



Newsletter

December 2006

Hanover Water Works Company is pleased to have the new membrane filtration treatment process on line since the middle of October. Many customers have experienced improved water quality and this trend will continue with time. For the first time in its history, Hanover Water Works Company has the ability to directly control the quality of water entering its distribution system.

Notices required by the regulatory agencies such as the one on the reverse side this newsletter regarding turbidity violations in September will be a thing of the past since all water entering the distribution system must pass through a physical barrier that retains even microscopic organisms that could be harmful. Due to this filtration resulting in almost no particulate matter in the water, less disinfectant in the form of chlorine is now required. As an additional level of protection a minimum amount of chlorine, or residual, is present in the distribution system at all

times to protect the consumer from any contaminants that may affect the water between the treatment facility and the consumer. Less particulate matter in the water requires less chlorine since the chlorine reacts with particulate matter.

Chlorine is routinely monitored throughout the distribution system and reported to the regulators. Some consumers may have experienced a high chlorine odor or taste at times since the new filtration facility has been on line. This is due to the fact that there is an adjustment period as is typical when a system changes chemical treatment processes. Areas of the distribution system where there is low flow, such as dead end lines, may have chlorine dioxide remaining from the previous process which reacts with the new disinfectant, resulting in a strong chlorine taste or odor. There is nothing unsafe about this additional chlorine taste and odor and over time conditions will improve. It will take longer to improve in areas of the distribution system

that experience minimal flow or are "dead ends".

Other issues experienced in the past before filtration includes a "musty or fishy" taste caused by algae and fungi and other harmless bacteria that are now removed by the filtration process. The process also removes dissolved iron and manganese which affects the color of water and corrodes pipes. Unfortunately, many of the older pipes have accumulated deposits which still affect water color and flow. Over the coming years through flushing and pipe replacements, this will improve.

Hanover Water Works Company has the goal to provide the best quality drinking water in New Hampshire. By optimizing the new filtration treatment process, routine flushing of the distribution system and replacement of highly tuberculated parts of the distribution system, this goal can be realized. Please stop by at our open house and dedication on January 26, 2007 (snow date Feb-



NEW RATES

The enclosed billing represents the second half of the quarterly billing covering the period of mid-October to approximately December 1. It includes an increase of 46.26% and a temporary rate increase of 5.25% until the general rate increase can be determined. You will also notice a surcharge of \$4.35 which will be charged for four consecutive quarterly billings. The surcharge covers PUC approved costs associated with applying for the rate increase.

Rates issued in accordance with NH PUC Order #24-721

For bills rendered on or after January 1, 2007:

General Service - Metered

Quarterly Rates

1. Initial Charge:

Size of Meter -

Initial Charge per Quarter

1 1/2 inch & smaller	\$46.551
2"	70.450
3"	129.928
4"	224.777
6"	462.135

2. Quantity of Water Used:

\$2.514 per 100 cubic feet

For more rate information, please contact us.



IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Hanover Water Works Company Did Not Meet Treatment Requirements

Our water system violated a drinking water standard for the month of September 2006. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we are doing to correct this situation. We realize this notice is coming to you well after the fact and should not occur again with the new filtration facility now on line. However we were notified of the violation by the New Hampshire DES in November 2006 and we are now required to advise you of the violation

We routinely monitor your water for turbidity (cloudiness). Normal turbidity levels at our plant are < 1 turbidity units. Several water samples taken during September returned levels in excess of the maximum level of 1.454 turbidity units. Because of this high level of turbidity, there is an increased chance that the water may contain disease-causing organisms.

What does this mean?

This is not an emergency. If it had been, you would have been notified immediately. Tests taken during this period did not indicate the presence of bacteria in the water.

Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. These symptoms are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What should I do?

You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, please contact your health care professional.

People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1 (800) 426-4791.

What happened? What was done?

Several factors contributed to the high turbidity levels experienced during the month. The construction of the new filtration facility was nearing a close and we were starting up the filtration equipment and performing some final tie ins of new equipment. Both of these actions required the shutdown of the existing facility. Historically when this was done we experienced high turbidity spikes. The other major event that caused a turbidity event for several days was the filling of a pool at Dartmouth College. This caused a higher than normal demand and resulted in the high turbidity.

This issue has been resolved with the completion of the new water filtration and treatment facility.

For more information please contact either Peter Kulbacki, Director of Public Works at 643-3327 or John F. Dumas, Treatment Superintendent at 640-3144.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.