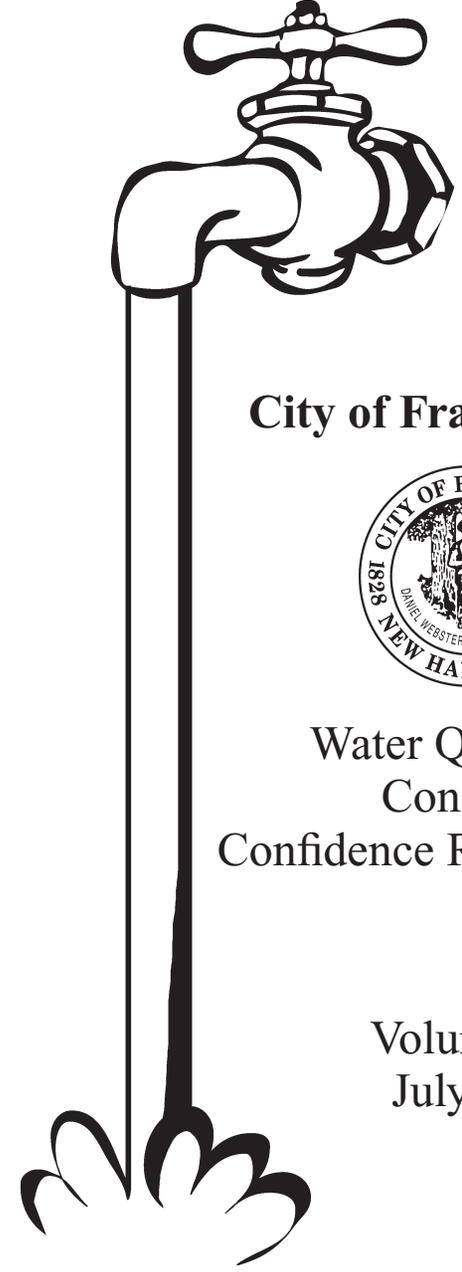


City of Franklin  
Municipal Services  
43 W. Bow Street  
Franklin, NH 03235

PRESORTED  
FIRST CLASS MAIL  
US POSTAGE PAID  
FRANKLIN, NH  
Permit No. 1



**City of Franklin**



Water Quality  
Consumer  
Confidence Report

Volume 18  
July 2016



# 2016 Consumer Confidence Report

City of Franklin, New Hampshire

Water Department

PWS ID#0851010

## Introduction

Our mission for the City of Franklin Water Department is to ensure the long term sustainability of our above and below ground Assets and Infrastructure. Aging infrastructure presents challenges to drinking water safety, and continuous improvement are needed to maintain the quality of life we desire for today and for future ratepayers.

In the past year we have completed our long term "Asset Management Plan"/ Capital Efficiency Report. The purpose of this document is to ensure the long term operation, maintenance and upkeep of the City of Franklin, NH Public Water System.

Our current cost to pump, filter, store, distribute and operate the system is \$5.81 for 748 gallons of clean safe drinking water which is also used for the City's necessary Fire Protection. 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. To give you a quick idea of the amount of infrastructure we have to maintain, there are 2,314 service connections; 52 miles of distribution lines; 5 water storage tanks consisting of three separate pressure zones; a Water Treatment Plant; three groundwater well fields; four full time and 4 part time employees; two vans; two dump trucks; a service truck; backhoe and our Maintenance Garage/Storage Yard.

NOW IT COMES WITH A LIST OF INGREDIENTS.



## 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 storm-water 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?

*City water is pumped from three different wellfields. Our average daily demand is about 525,000 gallons per day. The water is filtered thorough our Water Treatment Plant and Disinfection is accomplished by chlorination. The Plant removes 98.5% of the iron and manganese from the raw water pumped from the wells.*

**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 rated medium and 9 rated low.

>GPW#2, 2 susceptibility factors were rated high, 2 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.

Note: This information is over 17 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 Franklin Municipal Services Dept. Office 43 West Bow Street Franklin, NH - 603-934-4103 or visits the DES Drinking Water Source Assessment website at <http://des.nh.gov/organization/divisions/water/dwgb/dwspp/dwsap.htm>.

#### **How can I get involved?**

If you are interested in learning more about our water system you can contact Brian J. Sullivan, Director of Municipal Services at 43 West Bow Street Franklin, NH or by calling 603-934-4103. You can also attend Municipal Services Committee Meetings that meet on a regular basis to discuss any questions or concerns you may have. All proposed rate increases and changes to the Water Department City Ordinance are scheduled for Public Hearings by the Franklin City Council before approval.

