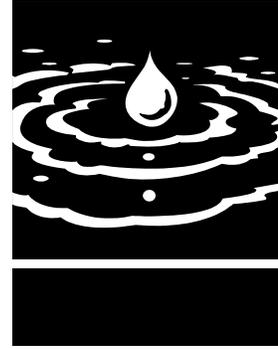


~ WATER UTILITIES ~

2012 REPORT

~ Water & Sewer Commissioners ~

NH RSA-38 (referencing water systems) and NH RSA-149-I (referencing wastewater systems) empower the Board of Commissioners with the authority and responsibility to manage and oversee the operations of these two departments. The current members of the Board include Mr. Robert Courage, Chairman, Mr. Dale White, Vice-Chairman, and Mr. Mike Putnam, who simultaneously serves as a member of the Milford Board of Selectmen. Mr. David Boucher is the Water Utilities Superintendent. The Commission's goal is always to have our Water Utilities Department provide quality service at a reasonable cost to our customers.



The Commission continues to move forward with efforts to add additional ground water supply to augment our three Curtis Wells. As mentioned in previous reports, Milford purchases water from Nashua's Pennichuck Water Company on an as-needed basis when demand exceeds our pumping capabilities.

We now tentatively have a site to construct an additional well that is available for purchase at reasonable cost and has the potential to supply 500,000 gallons per day, meeting the current federal and state safe drinking water quality standards. This next year the Commission intends to continue the process, working closely with NH DES toward our goal of obtaining a groundwater withdrawal permit from that agency that would allow Milford to install an additional municipal well. This would lessen the need to purchase water when our demand exceeds the pumping capacity of the Curtis Wells. Ample water supply is essential to accommodate future growth in our community.

The Insurance Service Office, Inc., (ISO) inspects and rates the capabilities of a community's fire suppression delivery system. This information is used for establishing fire insurance rates. Water systems are an intricate part of this process. The ISO report offered favorable comments on our water distribution system relative to supply, hydrant flows, storage capacity, and the operation of the system.

The NH Department of Environmental Services (NH DES) performed their annual sanitary survey of the Milford water system. A summary of their report stated the system meets, and in some areas exceeds, their requirements. They further stated the system is operated in a very professional manner.

A project currently underway includes electrical (energy efficient) and instrumentation upgrades at our Curtis Well facility. Consideration is also being given to retire the Prospect Hill 250,000 gallon water storage tank constructed in 1889. This tank needs extensive rehab that will cost an estimated \$500,000.00. With the new Holland Tank that has a capacity of 1.35 million gallons, the Prospect Tank offers very minimal value to the water distribution system. An engineering report recommends that the tank be taken off-line. Sections of the Beech Street and Smith Street existing 6" water mains should be replaced with 8" mains. This will improve hydrant fire flows in the South Street area. The Commission's tentative goal is to proceed with this project, with funding from the department's Capital Reserve account.

At the Wastewater Facility, the new septage receiving facility was completed within the \$1,199,690.00 budget. Milford received a federal ARRA grant in the amount of 50% of the project cost. Wilton and Milford will pay the Town's share of the bond and interest payments over the next 20 years. Benefits include reducing odors and being able to better manage and operate the wastewater treatment process.

In July, the Commission increased sewer user rates. The previous rate increase occurred in 2007. The 18% increase reflects a 3.6% increase per year over the five year period. Increasing operational costs together with equipment replacement and several major upgrades in our 32 year old treatment facility are the reasons there is a need for additional revenues.

As in the past, the commission appreciates the responsible water conservation efforts of the residents of Milford. Keep periodically checking your faucets and plumbing to correct water leaks. A special "thank you" is extended to the Water Utilities staff members for their dedicated service throughout 2012.

During 2013, the Commissioners plan to continue meeting regularly on Tuesdays at 6:00 p.m., at the Water Utilities Department, 564 Nashua Street, on a two-week basis. Meetings are always open to the public. Agendas and meeting minutes may be viewed at www.milford.nh.gov, click on Departments, then Water Utilities, then Water and Sewer Commissioners, then Agenda or Meeting Minutes.

Respectfully submitted,

Robert E. Courage, Chairman

Dale A. White, Vice-Chairman

Michael E. Putnam, Member

Reminder to Milford Water Customers

Consider the benefits of hiring a plumber to install a second, outside meter for irrigation purposes. Such a "bypass" meter will save you money because you will not be charged for the sewer portion for using water to improve your lawn or fill your pool. Planning ahead and making this investment in your home's plumbing system will prevent you from receiving a bill with an unusually high "spike" from appearing on your quarterly water/sewer bill AND avoid the need for you to request an abatement of the Board of Commissioners. Such abatement requests are granted to property owners on a one-time approval basis.

