

# 2020 Consumer Confidence Report

PWS ID# 0851010

## Introduction

Franklin, New Hampshire's public water System's mission is to supply safe and potable drinking water to our customers; plan for current and future capital infrastructure needs throughout the City; maintain an adequate water supply to meet daily / seasonal demands including fire protection and most important of all, to comply with Federal and State Safe Drinking Water Standards.

Aging infrastructure presents challenges to drinking water supply and distribution systems thus, regular maintenance and ongoing improvements are a necessity.

In the past year, we have completed significant upgrades to the Water Treatment Plant; Sanbornton Pumping Station; Pleasant Street Pressure Reducing Chamber and Acme Drinking Water Well #2. At the time of this report the New Hampton Road Water Main Replacement Project is well underway with an anticipated completion date of September 15, 2020. These investments are totally supported by our ratepayers.

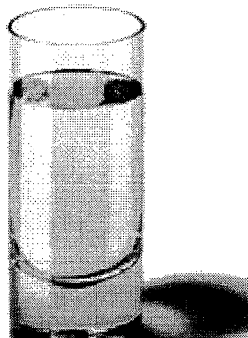
I would be remiss if I did not give credit to our Water System Operator's. These individuals accept a lot of responsibility and take their job's very seriously. This is a credit to the City and their profession.

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 prima-

NOW IT COMES WITH A  
LIST OF INGREDIENTS.



ry 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 stormwater runoff, and residential uses.

**Organic chemical contaminants**, including per- and polyfluoroalkyl substances, 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 prescribe 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?**

Franklin's drinking water is pumped from three groundwater wellfields. Water is filtered for the removal of iron and manganese through the Water Treatment Plant. Disinfection is accomplished by chlorination. Our average daily demand is approximately 550,000 gallons per day. The City has a storage capacity of 3,250,000 by means of five storage tanks.

**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. 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/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

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 on June 4, 1999 and are noted below:

>GPW #1, 1 susceptibility factor was rated high, 2 rated medium and 9 rated low.

>GPW #2, 2 susceptibility factors were rated high, 2 rated medium and 8 were rated low.

>GPW #3, 2 susceptibility factors were rated high, 3 were rated medium and seven were rated low.  
>GPW #4, 4 susceptibility factors were rated high, 2 were rated medium and 6 were rated low.

Note: This information is over 21 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 Franklin Municipal Services Dept. Office, 43 West Bow Street, Franklin, N.H. For more information, call 603-934-4103 or visit the NHDES Drinking Water Source Assessment website at <http://des.nh.gov/organization/divisions/water/dwgb/dwspp/dwsap.htm>.

#### How can I get involved?

If you are interested in learning more about the water system you can contact either Brian Sullivan, Director or Justin Hanscom, Deputy Director of the Municipal Services Department, 43 West Bow Street, Franklin, NH or by calling 603-934-4103. You may also attend scheduled meetings of the Municipal Services Committee to discuss questions or concerns you may have. All proposed changes to rates and fees as well as, to the City Water Ordinance are scheduled for public hearing's prior to adoption. and a vote of approval by the Franklin City Council is required.

#### Violations and Other information:

We are proud to report that during the calendar year of 2019 the Franklin Water Department had no violations.

#### Definitions:

**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.

**Level I Assessment:** A study of the water system to identify potential problems and determine, if possible, why total coliform bacteria have been found in our water system.

**Level II Assessment:** A very detailed study of the water system to identify potential problems and determine, if possible, why an E.coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

**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.

#### 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 statement must be included.*

#### 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>

# FRANKLIN, NEW HAMPSHIRE WATER DEPARTMENT – PWS ID 0851010

## 2020 REPORT (2019 Data)

LEAD AND COPPER							
Contaminant (Units)	Action Level	90 <sup>th</sup> percentile sample value *	Date	# of sites above AL	Violation Yes/No	Likely Source of Contamination	Health Effects of Contaminant
Copper (ppm)	1.3	0.9 mg/L	9/18/17	None	No	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.
Lead (ppb)	15	0.006 mg/L	9/18/17	None	No	Corrosion of household plumbing systems, erosion of natural deposits	(15 ppb in more than 5%) 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). (above 15 ppb) Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.
Radioactive Contaminants symptoms such as nausea, cramps, diarrhea, and associated headaches							
Compliance Gross Alpha (pCi/L)	.01 to .07 pCi/L	15	0	No	Erosion of natural deposits	Certain minerals are radioactive and may emit a form of radiation know as alpha radiation. Some people who drink water containing alpha emitters in excess of the MCL over many years may have an increased risk of getting cancer.	
Combined Radium 226 + 228 (pCi/L)	0.1 to 0.3 pCi/L	5	0	No	Erosion of natural deposits	Some people who drink water containing radium 226 or 228 in excess of the MCL over many years may have an increased risk of getting cancer.	
Inorganic Contaminants							
Barium (ppm)	.028 mg/L	2	2	No	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.	



Nitrate (as Nitrogen) (ppm)	.074 mg/L	10	10	No	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits	(5 ppm through 10ppm) Nitrate in drinking water at levels above 10 ppm is a health risk for infants of less than six months of age. High nitrate levels in drinking water can cause blue baby syndrome. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant, you should ask for advice from your health care provider. (Above 10 ppm) Infants below the age of six months who drink water containing nitrate in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue baby syndrome.
-----------------------------------	-----------	----	----	----	---	--

#### Volatile Organic Contaminants

Haloacetic Acids (HAA) (ppb)	<6 ppb	60	NA	No	By-product of drinking water disinfection	Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.
Total Trihalomethanes (TTHM) (Bromodichloromethane Bromoform Dibromochloromethane Chloroform) (ppb)	Range 4.02 to 4.7 ug/L	80	N/A	No	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.

### SECONDARY CONTAMINANTS

Secondary MCLs (SMCL)	Level Detected	Date	Treatment technique (if any)	SMCL	Specific contaminant criteria and reason for monitoring
Chloride (ppm)	42 mg/L	12/13/19	N/A	250	Wastewater, road salt, water softeners, corrosion
Iron (ppm)	.026 mg/L	12/13/19	N/A	0.3	Geological
Manganese (ppm)	.10 mg/L	12/13/19	N/A	0.05	Geological
pH	6.5	12/13/19	N/A	6.5-8.5	Precipitation and geology
Sodium (ppm)	23 mg/L	12/20/19	N/A	250	We are required to regularly sample for sodium
Sulfate (ppm)	12 mg/L	12/13/19	N/A	250	Naturally occurring
Zinc (ppm)	Non detectable	12/13/19	N/A	5	Galvanized pipes