

# Public Water System Expansion

Litchfield Public Meeting  
Campbell High School  
October 25, 2016

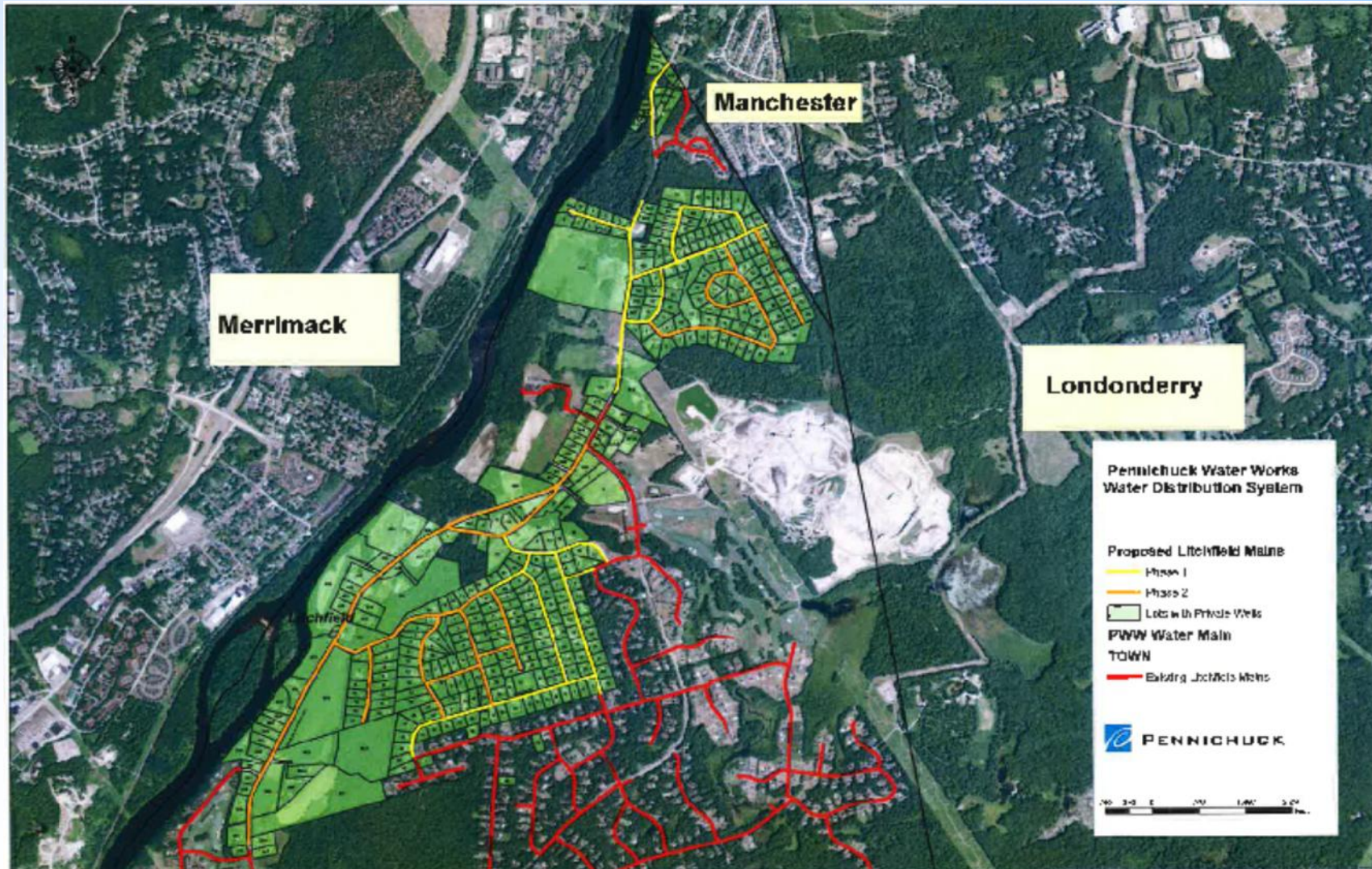
# Project Overview

- On October 14, 2016 Pennichuck entered into a contract with Saint-Gobain Performance Plastics to begin the expansion of the current public water system in Litchfield
- This is a two-phased project
  - Phase One has already begun
  - Phase Two will be completed in the Spring and early Summer of 2017
- There are 10 different contracts that have been entered into that will be managed simultaneously by Pennichuck, giving oversight to the selected contractors
  - 3 water main extension projects
  - 7 water service installation projects
- Construction will result in certain streets being impacted throughout the area, with temporary pavement being installed initially, and a final recoat of the roads as sections are brought to full completion