#### **Violations and Other information:**

#### **The Franklin Water Department had NO VIOLATIONS in 2015**

#### **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.

**Level II Assessment:** A very detailed study of the water system to identify potential problems and determine, if possible, why an E.coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

**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.

#### **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

#### **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>

System Name: City of Franklin

PWS ID: 0851010

## 2016 Report (2015 data)

ADDITIONAL TESTING					
Additional Tests & Secondary MCLs (SMCL)	Results	Date	Treatment technique (if any)	AL (Action Level), SMCL or AGQS (Ambient groundwater quality standard)	Specific contaminant criteria and reason for monitoring
UCMR	<i>Average &amp; range</i>				<i>Explain federal monitoring requirement</i>
Fluoride (ppm)			N/A	2	<i>Add Health effects language from Env-Dw 806.11 or attach public notice to CCR</i>
Sodium (ppm)	<i>33 mg/L</i>	<i>2/1/15</i>	N/A	100-250	We are required to regularly sample for sodium

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

LEAD AND COPPER							
Contaminant (Units)	Action Level	90 <sup>th</sup> percentile sample value *	Date	# of sites above AL	Violation Yes/No	Likely Source of Contamination	Health Effects of Contaminant
Copper (ppm)	1.3	.92 mg/L	1/14/14	None	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	4/0 mg/L	1/14/14	None	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.

\*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
<b>Radioactive Contaminants</b>						
Gross Alpha (pCi/L)	0 – 1.0 1.0	15	0	No	Erosion of natural deposits	Certain minerals are radioactive and may emit a form of radiation know as alpha radiation. Some people who drink water containing alpha emitters in excess of the MCL over many years may have an increased risk of getting cancer.
Combined Radium 226 + 228 (pCi/L)	.1 – 1.0	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.
<b>Inorganic Contaminants</b>						
Barium (ppm)	0.002 mg/L	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.
Nitrate (as Nitrogen) (ppm)	0.08 mg/L	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.
<b>Volatile Organic Contaminants</b>						
Haloacetic Acids (HAA) (ppb)	2.8 UG/L	60	N/A	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.
Total Trihalomethanes (TTHM) (Bromodichloromethane Bromoform Dibromomethane)	8.0 UG/L (Range 4.1 to 8.0)	100/80	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.

# The Hidden COST

# Where Does it GO?

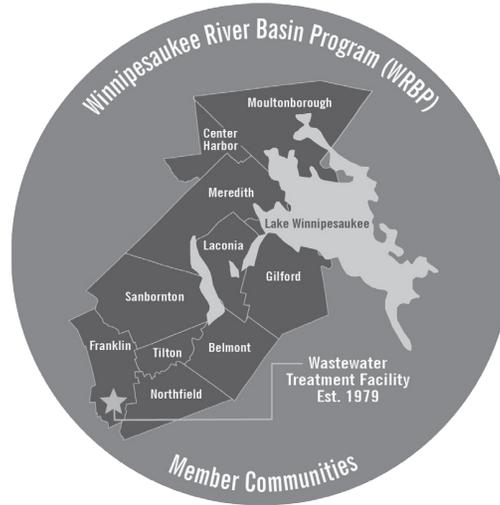
# What's FLUSHABLE?



A recent survey shows that towns have spent an average of **\$40,500** dealing with unflushable items in sewer systems.



The replacement cost of a typical residential leach field is **\$6,000-15,000**



Whether you are on sewer or a septic system, if you live within any of the 10 member communities, the materials you flush end up at the Winnepesaukee River Basin Program (WRBP) Wastewater Treatment Facility in Franklin.

The WRBP is fully community-funded so please help curb *your* costs by only flushing what's flushable!

### Winnepesaukee River Basin Program

P.O. Box 68, Franklin, NH 03235

603-934-4032



29 Hazen Drive, Concord, NH 03301  
des.nh.gov



# What's FLUSHABLE?

# The DO NOT FLUSH List:

A toddler will tell you that *everything* is flushable... but what you *think* is flushable could be costing you money!

Product labels can be misleading. Some items that claim to be "flushable" can clog sewer and septic systems and can end up costing you a pretty penny.

***"Flushable" does NOT mean it is SAFE for your septic system or sewer.***

"Disposable" items ARE NOT flushable and should be placed in the trash.

The bottom *line:*  
**ONLY**

Human waste and toilet paper  
**ARE FLUSHABLE**

Diapers  
Cigarettes  
Paper Towels  
Cotton Swabs  
Tampons



Condoms  
Dental Floss  
Facial Tissues  
Wipes

This Water Report is for the calendar year of 2015:

First of all, I would like to recognize Gerard Parent, Foreman, who retired in May of 2015 after serving Franklin's MSD for 28 years. Jerry's strong work ethic, knowledge of the Water and Wastewater Systems and his availability 24/7 for emergencies, does not go unrecognized. Best wishes to a well deserved retiree of the Department. William Hurd is now the Water Foreman.

