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PWSID#: 0511030

**REPORTING YEAR 2020**



# ANNUAL WATER QUALITY REPORT

**OUR**

# MISSION

We are once again proud to present our annual water quality report covering all testing performed between January 1 and December 31, 2020. Over the years, we have dedicated ourselves to providing clean, safe and great tasting drinking water that meets all state and federal standards. We continually strive to adopt new methods for delivering the best-quality drinking water to you. As new challenges to drinking water safety emerge, we remain vigilant in meeting the goals of source water protection, water conservation and, community education while continuing to serve the needs of all our water users. Please remember that we are always available to assist you should you ever have any questions or concerns about your water.

**YOUR**

# SOURCE WATER ASSESSMENT

The North Conway Water Precinct derives its water from four overburden water supply wells (ground water). Two of these wells are located 1,000 feet West of the 1785 Inn in Intervale (Well #4 and #5). The other two wells (#3 and #6) are located on the west side of the Saco River, just south of River Road and First Bridge. These wells range in depth from 77 feet to 115 feet, with yields ranging from 800 to 1,300 gallons per minute. These wells are not only some of the highest capacity wells in New Hampshire, but they are also considered to be among the most pristine and offer exceptional water quality. In 2020, we pumped a combined total of 243,427,000 gallons from these four water supply wells.

**YOUR**

# VOICE

You are invited to participate in our public forum and voice your concerns about your drinking water. We meet every other Wednesday at 10 a.m. at the Precinct office located at 104 Sawmill Lane, North Conway. In addition, for customer convenience, we hold quarterly night meetings at 7 p.m. For specific information, visit our website at [www.ncwpmh.org](http://www.ncwpmh.org).

Please note that we are now hosting our annual water quality reports online, in lieu of general mailing. If you would like to receive a printed copy, call us at (603) 356-5382 and we will be happy to mail you a copy.

# SUBSTANCES IN WATER

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To ensure that tap water is safe to drink, the U.S. EPA prescribes regulations limiting the amount of certain contaminants in water provided by public water systems.

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U.S. Food and Drug Administration regulations establish limits for contaminants in bottled water, which must provide the same protection for public health. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. *The presence of these contaminants does not necessarily indicate that the water poses a health risk.* 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, in some cases, radioactive material, and substances resulting from the presence of animal or human activity.

## WHAT SUBSTANCES MAY BE PRESENT IN SOURCE WATER?

### Microbial Contaminants

Viruses and bacteria may come from sewage treatment plants, septic systems, agricultural livestock operations, or wildlife.

### Inorganic Contaminants

Salts and metals, which can be naturally occurring or may result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

### Pesticides and Herbicides

Pesticides and herbicides may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

### Organic Chemical Contaminants

Synthetic and/or volatile organic chemicals, which are byproducts of industrial processes and petroleum production may also come from gas stations, urban stormwater runoff, and septic systems.

### Radioactive Contaminants

Radioactive contaminants can be naturally occurring or may be the result of oil and gas production as well as mining activities.

**FOR MORE INFORMATION ABOUT CONTAMINANTS AND POTENTIAL HEALTH EFFECTS,  
CALL THE U.S. EPA'S SAFE DRINKING WATER HOTLINE AT (800) 426-4791.**

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# TREATMENT PROCESS

The only treatment that is performed on all of our water sources is pH control. Our addition of Sodium Hydroxide raises the natural pH of our water from 5.5-6.0 up to a target pH of 7.5 to reduce the potential for the water to corrode piping and plumbing and minimize the risk of metals like lead and copper leaching into drinking water. We do not add any chlorine to our watersupply wells but we do maintain a chemical feed system in the event that we may need disinfection during emergency or in the event of contamination.



# HEALTH INFORMATION

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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 may be particularly at risk of infection. These people should seek advice about drinking water from their health care providers.

