2023 Consumer Confidence Report

Hinsdale Water Department

PWS ID #1151010 & 1151020

Introduction

Like any responsible public water system, our mission is to deliver the highest quality drinking water and reliable service at a low, appropriate price. Aging infrastructure presents challenges to drinking water safety, and continuous improvement is needed to maintain the quality of life we desire today and for the future.

Over the past year, we continued the operation and maintenance of our water system. Improvement projects included painting the Highland water tanks, replacement of two fire hydrants, leak repair, and replacement of the North Hinsdale tank access road which was lost in a storm. This spring the Highland tank will be drained for interior cleaning, painting, and the installation of a mixer to prevent ice buildup and improve mixing.

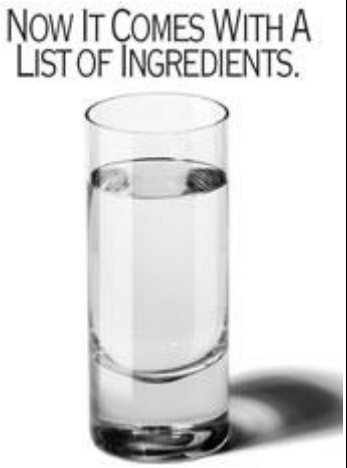
The water department is continuing the development of its asset management plan, working with OSD Engineering and funded by a grant from the NH DES. The development and implementation of our asset management program will help reduce operating risks and address infrastructure challenges as all infrastructure continues to age and deteriorate. Asset management enables us to examine the need for each asset as well as its performance. This allows us to self-evaluate asset needs and funding strategies, shifting from reactive to proactive management and better protecting our community's water infrastructure investments. We anticipate the completion of our plan this year.

These investments along with ongoing operation and maintenance costs are supported by your water rates. When considering the high value we place on water, it is truly a bargain to have water service that protects public health, fights fires, supports businesses and the economy, and provides us with the high quality of life we enjoy.

Note: We are planning to implement a rate increase of 4% in July of 2024. This will be followed by two more annual 2% increases.

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 human activity.

Contaminants that may be present in source water include:

Microbial contaminants, such as viruses and bacteria, may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

Inorganic contaminants, such as salts and metals, can be naturally occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

Pesticides and herbicides, may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

Organic chemical contaminants, including synthetic and volatile organic chemicals, are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.

Radioactive contaminants, can be naturally-occurring or be the result of oil and gas production and mining activities.

To ensure that tap water is safe to drink, EPA prescribes regulations that limit the amount 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?

Our drinking water comes from 4 Gravel Packed Wells.

2 Gravel Packed Well Installed 2012 off Meetinghouse Road. (North Hinsdale) Site 505

3 Gravel Packed Well Installed 1988 off Meetinghouse Road. (North Hinsdale) Site 503

4 Gravel Packed Well Installed 1988 off Glen Street. (Downtown) Site501

5 Gravel Packed Well Installed 1988 off Glen Street. (Downtown) Site501

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 healthcare 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 New Hampshire Department of Environmental Services has prepared a Source Assessment Report for the sources serving this public water system assessing their vulnerability to contamination. The results of the assessment, completed in 2001 using (12) Susceptibility Ranking Criteria are as follows.

For North Hinsdale well #5 EPA ID # 002, two rated high, two rated medium, and eight rated low.
For North Hinsdale well #3 EPA ID # 003, two rated high, two rated medium, and eight rated low.
For Downtown well # 4 EPA ID # 001, three rated high, three rated medium, and six rated low.
For Downtown well # 5 EPA ID # 002, three rated high, three rated medium, and six rated low.
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 present, DES has no plans to update this data.

The complete Assessment Report is available for review at the DES Drinking Water Source Assessment website at http://des.nh.gov/organization/divisions/water/dwgb/dwspp/dwsap.htm.

How can I get involved?

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

If you have any questions about this report or concerns about your water, please contact Jack White, Water Superintendent, at (603) 336-5715.

Violations and Other information:

The Hinsdale Water Department is proud to report that there were no violations in 2023.

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 that a water system must follow.

Level I Assessment: A study of the water system to identify potential problems and determine, if possible, why total coliform bacteria have been found in our water system.