On September 22, 2015 the City of Franklin, NH, Water Department was presented with a distinguished award by the "New England Water Works Association" as "Water Utility Department of the Year for New England". This award is given to a community "in recognition for making significant improvements to its water system infrastructure; customer service; staff training and operations". I attribute the City receiving this award to the Ratepayer, City Staff and our Elected Officials. Without everyone's support, such an award would not have been a reality.

I'm not sure if everyone remembers the winter of 2015, but it was a challenging one for our Water Department personnel. We had an average five foot depth of frost which affected about 58 water service customers. The City of Berlin, NH had about a third of its water distribution lines freeze solid. Public Water systems statewide were stretched to the limit. I commend our entire Municipal Services Department for stepping up to the plate to assist our customers. They worked continuously and methodically for several weeks every day and often into the night.

As a result of the deep freeze, we replaced over thirty curb stops. On top of this, we had to return when the weather broke and tend to damage done to the system over the winter. We had a heck of a mess to clean up in the spring. Upon completion, we also undertook numerous jobs to improve and maintain the system in 2015. Such as:

- Rehabilitation was performed on the Cross Street 500,000 gallon Water Tank, investing \$273,000 of desperately needed maintenance. The contractor, Marcel Payeur Company out of Maine, did a fantastic job.
- Work began on the relocation of 2,500 linear feet of Water Main on South Main Street & Industrial Park Drive, in conjunction with the NHDOT Route 3 Reconstruction Project.
- The Water Department crew replaced the old four inch water main on Anderson Avenue with a new eight inch water main.
- Nelson Street Water Main Replacement was completed in 2015, providing the residents with reliable water service and a new fire hydrant on the street. Prior to this project, the services were supplied by a substandard service line from the rear of the properties.
- The Carr Street six inch Water Main was extended from Range Road to Chance Pond Road, providing increased fire service by adding a hydrant to that area and supplying customers with more reliable and cleaner drinking water.
- Mullavey Way received a new four inch Water Main the entire length of the street.
- Acme #1 Drinking Water Well was rehabilitated; cleaning the well point and replacing the old pump and motor, thus, the guarantee of a reliable well source.
- Franklin Falls Well was also rehabilitated and cleaned and the pump and motor serviced, further increasing greater dependability.

(2)

- The Water Treatment Plant continues to be one of the best investments the City has recently made. It eliminates 99% of the Iron and Manganese from groundwater pumped from drinking water wells by means of “Green Sand Filtration”. We run the plant at a filtration rate of 800 gallons per minute. Our average daily demand for water in the City is 525,000 gallons.
- One of the two pumps at the Sanbornton Pumping Station had to be rebuilt in 2015 and we are in the process of rebuilding the second pump.
- Babbitt Road Booster Pumping Station had one of its two pumps rebuilt, with the second pump scheduled for this summer.
- The 750,000 gallon Water Tank on Pleasant Street was cleaned and inspected.
- The one million gallon Water Tank on Pleasant Street was also cleaned and inspected.
- Both Pleasant Street Water Tanks are in good shape. Bottom sediment was vacuumed out and a “Conditions Assessment” report performed by a hired company, Underwater Solutions. Tank inspections are a requirement of NHDES every five years.
- Our “Water Meter Replacement Program” is nearing completion. We will have the ability to remotely read meters by radio frequency.
- We are in our third year of implementation of our new “Backflow Inspection Program”. We focus on businesses and industries which could contaminate our drinking water system if a cross connection or back siphonage should ever occur. The City has obtained the cheapest rate offered to all customers who fall under this requirement. New England Backflow of Candia, NH does all the coordination and certifications required. By doing so, we streamline the process and it makes our annual March “Backflow Report” to NHDES thorough, concise and timely, thus, protecting the health and safety to all our 2,314 Water Customers.
- Just a reminder that if you have any questions regarding your Water bill, call our office at 603-934-4103 and we will perform a courtesy walkthrough of your building to identify potential areas that may result in higher water consumption.

I know how frustrating it can be to get a water bill, especially one which is the result of higher water consumption. Our water rate is about ten percent higher than the statewide average. The reason for this is our small customer base that needs to support an extensive amount of above and below ground Water Infrastructure. We still are able to deliver 748 gallons of filtered, clean drinking water for a price of \$5.81. The cost to operate is fully supported by water rates and not general taxation.

I am available to discuss any concerns, questions or suggestions you may have by calling the Municipal Services Department Office at 603-934-4103, weekdays. Thank you for your continuing support as we try to improve your system.

Respectfully Submitted;

Brian J. Sullivan, Director of Franklin Municipal Services Department