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## RADON

Radon is a radioactive gas that you cannot see, taste, or smell. Radon can move up through the ground and seep into a home through cracks or holes in the foundation. Radon can get into indoor air when released from tap water while showering, washing dishes, and doing other household activities. Radon is a known human carcinogen. Breathing air containing radon can lead to lung cancer. Drinking water containing radon may also cause increased risk of stomach cancer. If you are concerned about radon in your home, test the air in your home. Testing is inexpensive and easy. You should pursue radon removal for your home if the level of radon in your air is 4 pCi/L or higher. There are simple ways to fix a radon problem that are not too costly.

For additional information, call your state radon program or call the U.S. EPA's Radon Hotline at (800) SOS-RADON

## 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. We are responsible for providing high-quality drinking water but, we cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or 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 [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead)

**THE U.S. 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 (800) 426-4791 OR [HTTP://WATER.EPA.GOV/DRINK/HOTLINE](http://water.epa.gov/drink/hotline).**

# REGULATED SUBSTANCES

## Recent Test Results

| Substance<br>(Unit of Measure)     | Sample<br>Year | MCL<br>[MDRL] | MCLG<br>[MRDLG] | Amount<br>Detected | Range<br>Low - High | Violation |
|------------------------------------|----------------|---------------|-----------------|--------------------|---------------------|-----------|
| Compliance Gross<br>Alpha (pCi/L)  | 2020           | 15            | 0               | 2.1                | 0.7-2.1             | NO        |
| Asbestos (MFL)                     | 2013           | 7             | 7               | 0.19               | ND - 0.19           | NO        |
| Barium (mg/L)                      | 2020           | 2             | 2               | .0029              | .0028 - .0037       | NO        |
| Combined Radium<br>226+228 (pCi/L) | 2020           | 5             | 0               | 1                  | ND-1                | NO        |
| Fluoride (mg/L)                    | 2020           | 4             | 4               | .57                | .57-.85             | NO        |
| Nitrate (mg/L)                     | 2019           | 10            | 10              | .26                | ND - .44            | NO        |
| Radon (pCi / L)                    | 2009           | N/A           | 0               | 3,400              | 2,900 - 3,400       | NO        |
| Uranium (mg/L)<br>Uranium (pCi/L)  | 2020           | 30            | 0               | 0.76<br>.5         | .5 - .76            | NO        |

## TAP WATER SAMPLES

Collected For Lead And Copper Analyses From Sample Sites Throughout The Community.

*Only test results exceeding lab detection limits recorded.*

| Substance<br>(Unit of Measure) | Sample<br>Year | Action<br>Level | MCLG<br>[MRDLG] | Amount<br>Detected [90th<br>percentile] | Sites above<br>action level/<br>total sites | Violation |
|--------------------------------|----------------|-----------------|-----------------|---|---|-----------|
| Copper (mg/L)                  | 2020           | 1.3             | 1.3             | .0096                                   | 0/20  | NO        |
| Lead (mg/L)                    | 2019           | .015            | 0               | .0061                                   | 1/20  | NO        |

# SOURCES AND HEALTH EFFECTS

| Substance                     | Source  | Health Effects  |
|-------------------------------|---|---|
| <b>Compliance Gross Alpha</b> | Erosion of natural deposits   | Certain minerals are radioactive and may emit a form of radiation known 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.  |
| <b>Asbestos</b>               | Decay of asbestos cement water mains; erosion of natural deposits   | Some people who drink water containing asbestos in excess of the MCL over many years may have an increased risk of developing benign intestinal polyps.   |
| <b>Barium</b>                 | 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.  |
| <b>Combined Radium</b>        | 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>Fluoride</b>               | Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories | Some people who drink water containing fluoride in excess of the MCL over many years could get bone disease, including pain and tenderness of the bones. Fluoride in drinking water at half the MCL or more may cause mottling of children's teeth, usually in children less than nine years old. Mottling also known as dental fluorosis, may include brown staining and/or pitting of the teeth, and occurs only in developing teeth before they erupt from the gums.   |
| <b>Nitrate</b>                | Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits                               | 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>Radon</b>                  | Erosion of natural deposits   | Radon is a radioactive gas that you can't see, taste or smell. It can move up through the ground and into a home through cracks and holes in the foundation. Radon can also get into indoor air when released from tap water showering, washing dishes, and other household activities. It is a known human carcinogen. Breathing radon can lead to lung cancer. Drinking water containing radon may cause an increased risk of stomach cancer.   |
| <b>Uranium</b>                | 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.   |
| <b>Copper</b>                 | 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.   |
| <b>Lead</b>                   | 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 homes may be higher than 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. |



