

# 2024 WATER QUALITY REPORT

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*Este informe contiene información importante sobre su agua potable. Pida a alguien que lo traduzca para usted, o hable con alguien que lo entienda.*



# Letter from the Vice President



John Walsh  
Vice President, Operations  
Aquarion Water Company of NH

Dear Abenaki Customer:

Abenaki's greatest commitment is delivering high-quality water to our customers. That's why I am pleased to inform you that in 2024 the more than 700 tests we conducted on our water systems in New Hampshire confirmed that our water consistently meets or surpasses both state and federal water quality standards.


Our focus also includes per- and polyfluoroalkyl substances (PFAS), which have been detected in drinking water across the country. In 2020, regulations for PFAS were established in New Hampshire. Last year, the U.S.

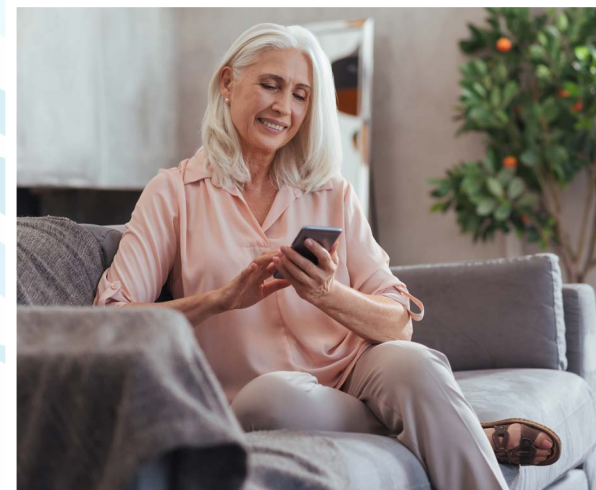
Environmental Protection Agency (EPA) established new monitoring and management regulations for six PFAS compounds. We are constructing new facilities to ensure that we adhere to both state and federal regulations for PFAS. To keep your rates affordable, we are seeking federal and state funding and pursuing settlements with the companies that manufactured PFAS.

In 2024, we also launched an online customer service line survey to help identify customer service line materials in our service area and provide an accurate inventory of Abenaki-owned and customer-owned service lines on our website. Required by the EPA, the goal is to eliminate all lead service lines in our water systems.

With varying levels of drought continuing throughout the state, our water supplies are slowly recovering for the spring and summer months. Please continue your efforts at conserving water. For helpful tips you may not have considered, check out page 8 of this report or visit [aquarionwater.com/abenaki/conserve](https://www.aquarionwater.com/abenaki/conserve).

With appreciation,

  
John Walsh



## Questions About Your Water Quality Report?

Customers with any of following issues should call us at **1-800-732-9678**: Discolored water, service problems, after-hour emergencies, water quality questions, or interest in joining a public meeting.

Customers may also email us at [cs@aquarionwater.com](mailto:cs@aquarionwater.com), or visit [www.aquarionwater.com/abenaki](https://www.aquarionwater.com/abenaki).

New Hampshire Department of Environmental Services:  
**603-271-3503** or [www.des.nh.gov](https://www.des.nh.gov).

U.S. Environmental Protection Agency's Safe Drinking Water Hotline: **800-426-4791** or [www.epa.gov/safewater](https://www.epa.gov/safewater).

## What is a Water Quality Report?

Abenaki Water Company's annual Water Quality Report, also known as the Consumer Confidence Report (CCR), details the quality of your drinking water, where it comes from, and how to get more information. This annual report documents all detected primary and secondary drinking water contaminants and their respective standards known as Maximum Contaminant Levels (MCLs).

# Water Quality Table

Your water has been tested for more than 100 compounds that are important to public health. Only those compounds detected, all of which were below the amounts allowed by state and federal law, are reported in this table. Most of these compounds are either naturally occurring or introduced as treatment to improve water quality. Monitoring frequency varies from daily to once every nine years per EPA regulation, depending on the parameter. Our testing encompasses the full range of regulated inorganic, organic and radiological compounds and microbiological and physical parameters.

