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Newsletter  
March 2007

## Filtration Plant Open House & Dedication

The Open House & Dedication of the new micro-filtration plant was held on January 26, 2007. Michael Blayney, Vice-President, gave the following remarks at the ceremony:

“Since its founding in 1892, the Hanover Water Works has faithfully served the Town and Dartmouth College by providing a safe and reliable source of water for its citizens and the thousands of students who have called Hanover home at one time or another.

And as the Town and College grew, so has the Hanover Water Works Co.

Surrounding you here today is the future of the Company—a modern, sophisticated water filtration plant. The facility you are in is capable of producing clean, safe water—in quantity—for many years to come.

At last, we can say that the Hanover Water Works is no longer simply providing disinfected pond water—something that should make Jack Nelson, our former President, happy.

Over the last ten years, the Hanover Water Works Co diligently re-

built the key infrastructure of the distribution system, built the modern facility you are standing in today and set a course for continued improvements in the future.

The Company is an excellent example of the Town and College working together to provide for the future citizens and students. We can celebrate this cooperation today in its most tangible form—delivering cleaner, more appealing water to our customers.

There are many to thank and we cannot thank them all. Among the many closest to the Company are Pete Kulbacki, Don Ware, John Dumas, Jim Stone, Terry Jillson and Michael Ahern. We are especially grateful for the

support given us by the NH Dept. of Environmental Services—a valued and essential partner in making today possible.

Dr. Boyle, if you kindly step forward, there is something we want to share with you.

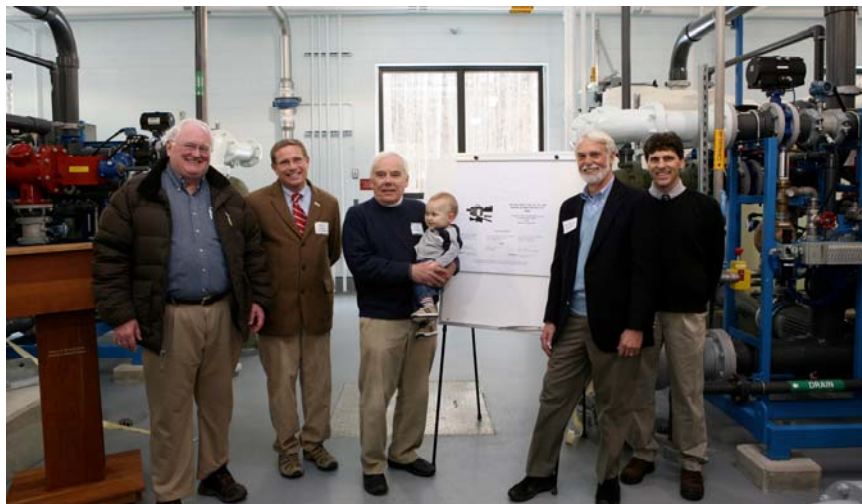
Dr. Boyle—On behalf of the Hanover Water Works Co, the Town of Hanover, Dartmouth College and the countless number of people you have cared for in your distinguished career—we are privileged to name this new facility in your honor. Thank you for all you have done.

To all of you, welcome again to the **Dr. William Boyle Water Filtration Facility** of the Hanover Water Works Co.



### Inside this issue:

<i>Lead &amp; Copper Sampling information</i>	2
<i>Semi-Annual Flushing to be scheduled</i>	2
<i>Consumer Alert</i>	2



Pictured from left: Jack Nelson, (former President); Mike Blayney, Vice-President; Dr. Boyle (holding grandson); Jay Pierson, President; Pete Kulbacki, General Mgr

# Lead & Copper Testing

HWWCo recently completed the first round of lead and copper sampling of the distribution system since the new water filtration facility was put on line. Forty residents were asked to participate in this sampling. The homes of these consumers represent some of the higher risk sites in the distribution system due to the age of the home and the type of construction used during that era.

The results of the round of sampling indicates that of the forty homes sampled six exceeded the federal guidelines or action limits for lead. This action limit is 0.015 milligrams/liter (mg/L). We are pleased to report that there were no exceedances for copper which has an action limit of 1.3 mg/L.

The lead and/or copper present in your drinking water is the result of leaching of these contaminants from the plumbing in your house by the drinking water corrosivity. Copper is present in all copper plumbing pipe. The lead can come from several sources including lead service lines, lead solder used in joining copper pipes, and some high end fixtures. The use of lead solder for drinking water supplies has been banned since 1988; however, homes built prior to this time are considered at higher risk for lead contamination.

The HWWCo adds two products to the drinking water to protect against the leaching of lead and copper. Sodium Bicarbonate or more commonly known as baking soda is added to raise the pH and add alkalinity. Orthophosphate is also added to provide a very thin protective film on the inside of the pipes to also help prevent leaching of the lead and/or copper. Both of these make the water less corrosive. The exceedance of the action limits in this round of sampling may, in part, be explained by the fact that the water filtration facility has only been on line for +/- 6 months and therefore we are still fine tuning chemical additions and these chemicals do require a length of time to become distributed throughout the system and to become effective.

We look forward to better results in the next round of sampling that is scheduled to take place sometime in early September 2007. For those of you who assisted us with sampling in this last round, we hope we can count on your continued cooperation in the future. *If you are interested in participating in this program, please contact Terry Jillson for more information.*

Lead and copper may leach into your water while it is stagnant in your house plumbing over a period of time such as overnight or during the day when the house may be vacant. To assure that you don't consume the stagnant water that may contain lead and copper, NH Dept. of Environmental Services recommends running your water until it feels cold in order to flush out the stagnant water before using it for cooking or consumption.

## Consumer Alert



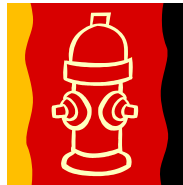
Many utility customers pay their utility bills directly to their utility or use a payment agent that has been authorized by the utility to collect customer payments and forward them to the utility. However, some customers have begun using bill payment services that do not have any arrangements with their utility. The utilities cannot provide assurance that payments made through one of these unauthorized bill payment services will be forwarded to the utility in a timely manner or even that they will be forwarded at all.

To protect yourself and your utility service, please use caution when making your payment through a third-party bill payment service that is not authorized by your utility. Most important of all, *always* keep your receipt.

HWWCo currently has no authorized payment agencies.

If you would like further information regarding this issue, contact the New Hampshire Public Utilities Commission at 800-852-3793

## SEMI-ANNUAL FLUSHING TO BE SCHEDULED



The distribution system is flushed twice per year, once in the spring and once in the fall. The purpose of the flushing is to remove sediment from the system. **We have not yet set the dates but it is scheduled to take place in late April/early May.** You will be able to access the flushing schedule on our website: [www.hanovernh.org/hwwc](http://www.hanovernh.org/hwwc) or call us at 643-3439. We also plan to utilize the Hanover Dispatch Center Reverse 911 messaging system to send a phone message a day or two in advance. (If you don't receive a call, your number may be blocked. Please contact Doug Hackett at the Dispatch Center at 643-2222.) We advise you to schedule clothes washing and cleaning projects at other times.



## CALL BEFORE YOU DIG

It's not just smart, it's the law. Damage to underground utilities is dangerous and expensive. Utilities could be buried anywhere, so it's important to know their location before digging. Dig Safe is a free service and dispatches member utilities to paint or stake the location of their underground lines to reduce the risk of accidents. Don't dig yourself into trouble. Protect yourself and the community by placing a free call to Dig Safe at least three business days in advance. Call 888-DIG-SAFE or 888-344-7233

