

# Consumer Confidence Report

Londonderry

EPA # 1391010

2020

## 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 in East Manchester and Auburn, NH. The Manchester Water Treatment Plant is located at 1581 Lakeshore Road, Manchester, NH. Treatment consists of chloramines to kill microbes; fluoride addition to prevent tooth decay; soda ash to adjust the pH and alkalinity to provide aid in coagulation and control pipe corrosion; Phosphoric acid to also prevent corrosion; deep-bed granular-activated carbon (GAC) filters that completes the physical removal of particles; and ozone that removes color, taste and odor along with inactivating harmful organisms in water. 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

The 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 20 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 <http://des.nh.gov/organization/divisions/water/dwgb/dwspp/dwsap.htm>

## 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>.

**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.

**Abbreviations**

- NA:** Not Applicable
- ND:** Not Detectable at testing limits
- pCi/L:** picoCurie per Liter
- ppt:** parts per trillion
- ppb:** parts per billion
- ppm:** parts per million
- RAA:** Running Annual Average
- SMCL:** Secondary Maximum Contaminant Level

**2020 Report (2019 Results)**

<b>REGULATED SUBSTANCES SUBSTANCE (Unit of Measure)</b>	<b>Year Sampled</b>	<b>MCL</b>	<b>MCLG</b>	<b>Level Detected</b>	<b>Range Low-High</b>	<b>Violation Yes/No</b>	<b>Typical Source of Contaminant</b>
Barium (ppm)	2019	2	2	0.0114	0.0019-0.0154	No	Geological; oil/gas drilling, painting, industrial waste
Beta/Photon Emitters <sup>1</sup> (pCi/L)	2017	50	0	1.7	NA	No	Decay of natural and man-made deposits.
Bromate (ppb)	2019	10	0	1.03	ND – 8.9	No	By-product of drinking water disinfection.
Chloramines (ppm)	2019	4-MRDL	4-MRDLG	0.67	ND – 4.5	No	Water additive used to control microbes.
Combined Radium (pCi/L)	2017	5	0	0.2	NA	No	Erosion of natural deposits
Fluoride (ppm)	2019	4	4	0.72	0.61 – 0.82	No	Geological; additive to drinking water, toothpaste
Total Organic Carbon <sup>3</sup> (ppm)	2019	TT	NA	1.83	1.45 – 2.43	No	Naturally present in the environment
Turbidity (NTU) <sup>2</sup>	2019	TT= <1 NTU	NA	0.05	0.02 - 0.05	No	Soil Runoff
Turbidity (Lowest monthly percent of samples meeting limit)	2019	TT=95% of samples < 0.3 NTU	NA	100 %	NA	No	Soil Runoff
Chlorine Total (ppm)	2019	4-MRDL	4-MRDLG	Average 0.74	ND – 2.04	No	Water additive used to control microbes.
Total Haloacetic acids (ppb)	2019	60	NA	RAA 3.5	ND – 13	No	By-product of drinking water chlorination.
Total Trihalomethanes (ppb)	2019	80	NA	RAA 9.3	3.0 – 26	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 a violation of the TOC removal requirements.

<b>LEAD &amp; COPPER</b>	<b>Year Collected</b>	<b>90th Percentile</b>	<b>Action Level</b>	<b>MCLG</b>	<b># of Sites Sampled</b>	<b># Sites Above Action Level</b>	<b>Violation Yes/No</b>	<b>Possible Source of Contaminant</b>
Lead (ppb)	2018	1	15	0	11	0	No	Corrosion of household plumbing; erosion of natural deposit
Copper (ppm)	2018	0.106	1.3	1.3	11	0	No	

Tap water samples were collected for lead and copper analysis from sample sites throughout the community  
 90<sup>th</sup> Percentile – Out of every 10 homes sampled, 9 were at or below this level.

<b>SECONDARY SUBSTANCES</b>					
<b>Substances (Unit of Measure)</b>	<b>Year Collected</b>	<b>SMCL</b>	<b>Average Amount Detected</b>	<b>Range Low-High</b>	<b>Typical Sources</b>
Aluminum (ppb)	2019	200	29.4	ND – 37	Erosion of natural deposits; Residual from some surface water treatment processes
Color (units)	2018	15	0	0 - 1	Naturally occurring organic materials
Chloride (ppm)	2019	250	46.5	45 - 48	Runoff/leaching from natural deposits
Manganese (ppb)	2019	50	12	2 – 20	Geological
pH (Units)	2019	6.5 – 8.5	7.71	7.34 – 7.91	Naturally occurring
Sulfate (ppm)	2019	250	22.75	16 - 31	Naturally occurring
Zinc (ppm)	2019	5	0.001	ND – 0.0012	Galvanized pipes
<b>UNREGULATED AND OTHER SUBSTANCES</b>					
<b>Substances (Unit of Measure)</b>	<b>Year Collecte d</b>	<b>Average Amount Detected</b>	<b>Range Low-High</b>	<b>Typical Sources</b>	
Alkalinity (ppm)	2019	23	20 - 29	Naturally occurring and/or added for pH adjustment.	
Ammonia, as Nitrogen (ppm)	2019	0.40	0.22 – 0.59	By-product of drinking water disinfection.	
Ammonia, Free (ppm)	2019	0.06	0.04 – 0.09	By-product of drinking water disinfection.	
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)	
Calcium (ppm)	2019	4.5	4.44 – 4.72	Erosion of natural deposits	
Total Hardness (ppm)	2019	15.48	15.1-16.1	A measure of dissolved minerals, primarily calcium and magnesium	
Magnesium (ppm)	2019	1.02	0.97 – 1.05	Erosion of natural deposits	
o-Toluidine (ppb)	2018	0.00693	NA	Used in the production of dyes, rubber, pharmaceutical, and pesticides	
Perfluorooctanesulfonic acid (PFOS) (ppt)	2019	2.1	ND – 2.1	Industrial processes, firefighting foam, landfills, wastewater treatment and septic systems	
Perfluorooctanoic acid (PFOA) (ppt)	2019	3.715	2.04 – 5.39	Industrial processes, firefighting foam, landfills, wastewater treatment and septic systems	
Phosphate (ppm)	2019	0.51	0.47 – 0.56	Corrosion control additive	
Quinoline (ppb)	2018	0.0198	NA	Used as a pharmaceutical (antimalarial) and Flavoring agent; Produced as a chemical intermediate; Component of coal	
Silica (ppm)	2019	4.50	3.53 – 6.18	Naturally present in the environment	
Sodium (ppm)	2019	42.9	39.3 – 46.8	Road salts, septic systems (salt from water softeners)	
<b>UNREGULATED CONTAMINANT MONITORING RULE – PART 3 (UCMR3)</b>					
<b>Substances (Unit of Measure)</b>	<b>Year Collecte d</b>	<b>Amount Detected</b>		<b>Range Low-High</b>	
Chlorate (ppb)	2014	180.9		32 – 380	
Chromium (ppb)	2014	0.119		ND – 0.27	
Chromium-6 (ppb)	2014	0.060		0.040 – 0.079	
Strontium (ppb)	2014	47.6		41 - 52	
Vanadium (ppb)	2014	0.36		ND – 0.56	

Manchester Water Works participated in the 4<sup>th</sup> 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.