# Phase One

- Phase One objectives
  - Begin the installation of Water Mains in three simultaneous projects, starting at connection points to our existing water system in the town
  - Seeking to connect up to 173 properties in Phase One
  - The number of properties connected in Phase One will depend on weather for the remainder of the year, and the status of water mains installed
  - Any of the Phase One properties that cannot be connected by year end will be provided with Point of Use (POU) Treatment Systems until construction can resume in the Spring
    - Clark Freise of NHDES to discuss further after this presentation

## Map of areas where the expansion of public water is being installed – both phases

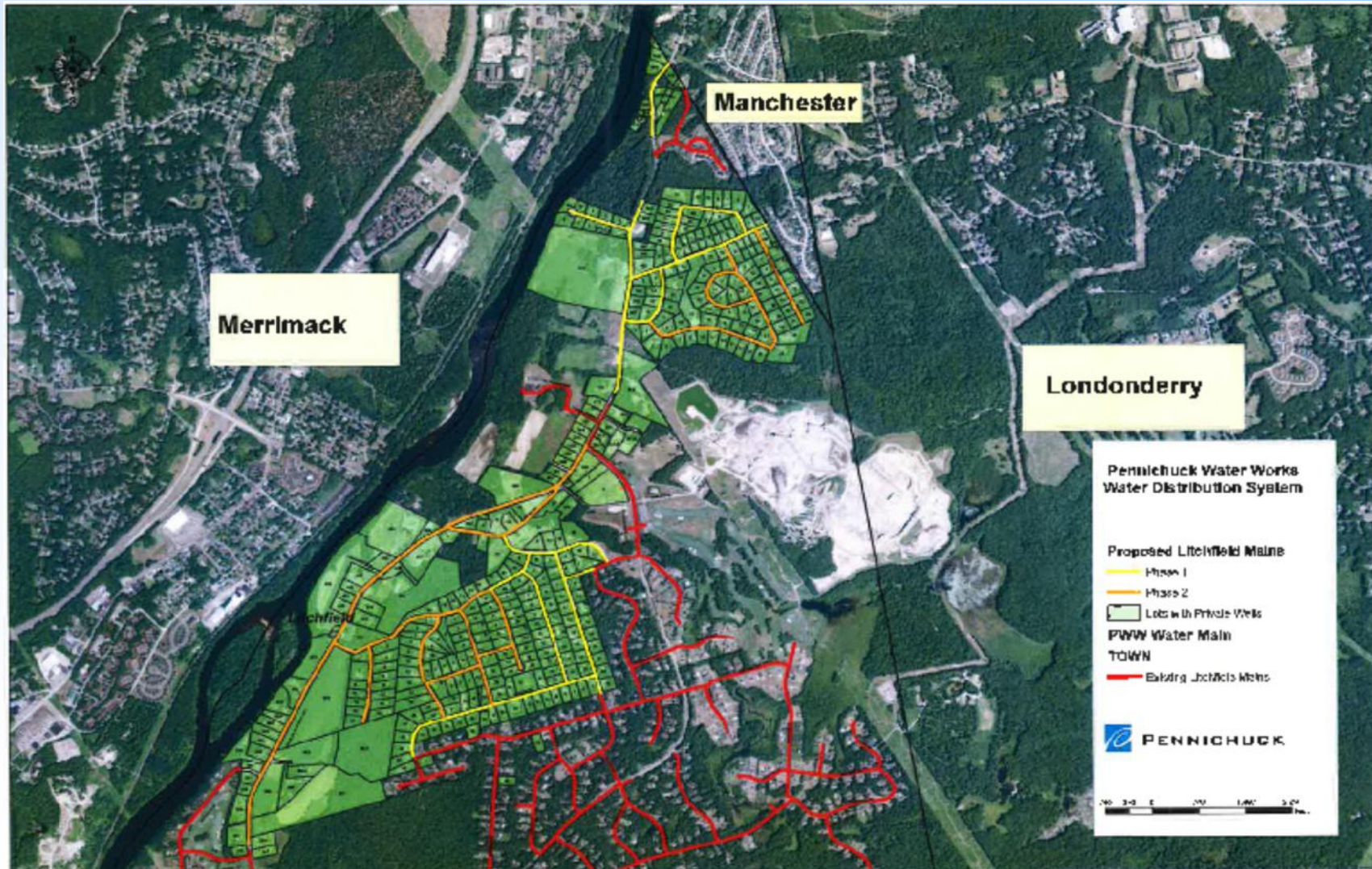


# Phase Two

## ➤ Phase Two objectives

- Complete the installation of Water Mains in the three simultaneous projects, starting at the termination points from Phase One
- Connection of all of the remaining
- Construction on the Phase Two Water Mains to begin on or about April 1, 2017, weather permitting
- Construction scheduled to be completed by mid-August of 2017
- Public Water connections to replace any installed POU systems

