2026 Consumer Confidence Report

Hooksett Village Water Precinct
PWS ID# 1181020

Introduction:
Like any responsible public water system, our mission is to deliver the best-quality drinking water and reliable service at the lowest, appropriate cost.

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

In 2025, we installed 1,800' of water main, excavated unknown service lines, and completed a preliminary new source study. In 2026, we will continue field investigation of service lines and focus on development of new sources of drinking water.

These investments along with ongoing operation and maintenance costs are supported almost entirely by user rates and 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.

We are committed to providing the best water quality available and encourage you to contact us at 603-485-3392 with any questions. Your drinking water meets all applicable state/federal health standards.

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:

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, the US 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?
The Precinct's sources include four gravel-packed wells (North Well, East Well, South Well and South Backup Well) near Pinnacle Pond. We also have an emergency interconnection with Central Hooksett Water Precinct on Route 3. To meet state and federal requirements for public drinking water, our source water receives treatment before it is supplied to our customers. Our water treatment system includes the addition of sodium hypochlorite for disinfection; sodium carbonate ("soda ash") for pH control; and phosphate for corrosion control and iron/manganese sequestration.

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 by calling the Safe Drinking Water Hotline (800-426-4791) or visiting 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 (800-426-4791) or on EPA's website *epa.gov/safewater*.

Lead Service Line Inventory
A service line inventory can be accessed by visiting *hooksettvillagewater.org/lead*.

Source Water Assessment Summary
The NH Dept. of Environmental Services (DES) prepared source assessment reports for all public water systems in the early 2000s to assess their vulnerability. Each report includes a map of each source water protection area, a list of potential and known contamination sources, and a summary of available protection options. Our results were:

- *Well #1 (North Well) Susceptibility Factors:* 5 rated high, 0 rated medium and 7 rated low.
- *Well #2 (South Well) Susceptibility Factors:* 3 rated high, 2 rated medium and 7 rated low.
- *Well #3 (South Backup Well) Susceptibility Factors:* 3 rated high, 2 rated medium and 7 rated low.

Note: The assessment is 20+ years old and ratings may differ if updated to reflect new information. The complete Assessment Report is available for re-

view at 7 Riverside St., Hooksett, NH 03106. For more information, visit the *NHDES Website*.

How can I get involved? Monthly meetings open to the public occur at the Precinct's Riverside Street office @ 6PM on the last Tuesday of the month. For more information about your drinking water, please call the owner's representative / primary operator Michael Heidorn at 603-485-3392.

Violations and Other Information: *No water quality violations have occurred in at least the last 5 years.* See violation list in table below.

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. The Precinct 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 us at lsli@hooksettvillagewater.org. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at *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.

Lead In Schools: Per RSA 485:17-a, all NH schools and licensed child care facilities must test for lead at all drinking water outlets where children can drink the water and to remediate any outlets testing at or above 5 ppb. Three rounds of testing at least 6 months apart are required. A comprehensive list of facilities and results are available at *www.gettheleadoutnh.org* or direct link here: View Results | NH Department of Environmental Services.

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.

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:

- mg/L: milligrams per Liter
- MLRA: Max. Locational Running Average
- N/A: Not Applicable
- ND: Not Detectable at testing limits
- pCi/L: picoCurie per Liter
- ppb: parts per billion
- ppm: parts per million
- ppt: parts per trillion
- TTHM: Total Trihalomethanes
- ug/L: micrograms per Liter

Sample Dates: Reportable detections of contaminants from the most recent round of testing within the last five years in accordance with the regulations are included below. DES allows water systems to monitor for certain contaminants less than once per year because their concentrations do not change frequently. Thus, some of the data present, though representative, may be more than one year old. It is important to note that some contaminants are not included simply because they were not detected.

Tips for Saving Water:

- Visit our website for money-saving water conservation ideas. Use efficient appliances.
- Pay attention to leaky toilets and fixtures. Repair as needed; see our website for help.
- If your water bill is unusually high or you suspect a leak, please contact us right away.
- Check your meter readings. Use the leak alert and monitoring features on your meter.

Backflow Protection: Backflow is when water flows in the opposite direction from normal due to a change in pressures. During backflow, contaminants may enter the water system through cross-connections. Cross-connections can occur in many residential, commercial and institutional settings and must be adequately protected with special backflow prevention devices. For more information on cross-connection control and backflow prevention for your home or business, including requirements for irrigation systems, please contact us.

