

CONSUMER CONFIDENCE REPORT – 2016

CLAREMONT WATER SYSTEM EPA#0461010

Water Quality Report

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 City of Claremont owns and maintains a water supply, treatment and distribution system that delivers quality water to its users.

The sources of drinking water (both tap 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 may be naturally occurring or a result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, and 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 byproducts 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 U.S. 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 water?

The Claremont water system uses surface water supplied from three sources:

- White Water Reservoir, a 150 million gallon reservoir,
- Rice Reservoir, a 40 million gallon reservoir, and
- Sugar River.

These sources feed the Dole Reservoir, a 40 million gallon holding reservoir that feeds the water treatment plant.

What is the water quality of my drinking water?

The water supplied to the City of Claremont water users meets or exceeds all Local, State and Federal regulations for drinking water and is considered high quality drinking water.

How is Claremont's Water treated?

All of the water that enters the Claremont water system is treated in stages: coagulation, settling, filtration, chlorination to remove pathogens (disease-causing organisms), pH control, and corrosion control. Coagulation, settling, and filtration remove impurities in the water and the carbon filtration takes care of the taste and odor. There are approximately 4,000 connections served by the water treatment plant with a daily average of 1,000,000 gallons treated and delivered into the distribution system.

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 (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 and Center for Disease Control 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 (800) 426-4791.

Summary of Claremont's Source Water Assessment

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 in 2001 are noted below:

- **Whitewater Reservoir** - The majority (approximately 71%) of total water drawn for treatment is from this source. The Whitewater Reservoir received 0 high susceptibility ratings, 0 medium susceptibility ratings, and 11 low susceptibility ratings.
- **Sugar River** - Approximately 29% of water drawn for treatment is from this source. Susceptibility for contamination at this source is elevated due to its proximity to an active highway and agricultural activity in its large watershed area. The Sugar River received 5 high susceptibility ratings, 3 medium susceptibility ratings, and 3 low susceptibility ratings.

- **Dole Reservoir** - Dole is a 40 million gallon “holding” reservoir adjacent to the water treatment plant which accepts water from both the Sugar River and Whitewater Reservoir. It serves to provide an adequate steady and continual feed into the plant for treatment. The Dole Reservoir received 0 high susceptibility ratings, 0 medium susceptibility ratings, and 11 low susceptibility ratings.
- **Rice Reservoir** - Due to its size, this reservoir is used very little and there were no known sources of contamination identified in its watershed. The Rice Reservoir received 0 high susceptibility ratings, 0 medium susceptibility ratings, and 11 low susceptibility ratings.

Claremont’s complete Water Source Assessment Report is available for review at the Claremont Department of Public Works office (542-7020) located at 8 Grandview Street. For more information visit the NH DES Drinking Water Source Assessment Program web site at: <http://des.nh.gov/organization/divisions/water/dwgb/dwspp/dwsap.htm>.

How can I get involved?

If you have any questions about this report or concerning your drinking water, please contact Rob Lauricella at (603)543-0680 or through email at rlauricella@utilitypartnersllc.com. The City of Claremont’s Water Department is governed through the public works department, which through the city manager’s office implements the policy of the city council. Council meetings are held on the second Wednesday of every month at 6:30PM.

System Improvements and Maintenance

The City of Claremont’s Reservoir Rehabilitation program was again delayed in 2015. Preliminary construction design plans for a total replacement of the Rice Reservoir emergency spillway were submitted to the New Hampshire Department of Environmental Services (NHDES) for approval. After numerous changes were incorporated in the design to address the NHDES’ concerns, the estimated construction costs deemed the project too expensive. We hope to have a solution in 2016

No major water system improvements were made. Instead, crews were able to upgrade 50 service lines from the main to property lines before roads were paved. The rough winter of 2014/2015 made additional maintenance on routine functions including 2 new hydrants, additional water main valve and valve box repairs, curb stops repairs. 75 water meters were replaced, we thawed over 30 frozen lines, removed snow from 432 hydrants multiple times, read 6676 water meters and flushed the water mains. Also water lines were replaced on Girard and Lefevre Avenue.