## Map of areas where the expansion of public water is being installed – both phases



# Key Personnel

- The Pennichuck team consists of the following individuals:
  - Chief Engineer – John Boisvert
  - Construction Manager – Mark Filion
  - Pennichuck Field Liaison – Victoria Bullard
  - Construction Inspectors
    - Pennichuck Employees
    - Pennichuck Inspector Subcontractors
  - Construction Company Subcontractors
  - Pennichuck Customer Service Department
    - **Will field all calls at 800-553-5191**
    - **Will answer questions directly, or redirect to an individual that can assist**

## We will need to gain access to your home and property once again

- In order to install the water service line to your home
  - A main to stop service line will be installed from the water mains in the streets to a shut-off valve (the “stop”) installed at your property line
  - A new service line will be installed from the stop to end on your property, beginning at the shut-off valve and coming into your home through your foundation
  - Once the water mains have been installed, pressure tested and fully “charged” the connection of your current well will be terminated in your home and the new water meter will be installed allowing for the supply of public water to be initiated
  - A full description of the steps in this overall process will be included in your Customer information package at the tables in the hallway after this public presentation is completed



## How will you know that the person needing to access your property works for Pennichuck?

- We will not seek to gain access to your home without a prearranged appointment
  - Please Note: There will be crews from Pennichuck or our subcontractors working in the area, but not directly on your property
- All of our employees will be wearing Pennichuck Water logo clothing
- Have a Pennichuck badge with the following information:
  - Employee name
  - Employee picture
  - Badge number
  - The Company “800” number

## How will you know that the person needing to access your property works for Pennichuck?

- If you would like to call the Company to confirm the identity of the individual, they will give you a card with the “800” number and their name on it, so you can call our Customer Service department to confirm their identity.
- Most employees will be driving Pennichuck logo vehicles; however, some individuals may be driving vehicles without logos. The Litchfield police department and our Customer Service department will have a list of these vehicles, including make, model and registration number, which can be confirmed with those entities.

# What does it mean to be a customer of a public water system?

- You will have access to water at your property which:
  - Is subject to compliancy with all of the State and Federal standards under the Safe Drinking Water Act
  - Is monitored and treated in compliance with these standards levels and testing requirements, including treatment for disinfection using Chlorine
  - Is supplied to you by a system with 24/7/365 access, including backup power systems in the event of a power failure in your area
  - For more information on the water quality results for the water supply for the Litchfield system, please go to:  
[http://www.pennichuck.com/consumer\\_wqr.php](http://www.pennichuck.com/consumer_wqr.php) and select the “Litchfield Core” water system in the menu

# What's Next?

- After the NHDES gives an update on their role in this process, including the following:
  - Discussion of private well decommissioning or continued use options
  - Point of Use Treatment Systems
    - Eligibility for these systems
    - Implementation of their installation
- In the hallway, we have a series of tables setup, alphabetically by the last name of the legal property owner, with Pennichuck personnel ready to assist with:
  - To have you complete and sign a Service Application Agreement in order to have access to public water thru Pennichuck East Utility
  - Make and sign your well decommissioning election
  - Complete, sign and notarize your pressure reducing valve form (if applicable to your property)
  - Obtain a copy of the template documents as well as our New Customer introduction materials

# Service Application Agreement

25 Manchester Street  
PO Box 1947  
Merrimack, NH 03054  
(603) 882-5191  
Fax (603) 913-2362

**PENNICHUCK**  
PENNICHUCK EAST UTILITY, INC.

## APPLICATION FOR SERVICE INSTALLATION

The undersigned hereby makes application to Pennichuck East Utility, hereinafter called the "Company" for a service installation to provide water service at (Insert Address Here) the undersigned agrees that the Company may enter upon the property of the undersigned to install/inspect the service pipe. The undersigned and the Company agree to install the service pipe according to its standards.