~ Water Utilities Department ~

The **Water Department personnel** repaired five water breaks during 2012, replaced 181 water meters and interface units, repaired 17 curb boxes, and a 2" blow was installed at Scarborough Lane to flush this "dead end" water main. The Dram Cup water storage tank was inspected to assess and prioritize needed repairs. Accomplishments at the Curtis Wells included boring 6 conduit lines under the Souhegan River for electrical upgrades, installing a new chlorinator, pump and motor, and redeveloping Well #1. In pursuit of developing a new well, an eight day pump test was conducted and three monitoring wells were installed along Elm Street to monitor underground water quality. The Mayflower and Holland water storage tanks were inspected and cleaned. The Holland water storage tank roof was painted. Final paving was completed on the 2011 Union Street water main upgrade project.

The **Wastewater Operations staff** installed a new raw sewage pump in the main pump station, rebuilt a return activated sludge pump, including the mechanical seal and all main shaft bearings, plumbed and installed two new pumps for the boiler water feed system, purchased and installed two new Flygt mixers for the aeration tank system, installed a new effluent dissolved oxygen probe, installed a new pump and plumbed in the drain line for the secondary waste pit system. At significant cost savings, the in-house staff performed major repairs to the ultra-violet disinfection system, consisting of 3 main modules, 12 main circuit boards, 5 main power cords for modules, and one complete bank of lights. To protect the lobby of the Water Utilities' Administration Building built in 1981, the lobby skylights were resealed. Dump truck body specifications were investigated and bidding documents prepared.

During 2012, **the Collection System crew** efficiently maintained the siphon chambers, sewer easements and pump stations. Pump station exteriors were seal coated. Manhole castings and water gate boxes were lowered and reset prior to the Public Works Department's road resurfacing project on Union, Johnson and Elm Streets. Collapsed sewers were repaired on Oakwood Circle, Granite and Souhegan Streets. West Milford sewer mains were flushed in the vicinity of Meadowbrook, Ridgefield, and Westchester Drive. The three-man crew contributed greatly April through September, during construction of the septage receiving facility including the installation of all utilities: septage piping, air line, electrical conduit, domestic and plant water lines, as well as preparing for the gas service. They stripped the existing asphalt to prepare for paving. For the bio-filter/odor control the crew installed retaining walls, air piping, bedding and cover materials and installed the blower. Site restoration activities included pouring new concrete sidewalks and lawn replacement.

Regarding Milford's EPA-mandated Industrial Pretreatment Program, the Water Utilities staff continues to team with TeTon Environmental and issued one Industrial Discharge Permit (IDP), re-issued seven IDPs, inspected ten industrial users, and sampled wastewater discharges at five industrial users. Milford's Industrial Pretreatment Program was audited by the NH DES and the US EPA with no deficiencies found.

Call the Water Utilities Department 7:00 am to 3:30 pm, Monday through Friday,
249-0660 extension 0 when:

- ✓ Scheduling in-ground excavation on your Milford property because the responsibility lies with each property owner. DIGSAFE does not automatically notify the Water Utilities Department. Water and sewer lines near the area to be dug will be marked **at no cost to you.**
- ✓ Interested in a free operational tour during regular business hours.
- ✓ Interested in picking up free compost during the spring, summer and fall.

Respectfully submitted,

David L. Boucher
Superintendent

WATER DEPARTMENT

2012 ANNUAL SUMMARY OF OPERATIONS

Curtis Well	324,500,000 Gallons
Pennichuck Water	35,140,000 Gallons
Total Water Pumped	359,640,000 Gallons
Average Demand	985,315 Gallons/Day
Over 1 Million Gallons*	112 Days
Annual Rainfall	39.32 Inches

*Number of days that the Town pumped 1 million gallons or more of water.

WASTEWATER FACILITY

2012 ANNUAL SUMMARY OF OPERATIONS

Milford Flow Treated	367,181,073 Gallons
Wilton Flow Treated**	55,601,000 Gallons
Septage Treated	907,927 Gallons
Total Flow Treated	423,690,000 Gallons
Average Flow Treated	1,160,794 Gallons/Day
Design Flow	2,150,000 Gallons/Day
Daily Average Hydraulic Load	54.0 % of Design
Annual Rainfall	39.32 Inches

** Wilton contributed 13.12% of the avg. daily flow