Pleasant Valley Estates Coop upgraded their water system in 2015 for 63 lots in their park. PVE uses city water that is metered at the main connection. The distribution system is privately owned.

The City is actively improving the water distribution system. The Main St project will replace 100+ year old water pipe that has had several failures recently. The water main will be increased to 12” from 10” to expand capacity as Claremont grows over the next 100 years.

Claremont worked with an engineering company that also worked with the Rochester New Hampshire Water Plant. The Rochester Plant was built by the same engineering company and operates the same travelling bridge filters as Claremont. The engineering firm made recommends to improve the treatment process that was successful at the Rochester Plant. The Claremont Plant changed the pH control chemicals from lime and carbon dioxide to sodium bicarbonate based on the success at Rochester. The sodium bicarbonate stabilizes the pH and alkalinity of the finished water better than the lime. The engineering firm also recommended changing the media of both filters after testing the media. The sand filter media was changed and the carbon filter media is scheduled to be changed out this year. The carbon filter media is scheduled to be changed out this year with a sand anthracite mix. The engineers recommended a sand anthracite mix for more flexibility in future filter maintenance.

Health effects statement for 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 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/index.cfm>.

Sample Dates

The results for detected contaminants listed below are from the most recent monitoring done in compliance with regulations ending with the year 2015. Results prior to 2015 will include the year the sample was taken. The State of New Hampshire allows water systems to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Thus some of the data present, though representative, may be more than one year old.

Contaminant	Level Detected	Range	MCL	MCLG	Violation (Yes/No)	Likely Source of Contamination
Microbial Contaminants						
Turbidity	100% of samples < 0.3 NTUs	0.01 to 0.04 NTUs	TT = 1 NTU 95% < 0.3 NTU	N/A	No	Soil runoff.
Total Organic Carbon (TOC)	1.3 mg/L average	1.1 to 1.6 mg/L	TT = 35% removal	N/A	No	Naturally present in the environment.
Inorganic Contaminants						
Barium	0.005 mg/L	0.005 mg/L	2 mg/L	2 mg/L	No	Erosion of natural deposits.
Copper 2014	0.073 mg/L at the 90 th Percentile	0.012 to 0.079 mg/L	AL= 1.3 mg/L	1.3mg/L	No	Corrosion of household plumbing
Lead 2014	2 ug/L at the 90 th Percentile	1 to 20 ug/L	AL= 15 ug/L	0 ug/L	No	Corrosion of household plumbing.
Volatile Organic Contaminants						
Total THMs	Highest annual average 39 ug/L	28 – 39 ug/L	80ug/L Annual running average	N/A	No	By-product of drinking water disinfection with chlorine.
Total HAA5s	Highest annual average 18 ug/L	17 – 18 ug/L	60ug/L Annual running average	N/A	No	By-product of drinking water disinfection with chlorine.
Chlorine	0.9 mg/L running average	0.6-1.0 mg/L	MRDLG = 4 mg/L	MRDL 4mg/L	No	Water additive used to control microbes.

DEFINITIONS:

Turbidity: is 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.

MCLG: Maximum Contaminant Level Goal, or 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.

MCL: Maximum Contaminant Level: The highest level of a contaminant that is allowed in drinking water. They are set as close to the MCLGs as feasible using the best available treatment technology.

AL: Action Level, or the concentration of a contaminant which, when exceeded, triggers treatment or other requirements which a water system must follow.

TT: Treatment Technique or a required process intended to reduce the level of a contaminant in drinking water.

MRDLG: Maximum residual disinfectant level goal or the level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLG's do not reflect the benefits of the use of disinfectants to control microbial contaminants (for water systems that use chlorine).

MRDL: Maximum Residual Disinfectant Level or the highest level of a disinfectant allowed in drinking water. There is convincing evidence that the addition of a disinfectant is necessary for control of microbial contaminants (for water systems that use chlorine).

mg/L: milligrams per liter. A unit of concentration also described as Parts per Million.

ug/L: micrograms per liter. A smaller unit of concentration also described as Parts per Billion.

ABBREVIATIONS: N/A = not applicable; NTU = Nephelometric Turbidity Unit; HAA5 = Haloacetic Acids; TOC = Total Organic Carbon; THM = Total Trihalomethanes; < = less than.