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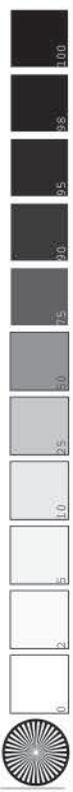
City of Franklin



Water Quality
Consumer
Confidence Report

Volume 14
July 2012

City of Franklin
Municipal Services
43 W. Bow Street
Franklin, NH 03235





Consumer Confidence Report

City of Franklin

2012

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 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?

Franklin obtains its water from three different groundwater well fields. Each of these well fields consists of gravel-packed wells and a pumping station, which in turn pumps water to a total of five water storage tanks throughout the City. The system serves approximately 2,292 customers and supplies water to 297 fire hydrants.

The water is treated for iron and manganese, which are secondary contaminants and are characteristic to the aquifers in much of the Northeast. Unlike primary contaminants, which pose a health risk, secondary contaminants mostly affect the aesthetic quality of water. Therefore, the City continues to treat the water with hexametaphosphate in an effort to reduce the staining these contaminants leave on plumbing fixtures and clothing. The City also makes available, at no cost, a product that will remove most stains from fixtures and clothing. This product is available for pick-up at the Municipal Services Department Office at 43 West Bow Street.

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 June 4, 1999, are noted below.

- GPW # 1, 1 susceptibility factor was rated high, 2 were rated medium, and 9 were rated low.
- GPW # 2, 2 susceptibility factors were rated high, 2 were rated medium, and 8 were rated low.
- GPW # 3, 2 susceptibility factors were rated high, 3 were rated medium, and 7 were rated low.
- GPW # 4, 4 susceptibility factors were rated high, 2 were rated medium, and 6 were rated low.

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Note: This information is over 12 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 Municipal Services Department office at 43 West Bow Street, Franklin, NH. For more information, call (603) 934-4103, 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 Brian Sullivan, Municipal Services Director, at 934-4103, Monday through Friday (except holidays), 7:30 a.m. to 4:30 p.m. 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: With this study, we are pleased to report that Franklin’s drinking water meets federal and state requirements. The Franklin Water Department, like all other public drinking water systems in the state, submits to an ongoing, rigorous testing program. All sampling is reviewed monthly by the DES Laboratory.

Definitions:

Action Level or AL: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

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.

Maximum Residual Disinfectant Level or MRDL: The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal or MRDLG: The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Treatment Technique or TT: A required process intended to reduce the level of a contaminant in drinking water.

Turbidity: A measure of the cloudiness of the water. It is monitored by surface water systems because it is a good indicator of water quality and thus helps measure the effectiveness of the treatment process. High turbidity can hinder the effectiveness of disinfectants.

Abbreviations: BDL: Below Detection Limit	ppb: parts per billion
mg/L: milligrams per Liter	ppm: parts per million
NA: Not Applicable	RAA: Running Annual Average
ND: Not Detectable at testing limits	TTHM: Total Trihalomethanes
NTU: Nephelometric Turbidity Unit	UCMR: Unregulated Contaminant Monitoring Rule
pCi/L: picoCurie per Liter	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.

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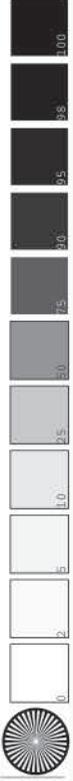


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System Name: City of Franklin EPA ID: 0851010
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DETECTED WATER QUALITY RESULTS

Contaminant (Units)	Level Detected	MCL	MCLG	Violation YES/NO	Likely Source of Contamination	Health Effects of Contaminant
Radioactive Contaminants						
Combined Radium 226 + 228 (pCi/L)	.10 - .70 pCi/L	5	0	No	Erosion of natural deposits	Some people who drink water containing radium 226 or 228 in excess of the MCL over many years may have an increased risk of getting cancer.
Inorganic Contaminants						
Barium (ppm)	.007	2	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.
Copper (ppm)	.03 - .04	AL=1.3	1.3	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)	1 - 9	AL=15		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.
Nitrate (as Nitrogen) (ppm)	.08 - 1.1	10	10	No	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.