SUBSTANCE (Units of Measure)	ACTION LEVEL (AL)	90TH PERCENTILE SAMPLE VALUE*	TEST DATES	NUMBER OF SITES ABOVE AL	VIOLATION YES/NO	LIKELY SOURCE OF CONTAMINATION	RANGE
LEAD AND COPPER							
Copper (ppm)	1.3	0.12*	8/1/2023 - 8/21/2023	0 out of 5	✓ NO	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives	0.02 - 0.15
Lead (ppb)	15	1**	8/1/2023 - 8/21/2023	0 out of 5	✓ NO	Corrosion of household plumbing systems, erosion of natural deposits	ND < 1 - 2

## DETECTED WATER QUALITY RESULTS

SUBSTANCE (Units of Measure)	DETECTED LEVEL AVERAGE	DETECTED LEVEL RANGE	TEST DATES	MCLG	MCL	VIOLATION YES/NO	LIKELY SOURCE
INORGANIC SUBSTANCES							
Barium (ppm)	0.024	0.024	11/12/24	2	2	✓ NO	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Chlorine (ppm)	1.3	0.6 - 2.0	2/6/2024, 5/22/2024, 8/7/2024, 11/12/2024	MRDLG = 4	MRDL = 4	✓ NO	Water additive used to control microbes
Chromium (ppb)	2	2	11/12/24	100	100	✓ NO	Discharge from steel and pulp mills; erosion of natural deposits
Fluoride (ppm)	0.36	0.36	11/12/24	4	4	✓ NO	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
RADIOACTIVE SUBSTANCES							
Combined Radium-226 & Radium-228 (pCi/L)	1.1	1.1	6/11/19	0	5	✓ NO	Erosion of natural deposits





PER- AND POLYFLUOROALKYL SUBSTANCES (PFAS)

Note: PFOS, PFOA, PFHxS and PFNA were not detected.

SUBSTANCE (Units of Measure)	DETECTED LEVEL AVERAGE	DETECTED LEVEL RANGE	TEST DATES	TREATMENT TECHNIQUE (IF ANY)	SMCL	50% AMBIENT GROUNDWATER QUALITY STANDARD	AMBIENT GROUNDWATER QUALITY STANDARD	SPECIFIC CRITERIA AND REASON FOR MONITORING
SECONDARY CONTAMINANTS								
Chloride (ppm)	7	7	11/12/24	NA	250	NA	NA	Wastewater, road salt, water softeners, corrosion
Manganese (ppm)	ND < 0.01	ND < 0.01	11/12/24	NA	0.05	0.15	0.3	Geological
Sodium (ppm)	30	30	11/12/24	NA	100 - 250	NA	NA	We are required to regularly sample for sodium
Sulfate (ppm)	8	8	11/12/24	NA	250	250	250	Naturally occurring

FOOTNOTES

- ◆ 90th percentile value in copper monitoring. Result is representative of customer sampling stagnant water. No locations exceeded the action level for copper. Highest 90th percentile value shown.
- ◆ 90th percentile value in lead monitoring. Result is representative of customer sampling stagnant water. No locations exceeded the action level for lead. Highest 90th percentile value shown.

HEALTH EFFECTS

**Sodium:** Sodium-sensitive individuals such as those experiencing hypertension, kidney failure, or congestive heart failure, who drink water containing sodium should be aware of levels where exposures are being carefully controlled.

# Your Health Is Our Priority

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 EPA's Safe Drinking Water Hotline at [800-426-4791](tel:800-426-4791).



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 stormwater runoff, and residential uses.
- Organic chemical contaminants, including per- and polyfluoroalkyl substances, 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 US Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

## Where Does Your Water Come From?

The Tioga Belmont System obtains its water from two bedrock wells. It is treated and then delivered to you through an underground piping system. The water supply serves about 50 residents. In 2024, our wells supplied an average of 4,000 gallons of water per day.

