Consumer Confidence Report - 2018
Abenaki Water Co. - Bow PWS ID# 0262020

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. On-going operation and maintenance costs are supported by base rates of $16.50/service connection/month plus metered water consumption charges.

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 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 United States 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?
The water system's supply comes from groundwater sources. Three bedrock wells, which are located at 6 Rocky Point Drive, simultaneously pump water into two activated alumina filters for arsenic removal, in addition sodium hypochlorite is added for disinfection. Once raw water is treated it is stored in two 15,000 gallon atmospheric storage tanks. The treated storage water is then transferred by duplicate VFD (Variable Frequency Drive) pumps into the water system to meet current system demand

Why are there 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 (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 the 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 (1-800-426-4791).

Source Water Assessment Summary
New Hampshire Department of Environmental Services 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 March 7, 2002, are noted below.
Bedrock Well # 1 received 3 high susceptibility ratings, 0 medium susceptibility ratings, and 9 low susceptibility ratings.
Bedrock Well # 2 received 3 high susceptibility ratings, 0 medium susceptibility ratings, and 9 low susceptibility ratings.
Bedrock Well # 3 received 3 high susceptibility ratings, 0 medium susceptibility ratings, and 9 low susceptibility ratings.
Note: This information is over ten 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 inspection at the New England Service Company office.
For more information visit NH DES's 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, you can call the licensed water operator, New England Service Company, Inc. at 1-603-293-8580.

Violations and Other Information:
There were 3 violations in regards to the Arsenic testing during the first three quarters of 2017. The reason for these violations is the rolling average of tested Arsenic levels over the past four quarters. The action that was taken was the rebedding of the filtration tanks during quarter one 2017. After quarter one of 2017 to present the Arsenic levels in your water are undetectable and cannot be any lower. In addition, the water system is currently compliant in regards to tested Arsenic levels.

As in the past, ***the water source cannot keep up with moderate to excessive watering of landscaping. All residents of this community need to exercise conservation measures during the summer months in order for all residents to have adequate supply.*** Looking ahead to 2018, the water system is planning to continue replacing existing services, mains, and gate valves.

Definitions:
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, a process intended to reduce the level of a contaminant in drinking water.

Abbreviations:
ppm: parts per million
ppb: parts per billion
nd: not detectable at testing limits
N/A: Not Applicable
pCi/L: pico curies per liter
BDL: Below Detection Limit

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 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

Sample Dates: The State of NH allows water systems to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. The results for detected contaminants listed below are from the most recent monitoring done in 2017 unless otherwise noted.

DETECTED WATER QUALITY RESULTS

Contaminants (Units)	*Level Detected Violation Yes or No*	*MCL*	*MC LG*	*Likely Source of Contamination*	*Health Effects*
Arsenic (ppb)	0 2017 Average Range: 0.0-0.0 Yes	10	0	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes3	While your drinking water meets EPA's standard for arsenic, it does contain low levels of arsenic. EPA's standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. EPA continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.3
Barium (ppm)	0.025 10/7/15 No	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits	Some people who drink water containing barium in excess of the MCL over many years could experience an increase in their blood pressure.
Combined Radium	1.6 11/19/14	5	0	Erosion of natural deposits	Some people who drink water containing radium 226 or 228 in excess of the MCL

(pCi/L) 226 + 228	No				over many years may have an increased risk of getting cancer.
Copper (ppm)	.585 06/13/17 No	AL= 1.3	1.3	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 in excess of the action level over a relatively short amount 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.
Fluoride (ppm)	0.61 10/7/15 No	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories	Some people who drink water containing fluoride in excess of the MCL over many years could get bone disease, including pain and tenderness of the bones. Fluoride in drinking water at half the MCL or more may cause mottling of children's teeth, usually in children less than nine years old. Mottling, also known as dental fluorosis, may include brown staining and/or pitting of the teeth, and occurs only in developing teeth before they erupt from the gums.
Lead (ppb)	3.0 06/13/17 No	AL= 15	0	Corrosion of household plumbing systems, erosion of natural deposits	Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested and flush your tap for 30 seconds to 2 minutes before using tap water. Additional information is available from the Safe Drinking Water Hotline (800-426-4791).
Sodium (ppm)	22 10/7/15	100-250	100-250	Road Salt: softener systems	We are required by the state of NH DES to sample for sodium at a certain frequency.
Total Trihalo-methanes (TTHM) (Bromo-dichloromethane Bromoform Dibromomethane Chloroform) (ppb)	0 10/12/16 No	100/ 80	N/A	By-product of drinking water chlorination	Some people who drink water containing trihalomethanes in excess of 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