

# Consumer Confidence Report

W & E

EPA # 2542030

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?

W&E water supply is three wells located off West Shore Road in Windham, NH. Well #3 is located 45 feet southwest of the pump house, is 941 feet deep and, yields 50 gallons per minute. (Well #3 used when the demand is high.) Well #4 is located 107 feet south of the pump house, is 740 feet deep and, yield 37 gallons per minute. Well #6 is located 1,270 feet southwest of the pump house, is 505 feet deep and, yields 20 gallons per minute. Treatment consists of sodium hydroxide for pH adjustment, potassium permanganate and greensand filter to remove iron and manganese, ion exchange to reduce hardness, and chlorine for disinfection.

**In 2020, bulk water was purchased for the reasons stated below.**

BULK WATER DELIVERIES			
Bulk Water Source	Dates of delivery	Gallons delivered	Reason for delivery
Manchester Water	5/28/20	12,000	Flushing system
Buxton Water	5/28/20	7,500	Flushing system
Pennichuck Water	5/28/20	7,000	Flushing system
Manchester Water	5/30/20	12,000	Low Storage Tank
Manchester Water	5/31/20	12,000	Low Storage Tank
Pennichuck Water	10/1/20	6,000	Suspected leak
Pennichuck Water	10/2/20	18,000	Suspected leak

## 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	5	5	2
Bedrock Well # 4	6/10/05	5	5	2
Bedrock Well # 6	Not available			

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 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](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.**

## 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.

**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

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

## 2020 Data

Year Collected	90th Percentile	Action Level	MCLG	# of Sites Sampled	# Sites Above Action Level	Violation Yes/No	Typical Source of Contaminant	
Copper (ppm)	2018	0.081	1.3	1.3	10	0	No	Corrosion of household plumbing systems, erosion of natural deposits; leaching from wood preservatives
Lead (ppb)	2018	2	15	0	10	0	No	Corrosion of household plumbing system

Inorganic Contaminants	Year Collected	Highest Detect	Range Detected	MCL	MCLG	Violation Yes/No	Typical Source of Contaminant
Barium (ppm)	2018	0.0128	0.0064-0.0128	2	2	No	Geological; oil/gas drilling, painting, industrial waste
Chromium (ppb)	2018	2.5	ND – 2.5	100	100	No	Discharge from steel and pulp mills; erosion of natural deposits
<b>Per- and Polyfluoroalkyl Substances (PFAS) Contaminants</b>							
Perfluorooctane sulfonic acid (PFOS)(ppt)	2020	2.50	2.45 – 2.50	15	0	No	Discharge from industrial processes, wastewater treatment, residuals from firefighting foam, runoff/leachate from landfills and septic systems
Perfluorooctanoic acid (PFOA)(ppt)	2020	5.58	5.53 – 5.58	12	0	No	
Perfluorohexane sulfonic acid (PFHxS)(ppt)	2020	2.73	2.61 – 2.73	18	0	No	
<b>Radiological Contaminants</b>							
Uranium (ppb)	2020	5.1	ND -5.1	30	0	No	Erosion of natural deposits
Radon (pCi/L)	2020	1722	NA	Not Regulated	Advisory 2000	NA	Erosion of natural deposits and radioactive materials
<b>Disinfectants and Disinfection By-Products</b>							
Chlorine (ppm)	Monthly 2020	Average 0.49	0.27 – 0.77	4-MRDL	4-MRDLG	No	Water additive used to control microbes
Total Trihalomethanes (ppb)	2020	17	NA	80	0	No	By-product of drinking water chlorination
Haloacetic Acids (ppb)	2020	3.0	NA	60	0	No	By-product of drinking water chlorination

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)	127	2018	N/A	250	Wastewater, road salt, water softeners, corrosion
Fluoride (ppm)	0.25	2018	N/A	2	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Hardness (ppm)	186	2018	ion exchange	N/A	Geological
Iron (ppm)	0.17	2018	greensand filter	0.3	Geological
Manganese (ppb)	43.7	2018	greensand filter	50	Geological
pH (SU)	7.75	2018	pH adjustment	6.5-8.5	Precipitation and geology
Sodium (ppm)	76.0	2018	N/A	100-250	Road salt, septic systems (salt from water softeners) We are required to regularly sample for sodium
Sulfate (ppm)	50	2018	N/A	250	Naturally occurring
Zinc (ppm)	0.0213	2018	N/A	5	Galvanized pipes

## Health Effects

**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.