

Consumer Confidence Report

Londonderry

EPA # 1391010

2021

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.

Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban storm water 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, 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 source of the Londonderry water supply is Lake Massabesic located Auburn and East Manchester. The water is treated at the Manchester Water Treatment Plant located at 1581 Lakeshore Road, Manchester, NH. The treatment consists of chloramines for disinfection, fluoride for preventing tooth decay, soda ash for corrosion control, phosphoric acid for corrosion control, granular active carbon for organic and particle removal, and ozone for organic removal and disinfection. Manchester's Consumer Confidence Report can be found at the following website:
<http://www.manchesternh.gov/website/Departments/WaterWorks/ConsumerConfidence/tabid/410/Default.aspx>

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 NH Department of Environmental Services (DES) has prepared a Source Assessment Report for the source servicing this community water system, assessing the sources vulnerability to contamination.

Source Name	Date	Low	Med	High
Lake Massabesic	09/2002	5	4	4

Note: This information is over 18 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 DES Drinking Water Source Assessment website at <https://www.des.nh.gov/climate-and-sustainability/conservation-mitigation-and-restoration/source-water-protection/assessment>

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. 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>.

Fluoride: Your public water supply is fluoridated. According to the Centers for Disease Control and Prevention, if a child under the age of 6 months is exclusively consuming infant formula reconstituted with fluoridated water, there may be an increased chance of dental fluorosis. Consult your child's health care provider for more information.

Definitions

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

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.

Treatment Technique or TT: A required process intended to reduce the level of a contaminant in drinking water.

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

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

90th Percentile – Out of every 10 homes sampled, 9 were at or below this level

2020 Data

REGULATED SUBSTANCES								
(Unit of Measure)	Year Sampled	MCL	MCLG	Average Amount Detected	Range Low-High	Violation Yes/No	Typical Source of Contaminant	
Total Organic Carbon ³ (ppm)	2020	TT	NA	1.71	1.36 – 2.51	No	Naturally present in the environment	
Turbidity (NTU) ²	2020	TT=<1 NTU	NA	0.09	0.02 - 0.09	No	Soil Runoff	
Turbidity (Lowest monthly percent of samples meeting limit)	2020	TT=95% of samples meet the limit	NA	100 %	NA	No	Soil Runoff	
Inorganic Contaminants								
Barium (ppm)	2020	2	2	0.0111	0.0096-0.0125	No	Discharge of drilling wastes; discharge from metal refineries; erosion or the natural deposits	
Fluoride (ppm)	2020	4	4	0.7	0.61 – 0.74	No	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories	
Per- and Polyfluoroalkyl Substances (PFAS) Contaminants								
Perfluorooctanoic acid (PFOA)(ppt)	2020	12	0	4.87	4.58-5.39	No	Discharge from industrial processes, wastewater treatment, residuals from firefighting foam, runoff/leachate from landfills and septic systems	
Perfluorohexane sulfonic acid (PFHxS)(ppt)	2020	18	0	2.175	0-2.18	No		
Radiological								
Beta/Photon Emitters ¹ (pCi/L)	2017	50	0	1.7	NA	No	Decay of natural and man-made deposits.	
Combined Radium (pCi/L)	2017	5	0	0.2	NA	No	Erosion of natural deposits	
Disinfectant and Disinfection By-Products								
							Typical Source of Contaminant	
Chlorine Total (ppm)	2020	4-MRDL	4-MRDLG	0.65	0.28 – 0.83	No	Water additive used to control microbes.	
Chloramines (ppm)	2020	4-MRDL	4-MRDLG	0.33	ND – >4.5	No	Water additive used to control microbes.	
Total Trihalomethanes (ppb)	2020	80	0	RAA 3.3	2 - 4	No	By-product of drinking water chlorination.	
Haloacetic Acids – Stage 2 (ppb)	2020	60	0	RAA 2.5	ND - 3	No	By-product of drinking water chlorination.	
1-The MCL for beta particles is 4 mrem/year. The U.S. EPA considers 50 pCi/L to be the level of concern for beta particles.								
2-Turbidity is 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.								
3- The value reported under Amount Detected for TOC is the lowest ratio between the percentage of TOC actually removed to the percentage of TOC required to be removed. A value of >1 indicates that the water system is in compliance with TOC removal requirements.								
Lead and Copper	Year Collected	90th Percentile	Action Level	MCLG	# of Sites Sampled	# Sites Above Action Level	Violation Yes/No	Possible Source of Contaminant

