA # 2542060

### 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).

NOW IT COMES WITH A LIST OF INGREDIENTS.



**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.

**Organic chemical contaminants**, including per- and polyfluoroalkyl substances, 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.

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

**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, the EPA prescribes regulations which limit the amounts 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 sources of the Hardwood water supply are four simultaneously bedrock wells located off Hickory Lane in Windham, NH. Bedrock Well # 3 is located 300 feet southwest of the pump house, is 202 feet deep and yields 10 gallons per minute. Bedrock Well # 4 is located 330 feet southwest of the pump house, is 800 feet deep and yields 13 gallons per minute. Bedrock Well # 5 is located 345 feet south of the pump house, is 500 feet deep and yields 20 gallons per minute. Bedrock well #6 is located 825 feet southwest of the pump house, 240 feet deep and yields 20 gallons per minutes. Treatment consists of chlorine as a pre-oxidant MTM®(granular manganese dioxide filtering media) to reduce iron and manganese, Caustic Soda for pH adjustment and corrosion control, softeners to remove hardness, and chlorine for disinfection. Water usage has an average of 14,304 gallons per day.

### 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

Department of Environmental Service (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.

Source Name	Date	Low	Med	High
Bedrock Well # 3	6/10/05	8	1	3
Bedrock Well # 4	6/10/05	8	1	3
Bedrock Well # 5	6/10/05	8	1	3
Bedrock Well #6	2017 New well - No data			

Note: This information is over 15 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.

The complete Assessment Report is available for review. For more information, call Matt Day at 800-553-5191 or visit the [NHDES website](#).

### How can I get involved?

For more information about your drinking water, please call our laboratory at 800-553-5191 or send an email to [customer-service@pennichuck.com](mailto:customer-service@pennichuck.com). Although we do not have specific dates for public participation events or meetings, feel free to contact us with any questions you may have.

**Violations: We are pleased to announce there were no violations.**

### 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 cannot 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 to 2 minutes 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 at 800-426-4791 or at <http://water.epa.gov/drink/info/lead>.

**Sodium:** Sodium sensitive individuals such as those experiencing hypertension, kidney failure, or congestive heart failure, who drink water containing sodium, should be aware of levels where exposures are being carefully controlled.

## Definitions

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

### 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.

**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.

## Abbreviations

**NA:** Not Applicable

**ND:** Not Detectable at testing limits

**pCi/L:** picoCurie per Liter

**ppb:** parts per billion

**ppm:** parts per million

**ppt:** parts per trillion

**RAA:** Running Annual Average

**90<sup>th</sup> Percentile** – Out of every 10 homes sampled, 9 were at or below this level

## 2021 Results

	Year Collected	90th Percentile	Action Level	MCLG	# of Sites Sampled	# Sites Above Action Level	Violation Yes/No	Typical Source of Contaminant
Lead (ppb)	2019	3	15	0	29	0	No	Corrosion of household plumbing systems, erosion of natural deposits
Copper (ppm)	2019	0.223	1.3	1.3	29	0	No	Corrosion of household plumbing systems, erosion of natural deposits; leaching from wood preservatives

Inorganic Contaminants	Year Collected	Highest Detect	Range Detected	MCL or MRDL	MCLG or MRDLG	Violation Yes/No	Typical Source of Contaminant
Arsenic (ppb)	2021	RAA 0.32	ND – 1.6	5	0	No	Erosion of natural deposits; runoff from orchards; run from glass and electronics production waste
Barium (ppm)	2020	0.0035	NA	2	2	No	Discharge of drilling wastes; discharge from metal refineries; erosion or the natural deposits
Organic Chemical Contaminants							
Perfluorooctanoic acid (PFOA) (ppt)	2021	8.75	7.48 – 8.75	12	0	No	Discharge from industrial processes, wastewater treatment, residuals from firefighting foam, runoff/leachate from landfills and septic systems
Perfluorooctanesulfonic Acid (PFOS) (ppt)	2021	4.90	3.92 – 4.90	15	0	No	
Disinfectants and Disinfection By-Products							
Chlorine (ppm)	Monthly 2021	Average 0.64	0.09 – 0.98	4-MRDL	4-MRDLG	No	Water additive used to control microbes
Total Trihalomethanes (ppb)	2019	44	N/A	80	0	No	By-product of drinking water disinfection
Haloacetic Acids (ppb)	2019	5.0	N/A	60	0	No	By-product of drinking water disinfection
Radiological Contaminants							
Uranium (ppb)	2018	2.8	1.9 – 2.8	30	0	No	Erosion of natural deposits

Secondary MCLs (SMCL)	Level Detected	Date	Treatment technique (if any)	AL (Action Level), SMCL or AGQS (Ambient groundwater quality standard)	Specific contaminant criteria and reason for monitoring
Chloride (ppm)	110	2020	softener	250	Wastewater, road salt, water softeners, corrosion
Hardness (ppm)	112	2020	softener	N/A	Geological
Manganese (ppb)	7.4	2020	filtration	50	Geological
Nickel (ppm)	0.0011	2020	N/A	N/A	Geological; electroplating, battery production, ceramics
pH (SU)	7.59	2020	pH adjustment	6.5-8.5	Precipitation and geology
Sodium (ppm)	96.9	2020	softener	100-250	Road salt, septic systems (salt from water softeners) We are required to regularly sample for sodium
Sulfate (ppm)	25	2020	N/A	250	Naturally occurring
Zinc (ppm)	0.0100	2020	N/A	5	Galvanized pipes

**Secondary Maximum Contaminant Level or SMCL:** They identify acceptable concentrations of contaminants which cause unpleasant tastes, odors, or colors in the water.

ADDITIONAL TESTING					
Additional Tests	Results	Date	Treatment technique (if any)	AL (Action Level), SMCL or AGQS (Ambient groundwater quality standard)	Specific contaminant criteria and reason for monitoring
Radon (pCi/L)	1112	2021	N/A	Advisory Level 2000	Radon is a radioactive gas that you can't see, taste or smell. It can move up through the ground and into a home through cracks and holes in the foundation. Radon can also get into indoor air when released from tap water from showering, washing dishes, and other household activities. It is a known human carcinogen. Breathing radon can lead to lung cancer. Drinking water containing radon may cause an increased risk of stomach cancer.