2020 Consumer Confidence Report

Milford, NH

PWS ID# 1561010

Introduction: The Milford Water Utilities (MWU) mission is to provide exceptional water and sewer services through responsible and creative stewardship of the resources and assets we manage. To fulfill our responsibility of protecting the environment and the health of our customers. To strive to improve the quality and efficiency of our service to the community. In 2019 the MWU completed many water main projects, one projects was upgrading the 6" water main on Nashua St, Union St and Elm St to 12" to improve water distribution efficiency. The second project was replacing approximately 600' of 6" water main that was in poor condition on Merrimack Rd with a new 8" water main, this project was done in house. These projects along with our day to day operations are funded by the user fees.

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 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 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.

What is the source of my drinking water?

Milford's water supply consists of three gravel packed wells, known as the Curtis Wells, located in southwestern Amherst. Milford also has an inter-municipal connection with the Pennichuck Water distribution system. During 2019 MWU provided a total of 321,106,000 gallons to the Town Of Milford. The Curtis Wells supplied 86.88% of the water needed and 13.12% was purchased from Pennichuck. The water is chemically adjusted with Sodium Hydroxide to maintain a neutral pH and Calcium Hypochlorite is added to control bacteria. In order to control lead and copper and for corrosion control of trace metals, Zinc Orthophosphate is added.

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

The results of the assessment, prepared on 1/31/01, are noted below. Curtis Well #1 and #2, 4 susceptibility factors were rated high, 3 were rated medium, and 5 were rated low.

Note: This information is over 18 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 Water Utilities Department, 564 Nashua Street, Milford NH, 603-249-0660 or visit the DES Drinking Water Source Assessment website at http://des.nh.gov/organization/divisions/water/dwgb/dwspp/dwsap.htm.

How can I get involved?

For more information about your drinking water or to report observations of illegal disposal of contaminants. please call *the owner,*

Kevin Stetson, at 249-0660 or kstetson@milford.nh.gov

or *the primary operator,*

Kris Jensen at 603-249-0664 or kjensen@milford.nh.gov

Public participation opportunities include attending meetings held by the Board of Water and Sewer Commissioners every other Tuesday at 6:00 p.m., at the Water Utilities Department, 564 Nashua Street, Milford. Should you have a matter requiring the Board's decision, please contact the Director,

Violations and Other Information.

Please see table provided in this brochure.

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

2020 Report (2019 data) **System Name:** Milford, New Hampshire **PWS ID:** 1561010

DETECTED WATER QUALITY RESULTS

Contaminant (Units)	Level Detected	MCL	MCLG	Violation Yes/No	Likely Source of Contamination	Health Effects of Contaminant
Microbiological Contaminants						
E. coli Bacteria	*Identify total # of positive samples.* *0*	0	0	No	Human and animal fecal waste	*E. coli* are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, the elderly, and people with severely compromised immune systems.
Inorganic Contaminants						
Chlorine (ppm)	.12 - .45 (ppm) 2019	MRDL = 4	MRDLG = 4	No	Water additive used to control microbes	Some people who use water containing chlorine well in excess of the MRDL could experience irritating effects to their eyes and nose. Some people who drink water containing chlorine well in excess of the MRDL could experience stomach discomfort.
Barium (mg/L)	0.018 Year = 2017	2 Mg/L	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.
Volatile Organic Contaminants						
Total Trihalomethanes (mg/L)	.0132 -.0262 Year = 2019	0.08 Mg/L	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.
Haloacetic Acids (mg/L)	.0041 - .0095 Year = 2019	0.06 Mg/L	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.

ADDITIONAL TESTING

Additional Tests & Secondary MCLs (SMCL)	Level Detected	Date	Treatment technique (if any)	AL (Action Level), SMCL or AGQS (Ambient groundwater quality standard)	Specific contaminant criteria
Sodium (mg/L)	48.7	2017	NA	AL = 100-250	NA

ASSESSMENTS					
During the past year we were required to conduct Assessment(s)	**Number of assessments required in the reporting year**	**Number of assessments completed in the reporting year**	**Number of corrective actions required**	**Number of corrective actions completed**	Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct assessment(s) to identify problems and to correct any problems that were found during these assessments.
Level I	1	1	1	1	

LEAD AND COPPER							
Contaminant (Units)	**Action Level**	**90th percentile sample value ***	**Date**	**# of sites above AL**	**Violation Yes/No**	**Likely Source of Contamination**	**Health Effects of Contaminant**
Copper (ppm)	1.3	0.003	Year = 2018	0 sites exceeding the AL	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	10	Year = 2018	0 sites exceeding the AL	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.

Definitions

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.

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.

Health Advisory: An estimate of acceptable drinking water levels for a chemical substance based on health effects information; an HA is not a legally enforceable Federal standard, but serves as technical guidance to assist Federal, State, and local officials.