# ADDITIONAL TESTS, SECONDARY MCL'S & UNREGULATED SUBSTANCES

| <b>Substance<br/>(Unit of Measure)</b> | <b>Sample<br/>Year</b> | <b>SMCL</b> | <b>MCLG</b> | <b>Amount<br/>Detected</b> | <b>Range<br/>Low - High</b> | <b>Violation</b> |
|--|------------------------|-------------|-------------|----------------------------|-----------------------------|------------------|
| <b>Aluminum<br/>(ppb)</b>              | 2012                   | 200         | N/A         | 60                         | 0-60                        | NO               |
| <b>Chloride (ppm)</b>                  | 2018                   | 250         | N/A         | 16.67                      | 16-17                       | NO               |
| <b>Copper (mg/L)</b>                   | 2020                   | 1.0         | N/A         | .0096                      | 0.002- 0.716                | NO               |
| <b>Manganese (mg/L)</b>                | 2020                   | 50          | N/A         | .0059                      | .0059-3.2                   | NO               |
| <b>pH (Units)</b>                      | 2018                   | 6.5-8.5     | N/A         | 7.18                       | 6.93 - 7.42                 | NO               |
| <b>Sulfate (ppm)</b>                   | 2018                   | 250         | N/A         | 3.67                       | 3-4                         | NO               |
| <b>Zinc (mg/L)</b>                     | 2020                   | 5           | N/A         | 0.0069                     | 0.0069-0.40                 | NO               |
| <b>Nickel (ppm)</b>                    | 2018                   | N/A         | N/A         | .0025                      | ND-0.0056                   | NO               |
| <b>Sodium (ppm)</b>                    | 2018                   | N/A         | N/A         | 20.7                       | 15.4-24.3                   | NO               |



# SOURCES AND MONITORING

| Substance        | Typical Source  | Specific Criteria and Reason for Monitoring  |
|------------------|---|--|
| <b>Aluminum</b>  | Erosion of natural deposits; residual from some surface water treatment processes | Aluminum may impart some color to water. May pose a risk for those on dialysis.  |
| <b>Chloride</b>  | Runoff from winter storm deicing salt; erosion of natural deposits                | Chloride may impart a salty taste to water.  |
| <b>Copper</b>    | Corrosion of household plumbing systems; erosion of natural deposits              | Copper may cause blue-green staining of plumbing fixtures. 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. |
| <b>Manganese</b> | Leaching/erosion from natural deposits  | Manganese may cause black staining of plumbing fixtures or impart a bitter, metallic taste to water. Manganese is an essential nutrient, but some people drinking water containing manganese in excess of the action level could suffer neurological problems, including affecting learning and behaviour in infants.  |
| <b>pH</b>        | Naturally occurring   | Low pH may cause a bitter metallic taste and the corrosion of metal pipes/fixtures. High pH may cause water to have a slippery feel, soda taste, and leave mineral deposits.   |
| <b>Sulfate</b>   | Runoff/leaching from natural deposits; industrial waste                           | Sulfate may impart a salty taste to water. May have a laxative effect on people unaccustomed to drinking water with sulfate present in high levels.  |
| <b>Zinc</b>      | Runoff/leaching from natural deposits; industrial wastes                          | Zinc may impart a metallic taste to the water  |
| <b>Nickel</b>    | Naturally occurring   | Long-term exposure to nickel has been linked to decreased body weight, heart & liver damage and dermatitis.  |
| <b>Sodium</b>    | Runoff from winter storm de-icing; erosion of natural deposits                    | May impart a salty taste to water.   |

*“We take great pride not only in providing a reliable supply of clean, safe, and great tasting drinking water to all of our customers but also in protecting the natural resources of the aquifer from which it comes.”*



*For more information about this report, or for any questions relating to your drinking water, please call Jason Gagnon, Water Precinct Superintendent, at (603) 356-5382.*