Is Gasoline Contaminating Your Drinking Water?

Gasoline is one of the most dangerous products commonly found around the home, yet people often store and use it with little care. Some of the chemicals in gasoline have been found in drinking water with increasing frequency, including benzene, toluene and MtBE (Methyl t-Butyl Ether), which is *easily dissolved in water* and is a possible carcinogen. Even a gasoline spill as small as a gallon can contaminate your drinking water wells or a public water supply.

To Protect Your Drinking Water From Gasoline

- **Avoid Spilling Gasoline on the Ground, Especially Near Wells**
- Don't drain gasoline from lawn mowers, snow blowers, etc. onto the ground.
- Don't burn brush with gasoline.
- Don't top off your fuel tank.
- Keep refueling and engine work away from water supply wells, and if possible, over a concrete floor or similar barrier. Immediately clean up any gas or oil spills.

Avoid Spilling Gasoline in Lakes, Ponds, and Rivers

- Keep special gasoline-absorbing pads on your gas-powered boat and know how to use them.
- If you own a larger boat, make sure it has no-spill tank vents.
- Fill portable tanks from outboard boat engines on shore.
- Refuel snowmobiles and ice augers on shore; do not take gasoline storage tanks onto ice-covered ponds.

Store Gasoline Properly

- Use a clearly labeled container made for gasoline and with a spout to avoid spills.
- Keep gasoline containers in a dry, well ventilated shed or detached garage away from water supply wells. Don't keep metal gasoline cans on a dirt floor for extended periods.

Dispose of Waste Gasoline Properly

- Handle old or dirty gasoline as hazardous waste. Bring it to a household hazardous waste collection center in a proper gasoline container.

If a spill occurs: For any size spill that is not immediately cleaned up, first contact your local 911 responder or fire department, then call the DES emergency spill number at (603) 271-3899 (Mon-Fri, 8-4), or weekends and evenings at (603) 223-4381 (NH State Police).

Got Clean Drinking Water?

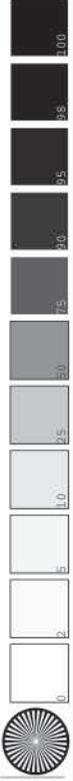


It's up to you!

The DOs and DON'Ts for maintaining clean Drinking Water



For more information please contact the Drinking Water Source Protection Program at (603) 271-7061 or visit our website: <http://des.nh.gov/organization/divisions/water/dwgb/dwspp/index.htm>.





Where does your drinking water come from?

Your drinking water comes from either groundwater or surface water. Groundwater is the water that flows through the spaces between soil particles and through fractures in rock. It comes from rain and snowmelt percolating through the ground. Surface water comes from rainfall and snowmelt running over land and from *groundwater* seepage into lakes, rivers and reservoirs.

Why should you be concerned?

While some pollutants, such as bacteria, viruses and phosphorus, can be reduced by passing through soil under certain conditions, groundwater can be easily contaminated by chemicals and oils. Surface water is also affected by soil and pollutants picked up as water flows over land.

**Keep Household Hazardous Wastes
Out of your Drinking Water!** Such as ...
Automotive Fluids • Auto Batteries • Used Motor Oil
Oil-Based Paint • Paint Thinner • Antifreeze
Pesticides • Cleaning products • Gasoline



- DO –**
- Use non-toxic and less-toxic alternatives to pesticides and household chemicals.
 - Take leftover household chemicals to your town's household hazardous waste collection day.
 - Follow package directions on pesticides, fertilizers and other household chemicals.
 - Check your underground fuel storage tank (UST) frequently for leaks. If a UST is more than 20 years old, replace it with an aboveground storage tank that has a concrete slab underneath it, a cover and secondary containment.
 - Take care of your septic system. Inspect it every year and get it pumped out every 3-5 years.
 - Avoid damage to your leach field and distribution lines by keeping vehicles, livestock and other heavy objects off of them.