The Company reserves the right to require a deposit to be made prior to the start of the work. Where the amount of the deposit exceeds the cost of the work, the Company will refund the difference to the undersigned. If the cost of the work will be closed and all deposits will be refunded to the customer along with a letter instructing them to re-apply for service when the job is closer to completion.

The undersigned agrees that barring acts of negligence, the undersigned will not make any claim or bring any action to enforce such a claim against the Company by reason of any loss, damage, costs or expenses which the undersigned may suffer, incur or pay by reason of the installation requested by this application and the operation thereof.

In case where multiple services are being provided to buildings on a single, private lot from a water main installed on the same private property, the provision of water service is contingent upon the owner granting to Pennichuck East Utility for real rights of access to maintain water company piping on the subject lot, to enter all buildings for the purpose of reading and maintaining water meters and to discontinue service to any individual building within the subject lot for non-payment of water bills or for other reasons as defined in Pennichuck East Utility's NH Public Utilities Commission Tariff.

**Note:** On all new residential domestic services and residential service renewals, the Company will install a backflow prevention device at the service entrance. It is the responsibility of the property owner to install a suitable expansion tank and a pressure release valve on water heaters on the premises to prevent damage resulting from lack of pressure relief through the water line. The company may require the property owner to install increased levels of backflow protection.

SIGNATURE: \_\_\_\_\_  
BY: \_\_\_\_\_  
DATE: \_\_\_\_\_

OWNER:  
STREET: \_\_\_\_\_  
CITY: \_\_\_\_\_ PHONE: \_\_\_\_\_  
ZIP: \_\_\_\_\_

Fee Schedule - to be paid upon	
Meter Set-Up Fee	\$0.00
Inspection Fee	\$0.00
Release Filing	\$0.00
Jobbing Fee	\$0.00

RESIDENTIAL

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**ACKNOWLEDGMENT AND AGREEMENT**  
**REGARDING HIGH PRESSURE WATER SERVICE**

\_\_\_\_\_, (Insert Name Here), have applied to Pennichuck East Utility for water service at (Insert Address Here) acquired by \_\_\_\_\_ at Hillsborough County Registry of Deeds, Volume \_\_\_\_\_.

I acknowledge Pennichuck's tariff for Water Service as approved by the Public Utilities Commission in addition to the most current version of the tariff that Pennichuck maintain a normal maximum pressure at the service entrance, before the meter under no flow conditions.

I understand that 1.04 provides that in systems of widely varying pressure, a service which does not comply with the specifications if the customer is fully advised the pressure may be expected, and the customer's agreement shall be binding on all future customers under similar circumstances.

I understand that the average water pressure for water service shall not exceed the maximum pressure of 80 psig.

I understand that \_\_\_\_\_ consideration

# New Customer Introduction Materials

**PENNICHUCK**  
 25 Manchester Street, PO Box 1947, Merrimack, NH 03054-1947  
 603-882-5191 800-553-5191 Fax: 603-913-2362  
[www.pennichuck.com](http://www.pennichuck.com) customer-service@pennichuck.com

**Welcome to Pennichuck Water**  
 Since 1852, Pennichuck has been supplying water to communities throughout New Hampshire and has since grown to become the state's largest water utility. Today, Pennichuck serves more than 120,000 customers for residential, commercial, industrial use and fire service protection.

Our largest water system supplies the city of Nashua and portions of Amherst, Merrimack and Hollis. The primary source of supply is the Pennichuck Watershed, which is supplemented by the Merrimack River during dry summer periods. We also operate a number of separate water systems, supplied by groundwater wells throughout New Hampshire and Massachusetts.

Pennichuck also has wholesale water supply agreements for serving Hudson, Litchfield, Londonderry, Merrimack and Milford, and operates a number of systems on a contract basis such as the towns of Salisbury, MA and Hudson, NH. Today, Pennichuck remains focused on providing customers with a safe and reliable supply of drinking water, just as we have for over 150 years.

**History**  
 On June 19, 1852, the New Hampshire legislature granted a group of investors the status of corporation "for the purpose of bringing water into the villages of Nashua and Nashville, by means of subterranean pipes, for the supply of the inhabitants of said villages."

Such were the beginnings of the company that was to become Pennichuck Water. The world was different then. Yes, the challenges for Pennichuck Water are still the same today; managing growth to serve the needs of the population, adopting new technologies in engineering and water treatment, and always ensuring our customers a reliable supply of high quality water.