## How Is Your Water Treated?

Water from the wells is naturally filtered ground water. Water passes through an aerator followed by two Birm/calcite vessels for iron and



# Your Health Is Our Priority

manganese removal. The water is then disinfected before it is delivered to the distribution system.

## Source Water Assessment Report

The New Hampshire Department of Environmental Services (NHDES) 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 2002 and 2005, are noted here.

The Source Water Assessment Report indicates Bedrock Well #001 received 4 high susceptibility ratings, 1 medium susceptibility rating, and 7 low susceptibility ratings.

The complete Assessment Report is available for inspection at the NH DES's

Drinking Water Source Assessment Program website at [www.des.nh.gov/climate-and-sustainability/conservationmitigation-and-restoration/sourcewater-protection/assessment](http://www.des.nh.gov/climate-and-sustainability/conservationmitigation-and-restoration/sourcewater-protection/assessment).



## Copper

Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level\* over a relatively short period of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson's Disease should consult their personal doctor.



Major sources of copper in drinking water include corrosion of household plumbing systems and erosion of natural deposits.

\* The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

## Immuno-Compromised People

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised people such as those with cancer undergoing chemotherapy, people 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.

The EPA and Centers for Disease Control and Prevention (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 [800-426-4791](tel:800-426-4791).



# Lead in Drinking Water: The Facts

Abenaki maintains a regular schedule for lead monitoring in your water system. Please read the following information to learn more about lead.

## Health Effects

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.

## The EPA's Advice

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. Aquarion is responsible for providing high quality drinking water and removing lead pipes, but cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home

plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water. If you are concerned about lead in your water and wish to have your water tested, contact Aquarion at [1-866-728-5023](tel:1-866-728-5023). Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead).

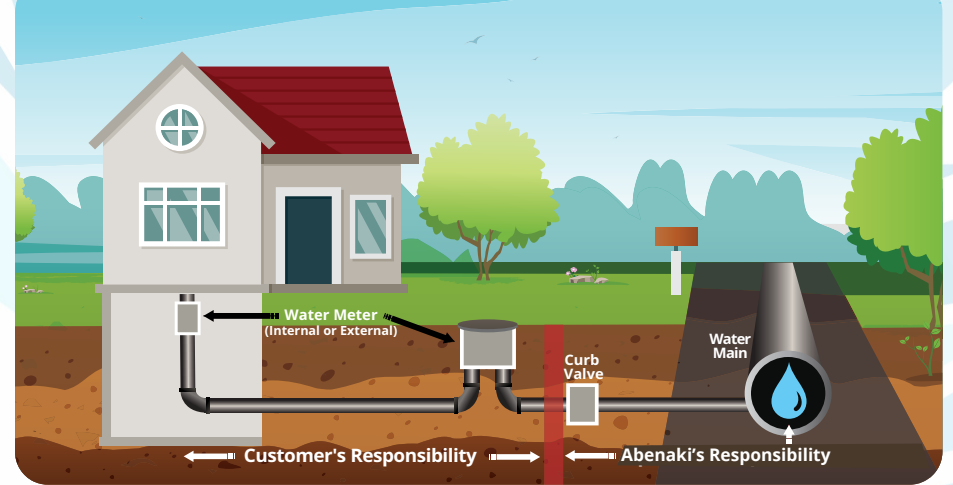
## Precautions You Can Take

Follow these steps to reduce your risk of lead exposure from your water pipes:

- Always use water from your cold water faucet for drinking, cooking, and preparing baby formula.
- Remove and clean faucet aerators/screens at least twice per year. While doing so, run the tap to remove debris.

## Learn About Your Service Line

A service line is the pipe that connects a customer's home or building to



*Customer and Abenaki responsibilities shown are representative for most customers.*

Abenaki's water main in the street (see diagram on this page). Homes built before 1986 may have lead service lines, but most were installed in homes built before 1930. Homes built before 1986 may also have lead solder and brass fittings, which may have a lead content. Abenaki treats its water to minimize the risk of lead leaching out of lead pipes, but it is important to know that the presence of a lead or galvanized requiring replacement service line may increase the risk of exposure to lead in drinking water.

