

CONSUMER CONFIDENCE REPORT – 2020

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, with 4.3 sq. mile water shed
- 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 3600 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 and updated for 2016. **In 2019, Granite State water Association began studying the Whitewater Watershed to identify Protection opportunities with a Source Water protection Grant from NHDES. It is due be completed in May 2020**

- **Whitewater Reservoir** – All the water used since April 15th 2018 is from this source. We have cleaned and upgraded some of the original water supply lines and increased the flow from 470 (GPM) To 640 GPM in January 2019. In 2019 the flow increased to 870 GPM. This is a gravity line that runs 24 hrs a day to fill the Dole Reservoir. Whitewater was built in 1965 and the spillway has been rehabilitated in 2018 and 2019 with new concrete. Whitewater Reservoir received 0 high susceptibility

ratings, 0 medium susceptibility ratings, and 11 low susceptibility ratings. This is our most important source of water for our 100 year plan.

- **Sugar River** – will only be used as a back-up source of water drawn for treatment. 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, holds about 1 month use for the city, 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. This is used when we do work on the whitewater reservoir spillway and when cleaning the pipeline north of the location. In 2017 the spillway was repaired and the reservoir is in excellent condition

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 moved forward with safety improvements in 2017, 2018 and 2019. The 40 Million Gallon Rice reservoir had the 82 yr. old concrete spillway removed and replaced with a spillway hammered into the natural ledge. At the same time we installed a toe drain and upgraded the waterline in the disturbed area. We anticipate that this repair will have a 100 year life

The 54 year old **whitewater reservoir spillway** had concrete spalling and seepage. The reservoir was lowered, poor concrete removed, new rebar reinforcing installed and new 6” minimum face of 5000# concrete poured. We expect a 50 year life out of this reconstruction.

We have **cleaned 9000 ft.** of pipe from Whitewater to Dole in an attempt to increase the use of the reservoir water. As you can see from the water source assessments above, whitewater has a low contamination rating and expected to be safest for a long time. This pipe is currently producing 1.25 million gallons per day. The watershed may not keep up with the City's demand during dry times but we will also be able to use Rice Reservoir more effectively.

Replacement of City side lead service lines continued in 2019. 43 more service are known and expected to be completed in 2020. We will continue working with homeowners to eliminate lead in drinking water. We tested 20 residences for lead and all were none detect. We will be testing 20 different residences annually.

We have located **lead goosenecks and couplings** in other sections of the 2" main distribution system that we plan to change this year. We have an EPA/NHDES pilot program on our web site to help homeowners detect lead water lines in the homes. We are also featured on an EPA short movie of how Claremont is finding ways to reduce the costs of removing services to the home.

The **water treatment plant** had 2 large water meters installed at the intake and outlet. We can now have accurate data of how much water is flushed at the water plant and how much goes into the distribution system. With the replacement of the drive-by meters with all our customers we will be able to measure accurately our water loss in our pipes and infrastructure.

Our **water leak detection program** in 2019 that was provided by NHDES did found 5 leaking pipes with a savings of around 100,000 GPD. 25 miles of the distribution system was checked for leaks thru a State program that is at no cost to the rate payer. In 2020 we will use this grant again.

Plans for other **repair/replacement work** on small size pipes have been identified in many short streets and dead end areas. These small pipe have passed the expected life.

Water meter replacement will continue with the drive-by technology. 3200 accounts have been replaced and 200 meters more to replace. We went to quarterly readings starting in October 2019 with the drive by technology and not increase our cost. We will be able to find leaks much quicker and reduce customer's liability of a leak from 6 months to 3 months.

Routine Maintenance will continue with annual flushing program, hydrant mowing, snow removal and hydrant repairs. We are equipped to do repairs in emergency situations 24 hours a day 365 days a year. We have a dedicated staff of 5 people that keep the distribution system operating.

Health effects statement for lead

Lead: If present, elevated levels of lead can cause serious 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 to 2 minutes 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 800-426-4791 or at <http://www.epa.gov/safewater/lead>.

Health effects statement for Aluminum

A report that Aluminum may cause health affects for dialysis patients was in the local paper. We were called to see how our water tested. The test shows < 0.05 mg/L, which is within EPA acceptable guidelines.

Sample Dates

The results for detected contaminants listed below are from the most recent monitoring done in compliance with regulations ending with the year 2019. Results prior to 2018 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. Therefore 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	0.02 to 0.04 NTUs	TT = 1 NTU 95% < 0.3 NTU	N/A	No	Soil runoff.
Total Organic Carbon (TOC)	1.5 mg/L average	1.3 to 1.7 mg/L	TT = 35% removal	N/A	No	Naturally present in the environment.
Inorganic Contaminants						
Barium	0.0035 mg/L	0.0035 mg/L	2 mg/L	2 mg/L	No	Erosion of natural deposits.
Beryllium	0.0015 mg/L	0.0015 mg/L	4 mg/L	4 mg/L	No	Coal burning
Cadmium	0.0014 mg/L	0.0014 mg/L	5 mg/L	5 mg/L	No	Erosion of natural deposits
Copper	0.076 mg/L at the 90 th Percentile	0.008 to 0.110 mg/L	AL= 1.3 mg/L	1.3mg/L	No	Corrosion of household plumbing
Lead	0 ug/L at the 90 th Percentile	0 to 16 ug/L	AL= 15 ug/L	0 ug/L	No	Corrosion of household plumbing.
Volatile Organic Contaminants						
Total THMs	Highest annual average 30 ug/L	27 – 30 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	15 – 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	0.9-1.0 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.