Lead (ppb)	2018	1.0	15	0	10	0	No	Corrosion of household plumbing system
Copper (ppm)	2018	0.106	1.3	1.3	10	0	No	Corrosion of household plumbing systems, erosion of natural deposits; leaching from wood preservatives

UNREGULATED AND OTHER SUBSTANCES				
Substances (Unit of Measure)	Year Collected	Average Amount Detected	Range Low-High	Typical Sources
Alkalinity (ppm)	2020	21.5	20 - 29	Naturally occurring and/or added for pH adjustment.
Aluminum (ppb)	2020	31	ND-43	Erosion of natural deposits; Residual from some surface water treatment processes
Ammonia, as Nitrogen (ppm)	2020	0.31	0.22 – 0.59	By-product of drinking water disinfection.
Ammonia, Free (ppm) -	2020	0.03	ND – >0.5	By-product of drinking water disinfection.
Calcium (ppm)	2020	4.8	4.44 – 4.72	Erosion of natural deposits
Color (units)	2020	0	0-1	Naturally occurring organic materials
Magnesium (ppm)	2020	1.14	0.97 – 1.05	Erosion of natural deposits
Phosphate (ppm)	2020	0.47	0.42 – 0.51	Corrosion control additive
Silica (ppm)	2020	2.92	1.93 – 3.85	Naturally present in the environment

Manchester Water Works participated in the 4th stage of the U.S. EPA's Unregulated Contaminant Monitoring Rule (UCMR4) program by performing additional tests on our drinking water. UCMR4 benefit the environment and public health by providing the EPA with data on the occurrence of contaminants suspected to be in drinking water, in order to determine if the EPA needs to introduce new regulatory standards to improve drinking water quality. Unregulated contaminants monitoring data are available to the public, so please feel free to contact us if you are interested in obtaining that information. If you would like more information on the U.S. EPA's Unregulated Contaminants Monitoring Rule, please call the Safe Drinking Water Hotline at (800)426-4791.

Bromochloroacetic Acid (ppb)	2018	1.1	0.682-1.680	Used as a food additive (antioxidant)
Butylated Hydroxyl Anisole (ppb)	2018	0.0297	NA	Used as a food additive (antioxidant)
o-Toluidine (ppb)	2018	0.00693	NA	Used in the production of dyes, rubber, pharmaceutical, and pesticides
Quinoline (ppb)	2018	0.0198	NA	Used as a pharmaceutical (antimalarial) and Flavoring agent; Produced as a chemical intermediate; Component of coal

Secondary Contaminants					
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)	Average 51.5	2020	N/A	250	Wastewater, road salt, water softeners, corrosion
Fluoride (ppm)	Average 0.7	2020	Fluorosilicic acid	2	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Total Hardness (ppm)	Average 16.8	2020	N/A	N/A	A measure of dissolved minerals, primarily calcium and magnesium
Manganese (ppb)	Average 9	2020	N/A	50	Geological
pH (SU)	Average 7.71	2020	Soda Ash	6.5-8.5	Precipitation and geology
Sodium (ppm)	Average 41.5	2020	N/A	100-250	Road salt, septic systems (salt from water softeners) We are required to regularly sample for sodium
Sulfate (ppm)	18	2020	N/A	250	Naturally occurring
Zinc (ppm)	0.002	2020	N/A	5	Galvanized pipes