



HOOKSETT VILLAGE WATER PRECINCT

VILLAGE WELLSPRING

January 2026

HVWP is pleased to release this issue of the *Village Wellspring*, a periodic newsletter designed to keep you better informed about HVWP activities and events. We would like to take this opportunity to thank those customers that let us know about unusual water usage, leaks, water quality changes and hydrant damage – this makes it easier for us to monitor water system health and safeguards our shared water resources. Please call or stop by anytime to talk about water – it’s our favorite topic.

NEW BILLING SOFTWARE BENEFITS CUSTOMERS



Psst! Your bills have a new look! All mail should now be addressed to 7 Riverside Street rather than our P.O. Box. Please note your new account number and CID number to register for the new payment portal at hvwp.authoritypay.com.

In October 2025, we launched our new billing software (Muni-Link) after nearly a year in the making. In addition to the anticipated annual \$8K in savings, this change benefits our customers with features like Autopay and streamlined e-billing as well as a more robust notification software for urgent matters. In conjunction, we now accept payments via credit/debit cards in our office and all card fees are reduced from our legacy system. Thanks go out to our patient customers as we’ve smoothed out wrinkles in this transition from our software of over 20 years to a modern software that is more flexible and secure.

SERVICE LINE INITIATIVE MOVES FORWARD

We continue our multi-year initiative to locate, map, operate, and repair (as needed) the many service lines connecting homes and businesses to the water mains throughout the Precinct. In 2025 we purchased a mini-excavator and dug up ~30 shutoff valves and found historical records of about 65 services now known to be non-lead. This work is largely funded by a \$60K grant and \$800K low-interest loan with 71% (!) principal forgiveness from the State.

Over 350 customers have service line materials that can’t be conclusively confirmed. We have not found any lead or anything to suggest that unknown lines may contain lead, but even so, we will be excavating any lines we can’t identify through records during the next few years. In the meantime, we have updated line construction information on our web site; continue to monitor our “hotline” (LSLI@hooksettillagewater.org); and are still offering a free water sample to any customer with an unverified service line. For any concerns related to service line materials, such as abnormal flow or pressure, please call us to investigate.



"SILVER MEDAL FOR BEST WATER IN THE USA" Superintendent Mike Heidorn and Granite State Rural Water's Luis Adorno accept this prestigious award on behalf of the Precinct, representing NH at the National Rural Water Association's Rural Water Rally in February 2025.

WATER MAIN PLANNING & CONSTRUCTION

2025 was full of planning for new and improved water mains. Main extensions were completed at University Commons, the New World gas station and the new residential development on Bernice Street. As part of the Bernice Street project, a loop was created to improve flow in the area and replace nearly 600' of old water main. We actively participated in development plans for Head's Pond, the former Cigna property, Technology Drive, Granite Woods and the Merrimack River Crossing; and continued to support the Town's planning efforts to improve the RT3A traffic situation. We also secured commitments from both Bow and Manchester for a potential interconnection to support future growth.

OTHER ITEMS OF INTEREST

- **Search for New Sources:** By repurposing a large valve and completing work in-house, we saved ~\$20K in February on an upgrade to the Brickyard Brook intake—which will help us further optimize our existing wells at Pinnacle Pond. A \$50K State grant to identify new sources wrapped up in June with a comprehensive report. The study included detailed evaluations of seven options plus test drilling at two possible well sites. We continue to explore our options as there are no easy or inexpensive choices. The Bow interconnection is a top priority. One test well site may be a viable source with treatment. More test drilling could be done if access were granted.



There's more to a fire hydrant than meets the eye! Ours are dry-barrel, meaning they drain after operation to prevent freezing. Usually, no water will shoot out if hit by a car; the top is designed to break off to protect the water main — sorry movie fans!

- **Asset Management:** We secured a \$15K State grant to update our hydraulic model, GIS inventory and Asset Management Plan. This will help to prioritize necessary upgrades and evaluate impacts of development.

- **Fire Protection:** 63% of our 213 active hydrants were flow tested during routine spring flushing and in the fall; 77 hydrants were flushed to prioritize "dead ends". New reflectors indicative of flow capability were installed on all hydrants, aiding safe and efficient firefighting.

- **Emergency Planning:** Our Comprehensive Emergency Response Plan was updated and submitted to the State in 2025. We proactively completed a Cybersecurity Assessment with the Overwatch Foundation. Deployment of a \$30K

State grant-funded upgrade to our hardware and software is underway. A motor control system was replaced at the Booster Station and another repaired at the East Well. All generators were serviced and repaired as needed.

- **Equitable Fee Structure:** After nearly 20 years, we've updated our System Development Fees to better reflect the actual cost of water—from sourcing it to transporting and storing it. This minimizes rate increases and ensures that new customers pay for their proportional share of costly infrastructure improvements.

- **East Well Rehabilitation:** Periodic routine inspection and cleaning of large wells is critical to their long-term performance. In 2025, we spent \$22K on rehabilitation of the East Well. This included a 40HP motor replacement and resulted in 5% greater pumping capacity.



Harvesting New Revenue: In September, we contracted with Dalton Mountain Forestry to perform a strategic selective cut on our parcel west of 193. This operation won't have a negative impact on our watershed; instead, it may actually benefit the ecosystem!

Web Site Packed with Info: Check it out! www.hooksettillagewater.org