

2013 Consumer Confidence Report

Hancock Water Works

1061010

Introduction

Like any responsible public water system, our mission is to deliver the best-quality drinking water and reliable service at the lowest, appropriate cost.

Aging infrastructure presents challenges to drinking water safety, and continuous improvement is needed to maintain the quality of life we desire for today and for the future.

In the past year, we have been working on the design of the UV treatment system that is required to comply with the EPA's Safe Drinking Water Act. In the coming year we intend to begin construction of this facility.

These investments along with on-going operation and maintenance costs are supported by the user rates that you pay twice a year. 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.

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, EPA prescribes regulations which 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?

Juggernaut Pond is the sole source of Hancock's drinking water. It was established in 1952. Juggernaut Pond is a 15 acre pond fed by an 85 acre watershed that is fully forested and has no development of any kind. Juggernaut

pond is located in the Southwestern corner of Hancock. The water is disinfected with chlorine and we add a food grade polyphosphate to sequester Iron and Manganese. **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. Immunocompromised 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

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. The results of the assessment prepared on August 12, 2002, are noted below.

Juggernaut Pond, received 0 high susceptibility ratings, 0 medium susceptibility ratings, and 13 low susceptibility ratings.

Note: This information is over 10 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 at the DPW Office at 79 Bennington Road. For more information, call **Kurtis Grasset** at 525-4087 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?

The Hancock Water Commissioners holds regularly scheduled meetings on the 4th Wednesday of every month at the Public Works Department Office. These meetings are open to the public. The current Commissioners and their phone numbers are listed here for your convenience. Jeff Wilder 525-6655 Joel Chandler 525-3172 or 525-4087 Sean Kerwin 525-4110 or the primary operator, Kurtis Grasset at 525-4087. 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 and Other information: Hancock Water Works has not received any violations during this reporting period. Hancock's drinking water meets all federal and state regulations. To ensure safety and meet the State and Federal requirements, Hancock's drinking water undergoes extensive testing. Our current testing schedule is as follows: Total Coliform Bacteria- tested monthly. Fecal Coliform Bacteria-raw water- tested weekly

Inorganic contaminants-Every 3 years from 1997

Synthetic Organic Contaminates (SOC) 6 year waiver from 1997

Volatile Organic Compounds (VOC) 6 year waiver from 1997

(All SOC and VOC were "nd" on previous tests)

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.

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.

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

THE FOLLOWING APPLIES if these contaminants are present - see table for detected levels.

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 can not 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>

Radon: 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. |