System Name: Hooksett Village Water Precinct PWS ID: 1181020

2026 Report (2025 data)

DETECTED WATER QUALITY RESULTS

Contaminant (Units)	Level Detected	MCL	MCLG	Violation Yes/No	Likely Source of Contamination	Health Effects of Contaminant
Inorganic Contaminants:						
Arsenic (ppb)	Range = 0.5 – 1.8 Average = 0.8 (2024)	5	0	No	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes	*(2.5 ppb through 5 ppb)* While your drinking water meets EPA's standard for arsenic, it does contain low levels of arsenic. EPA's standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. EPA continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems. *(above 5 ppb)* Some people who drink water containing arsenic in excess of the MCL over many years could experience skin damage or problems with their circulatory system, and may have an increased risk of getting cancer.
Barium (ppm)	Range = 0.0049 – 0.0096 Average = 0.0072 (2024)	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.
Chlorine (ppm)	Range = 0.15 – 0.72 Average = 0.349 (2025)	MRDL = 4	MRDLG = 4	No	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:						
Total Trihalomethanes (TTHM) *(Bromodichloromethane, Bromoform, Dibromochloromethane, Chloroform)* (ppb)	Range = 3.9 – 7.0 MLRA = 7.0 (2025)	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.
Radioactive Contaminants:						
Compliance Gross Alpha (pCi/L)	Range = ND – 0.6 Average = 0.4± (2023)	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.
Uranium (ug/L)	Range = ND – 0.18 Average = 0.05± (2023)	30	0	No	Erosion of natural deposits	Some people who drink water containing uranium in excess of the MCL over many years may have an increased risk of getting cancer and kidney toxicity.
Combined Radium-226 & -228 (pCi/L)	Range = 0.2 – 0.8 Average = 0.4 (2023)	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.

PER- AND POLYFLUOROALKYL SUBSTANCES (PFAS) CONTAMINANTS

Contaminant (Units)	Level Detected	MCL	MCLG	Violation Yes/No	Likely Source of Contamination	Health Effects of Contaminant
Perfluorooctanoic acid (PFOA) (ppt)	Range = ND – 2.38 Average = 1.5± (2023)	12	0	No	Discharge from industrial processes, waste-water 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.

LEAD AND COPPER RESULTS

Contaminant (Units)	Action Level	90th percentile sample value	Date	# of sites above AL	Violation Yes/No	Likely Source of Contamination	Health Effects of Contaminant
Copper (ppm)	1.3	0.19	2024	0	No	Corrosion of household plumbing systems; erosion of natural deposits; leaching of 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 *(ND in 2024)*	2018	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.

SECONDARY CONTAMINANTS

Secondary MCLs (SMCL) (Units)	Level Detected	Date	Treatment technique (if any)	AL, Secondary MCL (SMCL) or AGQS	50% of AGQS	Reason for Monitoring / Common Source of Contamination
Chloride (ppm)	Average = 41 / Range = 18 – 56	2024	N/A	250 (SMCL)	N/A	Wastewater, road salt, water softeners, corrosion.
Iron (ppm)	Average = 0.11± / Range = ND – 0.24	2025	N/A	0.3 (SMCL)	N/A	Geological.
Manganese (ppm)	Average = 0.032 / Range = 0.008 – 0.20	2025	N/A	0.05 (SMCL) - 0.3 (AGQS)	0.15	Geological.
Nickel (ppm)	Average = 0.001± / Range = ND – 0.002	2024	N/A	0.1 (AGQS)	0.05	Geological, electroplating, batteries, ceramics.
pH (unitless)	Average = 7.18 / Range = 6.90 – 7.40	2025	N/A	6.5 – 8.5 (SMCL)	N/A	Precipitation, geology.
Sodium (ppm)	Average = 39 / Range = 26 – 52	2024	N/A	100 - 250 (SMCL)	N/A	We are required to regularly sample for sodium.
Sulfate (ppm)	Average = 8.3 / Range = 5.9 – 13	2024	N/A	250 (SMCL) - 500 (AGQS)	250	Naturally occurring.
Zinc (ppm)	Average = 0.023 / Range = 0.007 – 0.047	2024	N/A	5 (SMCL)	N/A	Galvanized pipes.

ADDITIONAL TESTING

Additional Tests	Level Detected	Date	Treatment technique (if any)	Reason for Monitoring / Specific Contaminant Criteria
Perfluorooctane sulfonic acid (PFOS) (ppt)	Average = 0.29 / Range = ND – 0.858 MCL: 15	2025	N/A	Non-compliance samples requested by NHDES as a part of pending litigation with the manufacturers of PFAS. For health effects of PFOS, reference PFOA health effects above.
Perfluorooctanoic acid (PFOA) (ppt)	Average = 1.41 / Range = 1.02 – 1.72 MCL: 12	2025	N/A	Non-compliance samples requested by NHDES as a part of pending litigation with the manufacturers of PFAS. See PFOA health effects above.
Perfluorobutanoic acid (PFBA) (ppt)	Average = 0.322 / Range = ND – 0.644 MCL: N/A	2025	N/A	Non-compliance samples requested by NHDES as a part of pending litigation with the manufacturers of PFAS.

Note: Additional non-compliance samples were voluntarily collected for lead at 20 homes in 2024-25 as part of our ongoing Lead Service Line Inventory. The associated sample results were not necessarily representative of the water quality in the distribution system. For more information about those results, contact us at lsli@hooksettvillagewater.org.