- Test soil every two years to determine existing nutrient levels and pH before applying fertilizers.
- Use slow or controlled release nitrogen sources of fertilizer.
- Measure the area of your lawn to be fertilized to determine how much to use and calibrate or adjust spreader settings to match the recommended rate for fertilizers.
- Use drip pans large enough to contain motor vehicle or power equipment fluids being replaced or drained.
- Fully drain oil over a drip pan or pail before disposal. Most solid waste transfer stations accept used oil filters for recycling. Store and transport used oil filters in a covered leak-proof container until disposal.
- Keep absorbent materials such as rags, pads, "Speedi-Dry" or kitty litter near the work area and clean up all spills as soon as they occur.
- Dispose of all used absorbents immediately in a leak-proof container.
- Refuel or repair engines over an impervious surface, such as a concrete floor or tarp.
- Drain all fluids from motor vehicle parts before removing them from the vehicle.
- Follow medicine disposal guidelines described at www.nh.gov/medsafety.



DON'T –

- Buy more pesticides or hazardous chemicals than you need.
- Dispose of hazardous chemicals by pouring them down the drain or onto the ground.
- Over-use pesticides or household chemicals. More is not necessarily better.
- Have your UST removed by a contractor who is not familiar with state guidelines for UST removal.
- Overload your septic system with solids by using a garbage disposal, unless the system is specifically designed for one.
- Pour chemicals down the sink or toilet.
- Use septic system cleaners or additives containing acids or chemical solvents such as trichloroethylene (TCE).
- Use fertilizers if heavy rains are anticipated as the nutrients will be flushed from the lawn into drains and low areas.
- Apply fertilizers within 25 feet of most lakes and streams.



Notice to our Water Customers

As the City continues to move forward improving our water system, several projects are nearing completion. The most notable undertaking is the start-up of our new Water Treatment Facility, due to go on-line in July of 2012. An opening of the facility for public viewing is being scheduled for Columbus Day weekend, October, 2012. The plant will remove iron and manganese from the City drinking water, filtering 1,000 gallons a minute, prior to the water being pumped through the water distribution system. The plant, along with a dual underwater river crossing from the Franklin Falls Well to the plant, and associated water main work is being funded with a 50% grant from the United States Department of Agriculture (USDA).

Customers should begin noticing significant water quality improvements, once the filtered water circulates through the system and lines are flushed, estimated to take about six months from plant start-up.

The Mayor, Franklin City Council and City Staff, along with our engineers, have worked in partnership with New Hampshire Department of Environmental Services (NHDES) to implement several other projects which are presently underway. These projects include: Replacement of Water Mains in Route 11, between Kidder Avenue and Lake Avenue; Lawndale Avenue; Chance Pond Road and Kimball Street. Two antiquated and structurally deficient water tanks in West Franklin will be replaced with two new 500,000 gallon concrete tanks. The new Water / Sewer Department Maintenance Garage on Tannery Street has been completed. System-wide infrastructure data collection, inventory and mapping are underway, along with the development of a long-term "Capital Efficiency Plan". This plan will identify further system-wide improvements, ranked by priority with the objective of improving water pressures and water quality.

We continue to replace pumps as well as making other improvements aimed at saving energy. We will be performing leak detection to identify potential leaks, thus reducing water loss and pumping demands.

Other projects aimed at improving efficiency and to keep us in compliance with State and Federal regulations include the development of a comprehensive "Operations and Maintenance Plan", an updated "Cross Connection Control and Backflow Prevention Program" and development of a City-wide "Source Water Protection Program".

We have stabilized water rates with no rate increase for Fiscal Year 2012/2013. This will be the fifth year in a row that rates have remained level. However, sewer rates have continued to rise.

Our greater challenge now moves toward the City Sanitary Sewer System. Most water customers are also served by City Sanitary Sewer. Please see my report on the condition of this department on the separate enclosed page.

You can keep up-to-date on the Water Treatment Facility October Open House and other Water Department news by visiting the City's Website at franklinnh.org/water.

