

2025 Consumer Confidence Report

Ashland Water Department

PWS ID # 0101010

Introduction

As a responsible public water system (PWS), our mission is to deliver the best-quality drinking water and reliable service at the lowest, appropriate cost.

Aging infrastructure presents challenges for maintaining safe quality drinking water and continuous improvements are necessary. In the past year, we have completed phase 1 of Thompson Street water main replacement. In the coming year we intend to have engineering completed on Winona Road for a water main replacement. Along with this, the department intends to continue scheduled routine water main maintenance and adjust to changing regulations.

These investments along with on-going operation and maintenance costs are supported by user rate fees. When considering the high value placed on quality drinking water, it is truly a bargain to have water service that protects public health, fights fires, supports businesses and the economy, and ensures high-quality drinking water is always available at your tap.

What is a Consumer Confidence Report?

The Consumer Confidence Report (CCR) details the quality of your drinking water, where it comes from, and how to get more information. This annual report documents all detected primary and secondary drinking water contaminants and 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:

- **Contaminant**, any physical, chemical, biological, or radiological substance or matter in water.
- **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**, generally, any substance or mixture of substances intended for preventing, destroying, repelling, or mitigating any pest.
- **Herbicides**, any chemical(s) used to control undesirable vegetation.
- **Organic chemical contaminants**, including per- and polyfluoroalkyl substances, 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 prescribe 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?

The water is drawn from two town wells located on the former Avery property. Well #1 produces 650 gallons per minute. Well #2 produces 350 gallons per minute. The water is treated with Sodium Hypochlorite (Chlorine) and Sodium Hydroxide (to control pH). A blended-phosphate is added to reduce the effects of corrosion. The water is pumped through the system and the excess is stored in a one-million-gallon storage tank at the end of Avery Street. The pump cycles are controlled by the level of the water in the tank.

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 mean that water poses a health risk. More information about contaminants and potential health effects can be obtained by contacting the Environmental Protection Agency by calling the Safe Drinking Water Hotline ([800-426-4791](tel:800-426-4791)) or visit the website epa.gov/safewater.

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](tel:800-426-4791).

Lead Service Line Inventory

A service line inventory has been prepared and can be accessed by going to the town website at ashlandnh.org/water-sewer-department, the inventory is titled *2024 Ashland Water LSLI*. The department makes an effort to limit corrosion, these efforts consist of addition of Sodium Hydroxide for pH adjustment and a blended phosphate for coating the pipes with a protective barrier.

Source Water Assessment Summary

NHDES prepared drinking water source assessment reports for all public water systems from 2000 to 2003. The report includes a map of each source water protection area, list of potential and known contamination sources, and summary of available protection options. Results of the assessment, prepared on September 10, 2001 are noted below, if an assessment was completed. Some ratings may differ if updated to reflect current information.

- (First source name GPW 1, 0101010-004, 3 susceptibility factors were rated high, one was rated medium, and 8 were rated low.
- (Second source name GPW 2, 0101010-005, 3 susceptibility factors were rated high, one was rated medium, and 8 were rated low.

The complete Assessment Report is available for review at the Town Office on Highland Street. For more information, call the office at (603) 968-4002 or visit the [NHDES website](#).

How can I get involved?

For more information about your drinking water, please call the Water Department through the Office at 603-968-4002 or Andrew Benton, Superintendent, at 603-968-7193. Although we do not have any specific dates for public participation events, please feel free to contact us with your questions.

Violations and Other information: See violation list in table below.

Definitions

Ambient Groundwater Quality Standard or AGQS:

The maximum concentration levels for contaminants in groundwater that are established under RSA 485-C, the Groundwater Protection Act.

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.

Drinking Water Contaminants:

Lead: Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. Ashland Water Department is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in

reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, contact Ashland Water Department at office at 603-968-3083 or Andrew Benton, Superintendent, at 603-968-7193. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <https://www.epa.gov/safewater/lead>.

Health Effects of Lead Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.

Abbreviations:

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