

2024 Consumer Confidence Report

(Ropewalk Services Company)

(PWS ID# 0102010)

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.

These investments along with on-going operation and maintenance costs are supported by our water rates and we have a capital reserve account for future major replacement cost such as the atmospheric tanks. 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 primary and secondary drinking water parameters, and compares them to their respective standards known as Maximum Contaminant Levels (MCLs).

NOW IT COMES WITH A LIST OF INGREDIENTS.



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 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?

We obtain our water from two bedrock wells, which produce sufficient water for the community. Bedrock Well #1 is 242 feet deep and Bedrock Well #2 is 658 feet deep.

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

DES 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 10/4/2001 are noted below.

- (BRW#1), (3) susceptibility factors were rated high, (3) were rated medium, and (6) were rated low.
- (BRW #2), (3) susceptibility factors were rated high, (3) were rated medium, and (6) were rated low.

Note: This information is over 10 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 460 North Ashland Road. For more information, call Corinne Peltier or Brandon Nichols at 603-536-4600 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, please call Corinne Peltier or Susan McKimens at 603-536-4600 or the primary operator, Brandon Nichols at 603-536-4600. Although we do not have specific dates for public participation events or meetings, feel free to contact us with any questions you may have.

Violations and Other information: Total coliform bacteria contamination can be an indicator for the presence of illness causing contaminants in water systems, such as E. coli bacteria and viruses. The new Revised Total Coliform Rule (RTCR) furthers the protection of public health by ensuring the integrity of drinking water systems and monitoring for the presence of microbial contamination. The RTCR focuses on a "find and fix" approach in response to positive bacteria sampling in public water systems. The

RTCR no longer applies a violation after confirmed positive total coliform sample results. The public notice requirement associated with a confirmed positive total coliform result has been removed. All our monthly samples did not have any Total Coliform or E. Coli. In 2018 we installed an electronic metering monitor system to our wells. This monitoring system now provides remote monitoring of our system operations with associated alarm reporting, automated control of booster and well pump operations and datalogging of critical system parameters including continuous flow rate indication. In 2021 Mass Tank Inspection Services came and refurbished the interior of our 10,000 gallon atmospheric tank. The tank interior was cleaned of any foreign material and lined with 20 mils of S16Arcor and solid epoxy. This process took three days and was able to be achieved without interruption to our water supply. This was made possible by temporarily using the two 5,000 gallon storage tanks. Those tanks were not relined after usage but taken off line. Gilford Well then installed two new constant pressure pumps with variable speed drives. Our existing ProControl (electronic meter) also had to be upgraded from a Type B1 to a Type B2 to give it analog output capability for VFD speed control. In 2022 we also hired a mapping engineer to map all the water lines in the Fox Meadow and Fairway Drive area. This was done prior to the paving project and we were provided with a final map as well as GIS files for our records. We are currently working with Granite State Rural Water to have the rest of the water lines mapped out and to assist with consolidating our existing water system records into an authoritative GIS. It also includes doing the required documentation for the NH Lead Service Line Inventory program.

Definitions

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.

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 APPLIES if these contaminants are present - see table for detected levels.

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>

Radon: Radon is a radioactive gas that you can't see, taste or smell. It can move up through the ground and into a home through cracks and holes in the foundation. Radon

can also get into indoor air when released from tap water from showering, washing dishes, and other household activities. It is a known human carcinogen. Breathing radon can lead to lung cancer. Drinking water containing radon may cause an increased risk of stomach cancer.

Fluoride SMCL: "This is an alert about your drinking water and a cosmetic dental problem that might affect children under 9 years of age. At low levels, fluoride can help prevent cavities, but children drinking water more than 2 milligrams per liter (mg/l) of fluoride may develop cosmetic discoloration of their permanent teeth (dental fluorosis). The drinking water provided by your community water system [name] has a fluoride concentration of [insert value] mg/l. Dental fluorosis, in its moderate or severe forms, may result in brown staining and or pitting of the permanent teeth. This problem occurs only in developing teeth, before they erupt from the gums. Children under nine should be provided with alternative sources of drinking water or water that has been treated to remove the fluoride to avoid the possibility of staining and pitting of their permanent teeth. You may also want to contact your dentist about proper use by young children of fluoride-containing products. Older children and adults may safely drink the water. Drinking water containing more than 4 mg/l of fluoride (the U.S. Environmental Protection Agency's drinking water standard) can increase your risk of developing bone disease. Your drinking water does not contain more than 4 mg/l of fluoride, but we are required to notify you when we discover that fluoride levels in your drinking water exceed 2 mg/l because of this cosmetic dental problem. For more information, please call [name of water system contact] of [name of community water system] at [telephone number]. Some home water treatment units are also available to remove fluoride from drinking water. To learn more about available home water treatment units, you may call NSF International at 1-877-8-NSF-HELP. Please share this information with all the other people who have children who drink this water, especially those who may not have received this notice directly (for example, people in apartments, schools, and daycares). You can do this by posting this notice in a public place or distributing copies by hand or mail." Source. (See RN at pp. iv-v) #9730, eff 6-30-10; ss by

2024 Report (2023 data)

*The value must be reported as whole number, see Env-Dw 811, Appendix B for conversions:

LEAD AND COPPER							
Contaminant (Units)	Action Level	90 th percentile sample value *	Date	# of sites above AL	Violation Yes/No	Likely Source of Contamination	Health Effects of Contaminant
Copper (ppm)	1.3		4/14/21 Results 0.043		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		4/14/21 Results ND			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.

*If applicable report average and range and date sampled if prior to the reporting year. Level detected must be reported as whole number, see Env-Dw 811, Appendix B for conversions:

DETECTED WATER QUALITY RESULTS						
Contaminant (Units)	Level Detected*	MCL	MCLG	Violation YES/NO	Likely Source of Contamination	Health Effects of Contaminant
Inorganic Contaminants						
Barium (ppm)	0.0019	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.

Arsenic (ppb)	0.00066	6	6		Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes	(2.5 ppb through 5 ppb) 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. (Above 5 ppb) Some people who drink water containing arsenic in excess of the MCL over many years could experience skin damage or problems with their circulatory system and may have an increased risk of getting cancer.
Fluoride (ppm)	0.47	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.
Nitrate (as Nitrogen) (ppm)	ND	10	10		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.

SECONDARY CONTAMINANTS

Secondary MCLs (SMCL)	Level Detected	Date	Treatment technique (if any)	AL (Action Level), SMCL or AGQS (Ambient groundwater quality standard)	Specific contaminant criteria and reason for monitoring
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Chloride (ppm)	2.4	11/28/2023	N/A	250	Wastewater, road salt, water softeners, corrosion
Fluoride (ppm)	0.47	11/28/2023	N/A	2	<i>See Consumer Confidence Report for public notice</i>
Iron (ppm)	0.076	11/28/2023	N/A	0.3	Geological
Manganese (ppm)	0.048	11/28/2023	N/A	0.05	Geological
Nickel	0.016	11/28/2023	N/A	N/A	Geological; electroplating, battery production, ceramics
PH (ppm)			N/A	6.5-8.5	Precipitation and geology
Sodium (ppm)	6.4	11/28/2023	N/A	100-250	We are required to regularly sample for sodium
Sulfate (ppm)	19	11/28/2023	N/A	250	Naturally occurring
Zinc (ppm)	0.069	11/28/2023	N/A	5	Galvanized pipes