Aquarion has prepared a service line inventory where you may view the material of the service line at your home or building. To find out if your service line is lead, visit [www.aquarionwater.com/lead](http://www.aquarionwater.com/lead), click on "Lead Service Line Inventory", type in your address, and refer to the legend icons to view the material of your service line. If it is lead, call us at

[1-866-728-5023](tel:1-866-728-5023) or email us at [lead@aquarionwater.com](mailto:lead@aquarionwater.com) for information on replacing it.

**If your service line is classified as "unknown" on our "Lead Service Line Inventory", this means that we do not have a record of what the service line material is and we are working to gather more information in the coming years. Help us update our records by scanning the QR code below or visiting [www.aquarionwater.com/leadsurvey](http://www.aquarionwater.com/leadsurvey) to take our service line survey.**



**Abenaki offers more detailed information on lead in drinking water and how to minimize exposure on our website at [www.aquarionwater.com/lead](http://www.aquarionwater.com/lead).**

# Conservation

By reducing water consumption, Abenaki and Aquarion customers have made outstanding progress in ensuring that our area has enough water, no matter what the skies deliver. Many thanks to all the customers who cut back on outdoor sprinkler irrigation and other uses, helping to save approximately 5 billion gallons of water across our systems over the last six years. There's still more to do, though.



Here are some easy tips on what everyone can do to conserve the supply of this irreplaceable resource:

## **Reduce excessive irrigation**

Use a WaterSense labeled smart irrigation controller that adjusts watering schedules based on weather conditions, soil moisture levels, and plant requirements.

## **Rely more on the sky**

Put a rain barrel under a down-spout to capture rainwater for your garden.



## **Forget fertilizing**

Many use salts that make your lawn less drought-resistant.



## **Apply mulch**

Adding a layer of mulch around your plants helps retain moisture, reducing the need to water as often.

## **Remedy a leaky toilet**

Watch our step-by-step video at [www.aquarionwater.com](http://www.aquarionwater.com) about finding and fixing leaks. Better yet, upgrade to a new, WaterSense labeled model to save three or more gallons with every flush.

For more tips on conservation, visit [www.aquarionwater.com/abenaki/conserve](http://www.aquarionwater.com/abenaki/conserve).



## **How You Can Get Involved**

Abenaki Water Company has a customer advisory board comprised of people who are interested in learning first-hand what we are working on in our systems and what we are planning for the future. If you're interested in attending any of these meetings, please call our New Hampshire office at **603-926-3319 ext 116** and provide your contact information so we can inform you about scheduled meeting dates.



# Glossary

These terms may appear in your report.

## Definitions

< - Less than

> - Greater than

**90th Percentile** - Out of every 10 homes sampled, 9 were at or below this level. This number is compared to the action level to determine lead and copper compliance.

**AL - Action Level:** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

**Ambient Groundwater Quality Standards** - The maximum concentration levels for regulated contaminants in groundwater which result from human operations or activities.

**gpg** - Grains per gallon

### **MCL - Maximum Contaminant Level:**

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.

### **MCLG - Maximum Contaminant Level Goal:**

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.

### **MRDL - Maximum Residual Disinfectant Level:**

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.

### **MRDLG - Maximum Residual Disinfectant Level Goal:**

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 contamination.

**NA** - Not Applicable

**ND** - Not Detected

**NTU - Nephelometric Turbidity Units,** a measure of the presence of particles. Low turbidity is an indicator of high-quality water.

**pCi/L** - picocuries per liter

**RAA - Running Annual Average.**

The average of four consecutive quarters of data.

**SMCL - Secondary Maximum Contaminant Level:** Secondary Maximum Contaminant Level. These standards are developed to protect aesthetic qualities of drinking water and are not health based.

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

**ppm** - parts per million

Equal to a drop of water in a 10 gallon fish tank.

**ppb** - parts per billion

Equal to a drop of water in a 10,000 gallon swimming pool.

**ppt** - parts per trillion

Equal to a drop of water in 35 Junior Olympic pools.  
(10 million gallons)