**Security**  
 For your safety, we make sure that you can quickly and easily identify every Pennichuck employee. They're required to wear a company uniform and photo ID. Pennichuck vehicles are also clearly marked with our company logo. We thank you for your vigilance in protecting your water supply. Please call us immediately with any concerns regarding your water service.

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**Your Water Usage**  
 records usage in units of 100 cubic feet. (100 Cubic Feet) equals 748 gallons

Each water you used in any given period:  
 Reading on your last bill 5531  
 Meter reading - 5521  
 10 100 Cubic Feet

10 100 Cubic Feet  
 X 748 gallons per 100 Cubic Feet  
 7,480 gallons used

**Consumption Chart**  
 household uses 90,000 gallons.

**EEDS:**

- 3 gallons
- 2 gallons
- 8 gallons
- 5 gallons
- 5 gallons
- 40 gallons

**DS:**

- 0.6 gallons
- 1 gallon
- 20 gallons
- 18 gallons
- 40 gallons

30 gallons  
 180 gallons  
 100 gallons

**Office to PEU Customers  
 AS APPROVED BY THE NHPUC**

**PRIVATE FIRE PROTECTION**  
 The New Hampshire Public Utilities Commission has approved a permanent rate increase of 9.91% for all service rendered effective July 1, 2013. A step increase was also approved for service rendered effective 7/1/13. The following schedule shows the rates for each connection size.

Connection Size	Charge
1/2"	\$8.06
2"	\$14.33
3"	\$32.24
4"	\$57.32
6"	\$129.00
8"	\$229.30
10"	\$378.09
12"	\$608.94

For each private hydrant (connected directly to customer's private system)

Bow Public Hydrant Fee *	\$5.96
Raymond Public Hydrant Fee *	\$1.81
Windham Public Hydrant	\$7.53
Lee Public Hydrant	\$8.77
Exeter Public Hydrant Fee *	\$7.46

\* This charge is applicable for customers receiving the benefit of public fire protection in the following systems:  
 Bow  
 Pines of Bow  
 Green Hill  
 Oakwood, Castle  
 Reach, Fletchers  
 Corner, W&E,  
 Whispering Winds  
 Thurston Woods  
 Forest Ridge

**The Community Well System**

1 Below the surface of the ground, water moves through small fissures in the bedrock, a journey that helps to naturally purify it.

2 The water is then collected in a drilled well, and pumped into a large atmospheric tank which acts as a holding reservoir.

**PENNICHUCK**  
 25 Manchester Street, PO Box 1947  
 Merrimack, NH 03054-1947  
[www.pennichuck.com](http://www.pennichuck.com)

# Questions?



# Well Choices, POUs, and Next Steps

Clark Freise  
Assistant Commissioner





25 Manchester Street  
PO Box 1947  
Merrimack, NH 03054  
(603) 882-5191  
Fax (603) 913-2362

## Litchfield Public Water System Expansion

### Existing Private Well Election

Saint-Gobain is funding the connection of your property to public water by Pennichuck because PFOA has been detected in the groundwater in your neighborhood. As part of this effort, please select one of the options below regarding your private well, which will be completed at no expense to the property owner.

Please select one of the following:

**Decommission the Well**

This is the default option for wells that tested at or over 70 parts per trillion (ppt), unless the property owner selects another option.

This option will:

- permanently terminate use of the private well as a water source in any manner
- require removal of the pump, grouting of the well and disconnection of the power to the pump at no expense to the property owner.

**Retain the Well for Non-consumptive Use**

This is the default option for wells that tested under 70 parts per trillion (ppt), unless the property owner selects another option.

This option will:

- have the well available for use for non-consumptive water only
- require a plumber to reconnect the well line to an outside spigot(s) or irrigation system at not cost to the property owner

**Refuse Connection to Public Water**

This option will:

- leave your well as the source of water to your residence or property

Name:

Address:

Account #:

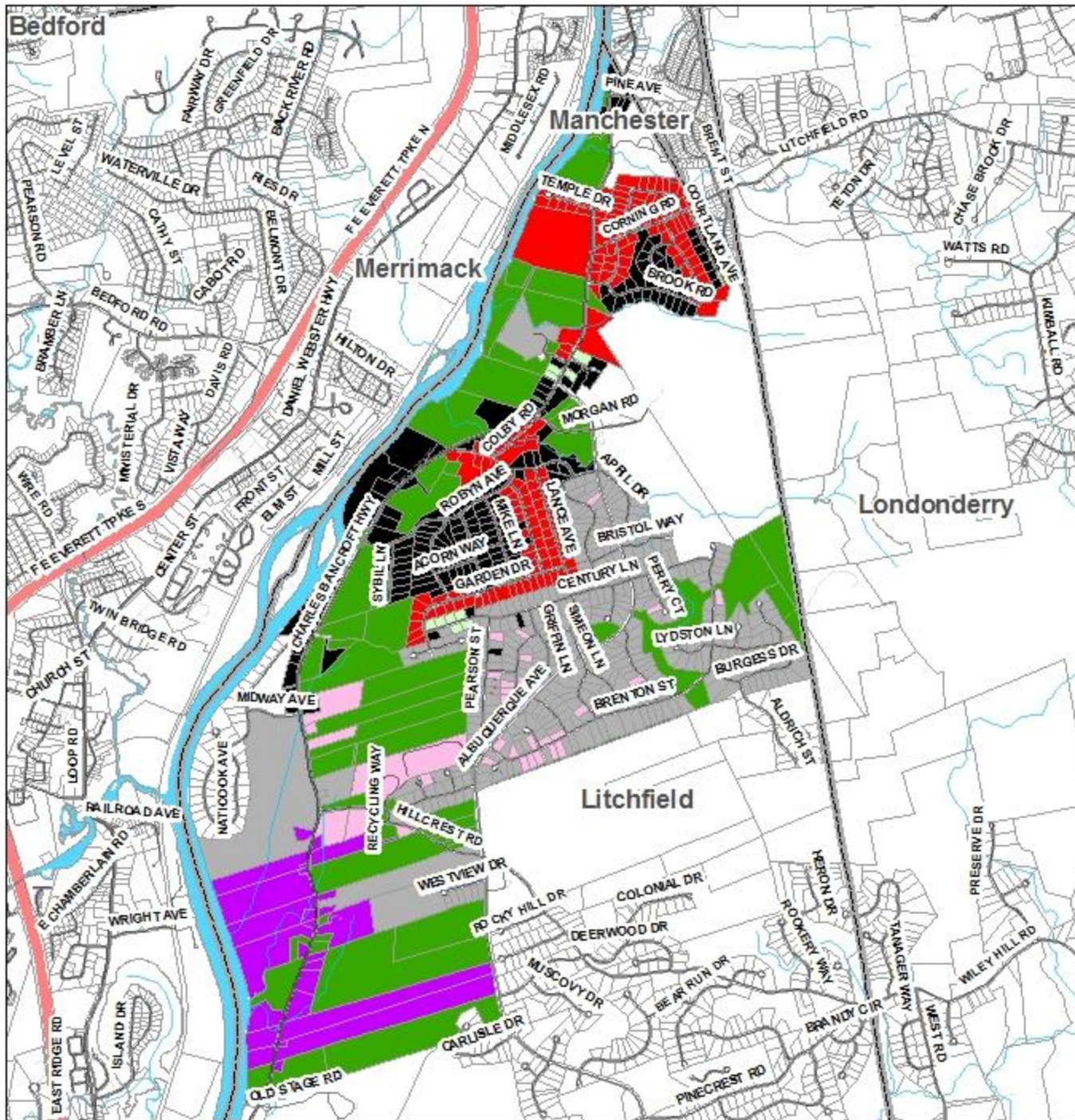
Testing Results (ppt):

By signing this document, I certify that I am the owner(s) of record of the residence or property as referenced above in the town of Litchfield. I/we have been advised of the potential risks associated with the ingestion of PFOA/PFOS, and understand that by electing any option other than "Decommission the Well", I/we have elected to maintain current or future access to the well to which this notice applies.

Signature: \_\_\_\_\_

Joint Owner Signature: \_\_\_\_\_

# LITCHFIELD NH PFC INVESTIGATION October 24, 2016



## Eligible for Alternate Water

- Already Connected
- In Bid Connect This Year
- In Bid Connect Next Year
- Identified Pre Bid
- ADDL In Service Area
- ADDL Outside Service Area
- Undeveloped  
\*Requires Field Verification

## Transportation

- US/ NH Route
- Road
- Driveway

## Hydrography

- Stream/River
- Political Boundary



1:38,000





## Questions

Goal is to answer your questions personally.  
Pennichuck has individual folders by house.  
Any overarching questions?