Respectfully, Brian J. Sullivan, Municipal Services Director

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Notice to our Sanitary Sewer Customers

I would like to take the opportunity, with the distribution of this annual report, to educate and inform our Sanitary Sewer Customers of the challenges we face with the City Sewer System, how we can control costs and, in turn, stabilize sewer rates.

To put it simply and straight-forward, the City Sewer Collection System, comprised of 26 miles of pipeline, manholes and 1,845 service connections, is very antiquated and in need of significant maintenance and upgrades. Paralleling this is the need to perform major upgrades to the Winnepesaukee River Basin Program (WRBP) Wastewater Treatment Plant and its interceptors of approximately 62 miles of pipe and pumping stations. Currently, 72% of the City Sewer Department Operating Budget, or 72% of your quarterly bill, is paid to maintain and operate WRBP infrastructure and facilities. Franklin has a 16% share in the total WRBP Operation and Maintenance Budget and a 22% share in Capital Replacement costs.

The reason I mention this is that the WRBP is in the process, over the next 3 years, of evaluating how each of the nine member WRBP communities currently share the cost. Flow Metering will determine how much wastewater is coming from each community. My concern is Franklin's flow. We have significant Inflow and Infiltration (I&I) of non-wastewater into the system, by means of sump pumps, surface water and roof drains discharging clean water (inflow) into the system. Also, old collection system pipes and laterals with poor joints allow clean groundwater to infiltrate the system during periods of high water tables.

In order to either maintain or reduce our percentage that we pay to WRBP, based on flow, we need to aggressively address I&I of this clean water into the system. If we don't seriously address this problem, our percentage, and associated Operations and Capital Costs paid to WRBP, could increase, thus affecting our sewer rates.

There are several action items that are being undertaken in fiscal year 2012/2013. These action items will begin to address system-wide evaluation and maintain our federal permit requirements. The following is a list of action items necessary to accomplish in 2012/2013, some of which are National Pollutant Discharge Elimination System (NPDES) permit driven and associated with the implementation of the Operation and Maintenance Plan:

1. Continue with System Mapping.
2. Begin with Sewer line inspection, inventory and customer base audit.
3. Evaluate the overall system, identifying major areas of I&I (19 sub-areas).
4. Perform a "Capital Efficiency Plan", targeted at identifying the most cost-effective approach to deal with I&I reduction, along with any major structural repairs to the system.
5. Perform flow metering to identify I&I and develop an I&I Reduction Program.
6. **Begin with Education and Outreach to sewer customers, explaining the importance of I&I reduction and how it will benefit the rate payer.**
7. Perform Ordinance enforcement.
8. Work with WRBP to review all Industrial and Commercial permits.
9. Acquire adequate funding to perform the above as proposed in the FY 2012 Budget.
10. Work with WRBP on its flow metering program, ownership issues, Capital Improvements Program and continued implementation of the "Memorandum of Understanding" between NHDES and WRBP member communities.
11. Evaluate funding mechanisms for grant / loan programs, in anticipation of expiring bond payments (2014).
12. Upon completion of Capital Efficiency Plan, begin with Preliminary Engineering Report, to be used in conjunction with bonding sewer projects through USDA and NHDES.

In summary, quarterly sewer bills are based on the amount of wastewater discharged into the system. This water is accounted for by the amount of water consumed by the customer.

Unaccounted for water from I&I still goes through the pipe to the Wastewater Treatment Plant. Reducing the amount of clean non-wastewater, such as water from roof drains, surface water and sump pumps, will mean less wastewater is treated prior to discharge into the Merrimack River by the Wastewater Treatment Plant.

Wastewater costs money to treat and pump, thus, the less wastewater and I&I treated, the less our costs to operate and sewer rates can stabilize.

In an effort to begin work on the above, we will keep our sewer customers apprised of our progress. Please visit the City Website at franklinnh.org/sewer to obtain progress reports and obtain additional information on I&I Reduction.

Respectfully, Brian J. Sullivan, Municipal Services Director

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