Level II Assessment: A very detailed study of the water system to identify potential problems and determine, if possible, why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

Maximum Contaminant Level or **MCL**: The highest level of 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 disinfectant allowed in drinking water. There is convincing evidence that the 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

BDL: Below Detection Limit
mg/L: milligrams per Liter
NA: Not Applicable
ND: Not Detectable at testing limits
NTU: Nephelometric Turbidity Unit
pCi/L: picoCurie per Liter
ppb: parts per billion
ppm: parts per million
RAA: Running Annual Average
TTHM: Total Trihalomethanes
UCMR: Unregulated Contaminant Monitoring Rule
ug/L: micrograms per Liter

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 providing 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 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 or at http://water.epa.gov/drink/info/lead/index.cfm

System Name: Hinsdale Water Department PWS ID: 1151010 & 1151020

2024 Report (2023 test results)

DETECTED WATER QUALITY RESULTS

Contaminant (Units)	Level Detected	Date	MCL	MCLG	Violation YES/NO	Likely Source of Contamination	Health Effects of Contaminant
Inorganic Contaminants							
Chlorine (ppm) N. Hinsdale Downtown	0.07 to 0.25 0.15 average 0.05 to 0.36 0.18 average	monthly	MRDL = 4	MRDL goal = 4	No No	Water additive used to control microbes	Some people who use water containing chlorine well above the MRDL could experience irritating effects on their eyes and nose. Some people who drink water containing chlorine well above the MRDL could experience stomach discomfort.
Chromium (ppb) N. Hinsdale Downtown	2 3	1/6/22 10/25/21	100	100	No No	Discharge from steel and pulp mills; erosion of natural deposits	Some people who use water containing chromium well above the MCL over many years could experience allergic dermatitis.
Barium (ppm) N. Hinsdale Downtown	0.005 0.006	1/6/22 10/25/21	2	2	No No	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits	Some people who drink water containing barium above the MCL over many years could experience an increase in their blood pressure.
Radiological Contaminants							
Compliance Gross Alpha (pCi/L) N. Hinsdale	1.5	1/6/22	15	0	No	Erosion of natural deposits	Certain minerals are radioactive and may emit a form of radiation known as alpha radiation. Some people who drink water containing alpha emitters above the MCL over many years may have an increased risk of getting cancer.
Volatile Organic Contaminants							
Haloacetic Acids (HAA) (ppb) Downtown	0 & 1.4	9/7/23	60	N/A	No	By-product of drinking water disinfection	Some people who drink water containing haloacetic acids above the MCL over many years may have an increased risk of getting cancer.
Total Trihalomethanes (TTHM) (ppb) (Bromodichloromethane, Bromoform, Dibromochloromethane & Chloroform) Downtown	3.3 & 2.7	9/7/23	80	N/A	No	By-product of drinking water chlorination	Some people who drink water containing trihalomethanes above the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.

Lead and Copper							
Contaminant (Units)	**Action Level**	**90th percentile sample value**	**Date**	**# of sites above AL**	**Violation Yes/No**	**Likely Source of Contamination**	**Health Effects of Contaminant**
Copper (ppm) N. Hinsdale Downtown	 1.3 1.3	 0.306 0.151	 1/2022 1/2022	 0 0	 No No	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives	Copper is an essential nutrient, but some people who drink water containing copper above the action level over a relatively short time could experience gastrointestinal distress. Some people who drink water containing copper above the action level over many years could suffer liver or kidney damage. People with Wilson's Disease should consult their personal doctor.

Secondary Contaminants					
Additional Tests & Secondary MCLs (SMCL)	**Level Detected**	**Date**	**Treatment technique**	**AL (Action Level), SMCL or AGQS (Ambient groundwater quality standard)**	**Specific contaminant criteria/source**
Chloride (ppm) N. Hinsdale Downtown	 22 20	 1-6-22 10-25-21	NA	250	Wastewater, road salt, water softeners, corrosion
Iron (ppm) N. Hinsdale Downtown	 0.073 none	 1-6-22 10-25-21	NA	NA	Geological
Manganese (ppm) N. Hinsdale Downtown	 0.083 none	 1-6-22 10-25-21	NA	0.3	Geological
Nickle (ppm) N. Hinsdale Downtown	 0.001 none	 1-6-22 10-25-21	NA	0.01	Geological; electroplating, battery production, ceramics
pH (pHu) N. Hinsdale Downtown	 6.6 5.9	 1-6-22 10-25-21	NA	6.5-8.5	Precipitation and geology
Sodium (ppm) N. Hinsdale Downtown	 9.5 12	 1-6-22 10-25-21	NA	100-250	We are required to regularly test for sodium
Sulfate (ppm) N. Hinsdale Downtown	 12 7.2	 1-6-22 10-25-21	NA	250	Naturally occurring
Zinc (ppm) N. Hinsdale Downtown	 0.011 0.019	 1-6-22 10-25-21	N/A	5	Galvanized pipes