

2025 Consumer Confidence Report

Birch Hill East

PWS # 0512010

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).



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 stormwater runoff, and residential uses.

Organic chemical contaminants, including per- and polyfluoroalkyl substances, synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production.

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, EPA prescribe 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? Pennichuck Water Works purchases water for Birch Hill East from North Conway Water Precinct. Wells 3 and 6 are located on the west side of the Saco River just south of River Road and First Bridge. Wells 4 and 5 are located 1,000 feet West of the 1785 Inn in Intervale. These wells range in depth from 77 feet to 115 feet, with yields ranging from 800 to 1,300 gallons per minute.

Treatment consists of chlorine as a disinfectant. Average daily use was approximately 40,000 gallons per day. Additional information regarding your water can be found by visiting NCWP's website <http://ncwph.org/wqreports.htm>.

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

NHDES 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. The results of the assessment prepared on 4/24/2000 are noted below.

Source Name	Low	Med	High
Gravel Pack Well 3	9	1	2
Gravel Pack Well 4	8	3	1
Gravel Pack Well 5	9	2	1
Gravel Pack Well 6	9	2	1

Note: Due to the time when the assessments were completed, some of the ratings might be different if updated to reflect current information.

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. Although we do not have specific dates for public participation events, feel free to contact us with any questions.

Violations and Other information: We are pleased to report that your drinking water meets or exceeds all federal and state requirements.

Drinking Water Contaminants:

Lead: Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. This water system is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, contact Pennichuck Water Works at customer-service@pennichuck.com. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <https://www.epa.gov/safewater/lead>.

Health Effects of Lead: Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.

Definitions

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.

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.

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

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

2024 Data

	Year Collected	90th Percentile	Action Level	MCLG	# of Sites Sampled	# Sites Above Action Level	Violation Yes/No	Typical Source of Contaminant
Lead (ppb)	10/26/22	2	15	0	12	0	No	Corrosion of household plumbing systems, erosion of natural deposits
Copper (ppm)	10/26/22	0.104	1.3	1.3	12	0	No	Corrosion of household plumbing systems, erosion of natural deposits; leaching from wood preservatives

Inorganic Contaminants	Year Collected	Highest Detect	Range Detected	MCL	MCLG	Violation Yes/No	Typical Source of Contaminant
Barium (ppm)	2024	0.0026	0.0015 – 0.0033	2	2	No	Discharge of drilling wastes; discharge from metal refineries; erosion or the natural deposits
Nitrate (ppm)	2024	0.38	0.23-0.46	10	10	No	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits

Disinfectants and Disinfection By-Products							
Chlorine (ppm)	Monthly 2024	Average 0.43	0.16-0.7	4-MRDL	4-MRDLG	No	Water additive used to control microbes
Total Trihalomethanes (ppb)	7/10/2023	0.7	NA	80	0	No	By-product of drinking water disinfection
Haloacetic Acids (ppb)	7/10/2023	ND	NA	60	0	No	By-product of drinking water disinfection

Radiological Contaminants	Year Collected	Highest Detect	Range Detected	MCL	MCLG	Violation Yes/No	Typical Source of Contaminant
Compliance Gross Alpha (pCi/L)	2024	ND	NA	15	0	No	Erosion of natural deposits
Radium 226 & 228 (pCi/L)	2022	1.3	ND – 1.3	5	0	No	Erosion of natural deposits
Uranium (Mass) (µg/L)	2024	ND	NA	30	0	No	Erosion of natural deposits

Secondary MCLs (SMCL)	Date	Range Detected	Treatment technique	SMCL	50 % AGQS (Ambient groundwater quality standard)	AGQS (Ambient groundwater quality standard)	Specific contaminant criteria and reason for monitoring
Chloride (ppm)	2024	0-18	NA	250	NA	NA	Wastewater, road salt, water softeners, corrosion
Manganese (ppm)	2024	ND - 0.0031	NA	0.05	0.15	0.3	Geological
pH (SU)	2024	7.36-8.49	NA	6.5-8.5	NA	NA	Precipitation and geology
Sodium (ppm)	2024	18.3-28	NA	100-250	N/A	N/A	Road salt, septic systems (salt from water softeners) We are required to regularly sample for sodium
Sulfate (ppm)	2024	ND-4	NA	250	250	500	Naturally occurring
Zinc (ppm)	2024	ND-0.0092	NA	5	NA	NA	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 Tests	Date	Description of data requested	Treatment technique	Results (with units)	Specific contaminant criteria and reason for monitoring
Radon (pCi/L)	7/2/2024	annually	AL (Action Level) 2000 (pCi/L)	1075 pCi/L	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.