

2024 Consumer Confidence Report

Milford Water Department

PWS ID# 1561010

Introduction

Like any responsible public water system, our mission is to provide exceptional water services through responsible and creative stewardship of the resources and assets we manage. To fulfill our responsibility of protecting the environment and the health of our customers. To strive to improve the quality and efficiency of our service to the community.

Aging infrastructure presents challenges to drinking water safety, and continuous improvement is needed to maintain the quality of life we desire for today and for the future.

In the past year, we have continued to explore the town's options for improving our water supply. In the coming year we intend to develop plans to expand our water supply.

These investments along with on-going operation and maintenance costs are supported by our water system user fees. 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.

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).

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:

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 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 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?

Milford's water supply consists of three gravel packed wells, known as the Curtis Wells, located in southwestern Amherst. Milford also has an inter-municipal connection with the Pennichuck Water distribution sys-

tem. During 2023 we provided a total of 309,670,000 gallons to the Town of Milford. The Curtis Wells supplied 84.15% of the water needed and 15.85% was purchased from Pennichuck. The water is chemically adjusted with Sodium Hydroxide to maintain a neutral pH and Calcium Hypochlorite is added to control bacteria. In order to control lead and copper and for corrosion control of trace metals, Zinc Orthophosphate is added.

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. Immunocompromised 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

NHDES 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 1/3/2001 are noted below.

Curtis Well #1 and #2, 4 susceptibility factors were rated high, 3 were rated medium, and 5 were rated low.

Note: This information is over 20 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 Water Utilities Department, 564 Nashua Street, Milford, NH. For more information, call 603-249-0660 or visit the [NHDES website](#).

How can I get involved?:

For more information about your drinking water call the primary operator, Jim Pouliot, at 603-249-0661 or jpouliot@milford.nh.gov or the owner, Jamie Soucy, at 603-249-0663 or jsoucy@milford.nh.gov

Public participation opportunities include attending meetings held by the Board of Water and Sewer Commissioners every other Monday at 11:00 A.M., at the Water Utilities Department, 564 Nashua Street, Milford. Should you have a matter requiring the Board's decision, please contact the Director.

Violations and Other information:

There was 0 violation in 2023.

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.

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.

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>

2024 Report (2023 Data)

VIOLATIONS

VIOLATIONS	Date of violation	Explain violation	Length of violation	Action taken to resolve	Health Effects (Env-Dw 804-810)
None					

LEAD AND COPPER

Contaminant (Units)	Action Level (AL)	90 th percentile sample value *	Date	# of sites above AL	Violation Yes/No	Likely Source of Contamination	Health Effects of Contaminant
Copper (ppm)	1.3	0.289	5/19/21	0	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	1.0	5/19/21	0	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.

DETECTED WATER QUALITY RESULTS

Inorganic Contaminants

Contaminant (Units)	Level Detected*	Date	MCL	MCLG	Violation YES/NO	Likely Source of Contamination	Health Effects of Contaminant
Barium (ppm)	509: 0.018 504: 0.026	11/3/23 9/19/22	2	2	No	Discharge of drilling wastes; discharge	Some people who drink water containing barium in excess of the MCL over many years could experience an increase in their blood

						from metal refineries; erosion of natural deposits	pressure.
Chlorine (ppm)	Average: .54	2023	MRDL= 4	MRDL G= 4		Water additive used to control microbes	Some people who use water containing chlorine well in excess of the MRDL could experience irritating effects to their eyes and nose. Some people who drink water containing chlorine well in excess of the MRDL could experience stomach discomfort.
Volatile Organic Contaminants							
Contaminant (Units)	Level Detected*	Date	MCL	MCLG	Violation YES/NO	Likely Source of Contamination	Health Effects of Contaminant
Total Trihalomethanes (TTHM) (Bromodichloromethane Bromoform Dibromochloromethane Chloroform) (ppb)	Highest: .017 Range: .015-.017	9/28/23	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.
HAA5 (Calculated)	Highest: .019 Range: .017-.019	9/28/23	60	N/A	No	By-product of drinking water chlorination	Some people who drink water containing HAA5 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.

PER- AND POLYFLUOROALKYL SUBSTANCES (PFAS) CONTAMINANTS

Contaminant (Units)	Level Detected*	Date	MCL	MCLG	Violation YES/NO	Likely Source of Contamination	Health Effects of Contaminant
Perfluorooctanoic acid (PFOA) (ppt)	509: 2.51 504: 2.93	9/28/21 9/28/21	12	0	No	Discharge from industrial processes, wastewater treatment, residuals from firefighting foam, runoff/leachate from landfills and septic systems	Some people who drink water containing perfluorooctanoic acid (PFOA) in excess of the MCL over many years could experience problems with their liver, endocrine system, or immune system, may experience increased cholesterol levels, and may have an increased risk of getting certain types of cancer. It may also lower a women's chance of getting pregnant.

SECONDARY CONTAMINANTS

Secondary MCLs (SMCL)	Level Detected	Date	Treatment technique (if any)	SMCL	50 % AGQS (Ambient groundwater quality standard)	AGQS (Ambient groundwater quality standard)	Specific contaminant criteria and reason for monitoring
Chloride (ppm)	509: 43.0 504: 58.1	11/3/23 9/19/22	N/A	250	N/A	N/A	Wastewater, road salt, water softeners, corrosion
Iron	509: 0.074 504: 0.218	11/3/23 9/19/22	N/A	.3	N/A	N/A	Geological
Manganese (ppm)	509: 0.098 504: 0.127	11/3/23 9/19/22	N/A	0.05	0.15	0.3	Geological
PH (ppm)	509: 6.80 504: 7.29	11/3/23 9/19/22	N/A	6.5-8.5	N/A	N/A	Precipitation and geology
Selenium	509: <0.001 504: 0.004	11/3/23 9/19/22	N/A	0.05	N/A	N/A	Geological
Sodium (ppm)	509: 45.0 504: 36.3	11/3/23 9/19/22	N/A	100-250	N/A	N/A	We are required to regularly sample for sodium
Sulfate (ppm)	509: 6.60 504: 7.38	11/3/23 9/19/22	N/A	250	250	500	Naturally occurring
Zinc (ppm)	509: 0.160 504: 0.123	11/3/23 9/19/22	N/A	5	N/A	N/A	Galvanized pipes