Supply Lines with The Source

Newsletter of the NHDES Drinking Water & Groundwater Bureau
on the web at www.des.nh.gov

Summer 2015

David Paris Retires from Manchester Water Works After 40 Years

Dave Paris, Director of the Manchester Water Works (MWW), recently retired after 40 years of service and over that time span, Dave really has "done it all." Dave started at MWW in 1974 as a water operator and lab technician and over time he advanced to become the Plant Manager, Water Supply Administrator, Assistant Director and then Director in 2012. Over the years, Dave has been a strong advocate for protecting Lake Massabesic, the city's primary source of drinking water.

In 2013, Dave was instrumental in negotiating an agreement over payments in lieu of property taxes associated with conservation land owned by MWW but located in Auburn. The resulting agreement allows MWW to maintain these properties as undeveloped forests and fields that will continue to act as a natural filter to clean runoff making its way into Lake Massabesic. Over the years, Dave worked with various watershed user groups to establish a program of sustainable recreation within the watershed, including horseback riding, mountain biking, snowmobiling and boating.

NHDES Commissioner Tom Burack awarding David Paris the 2015 Source Water Protection Award

Throughout his career, Dave was also involved in a number of projects funded by NHDES' Local Source Water Protection Grant Program to install innovative storm water BMPs, minimize erosion and sedimentation, improve drainage mapping and enhance public outreach and education.

While he would be the first to acknowledge the importance of his staff, NHDES awarded Dave the 2015 Source Water Protection Award at NHDES annual Drinking Water Source Water Protection Conference on May 6, 2015. NHDES congratulates Dave on a long and successful career with MWW and thanks him for his leadership to ensure that the residents of Manchester and surrounding communities have a sustainable, safe source of drinking water.

Hot Topic for This Summer: Harmful Algae Blooms

The cyanobacteria "harmful algae bloom" (HAB) that shut down the Toledo, Ohio area water system for several days last August brought HABs into the spotlight. Here's what's new with HAB prevention in New England and nationally:

- On May 6, 2015, EPA released drinking water health advisory levels (non-regulatory guidelines) for two cyanotoxins: microcystin (0.3 ug/L for children, 1.6 ug/L for others) and cylindrospermopsin (0.7 ug/L for children, 3.0 ug/L for others), both based on 10-day exposures. EPA is seeking stakeholder input before finalizing its recommendations regarding health advisory levels and recommended actions by water systems.
- US EPA Region 1 (New England) is coordinating a Cyanobacteria and Bloom Watch Monitoring Program using hand-held fluorometers to monitor for (Algae, continued on pg 2)

(Algae, continued from pg 1) cyanobacteria pigments. This summer, the program includes three New Hampshire water systems: Lebanon, Manchester and Meredith.

- A new "Water Utility Manager's Guide to Cyanotoxins" was published in April 2015 by American Water Works Association and the Water Research Foundation. The guide covers why cyanotoxins are a concern, conditions that lead to cyanobacteria blooms, monitoring, assessment of the risk for a particular water supply, and treatment approaches. It also includes a quick self-assessment to help water systems determine whether they should be preparing for possible cyanotoxin problems and how prepared they are (download available at http://www.waterrf.org/PublicReportLibrary/4548a.pdf). A more detailed technical guide will follow later this year.

Cyanobacteria bloom at Camp Kettleford, Bedford, NH

For more information, contact Paul Susca at (603) 271-7061 or paul.susca@des.nh.gov.

What's Going On in Your Water Storage Tank?

Poorly managed water storage tanks can put public health at risk by compromising the quality of finished water. Consequently, NHDES regulations (Env-Dw 504.09 (a)) require water systems to have finished water storage tanks with a capacity of more than 20,000 gallons inspected at least once every five years.

In the past, proper inspection of a storage tank included completely draining the tank and interrupting service. New inspection tools such as robotic cameras make it easier to inspect tanks without major interruption of service. In addition, water utilities are retrofitting existing tanks with passive or mechanical mixers to limit water aging, control temperature and maintain water quality. As tanks age, the need to inspect them will be even greater. Storage tank maintenance should be included in each water system's asset management program.

Most if not all New Hampshire municipal water utilities have a routine inspection and maintenance schedule built into their budgets. This is reviewed during the sanitary survey. For these utilities, the adoption of a federal requirement for tank inspection and maintenance, which is currently under consideration by EPA, would likely not have a major impact.

Storage tanks with capacities of 20,000 gallons or less are not currently required to be inspected routinely under the NHDES regulations. As a result, many of these tanks have never been inspected. NHDES is considering implementing a matching grant program for inspection of small storage tanks. This program would assist water systems with older finished water storage tanks having a capacity of 20,000 gallons or less. More information on this new grant program will be available late summer or early fall. For more information, contact Rick Skarinka at (603) 271-2948 or rick.skarinka@des.nh.gov.

The Source, the quarterly newsletter of the NHDES Drinking Water Source Protection Program, is published by:

NEW HAMPSHIRE DEPARTMENT OF Environmental Services

29 Hazen Drive
PO Box 95
Concord, NH
03302-0095

Commissioner	Thomas S. Burack
Asst. Commissioner	Keith DuBois
Division Director	Eugene J. Forbes
Bureau Administrator	Sarah Pillsbury
Program Manager	Paul Susca
Editors	Pierce Rigrod
	Holly Green
Design Editor	Lara Hooper

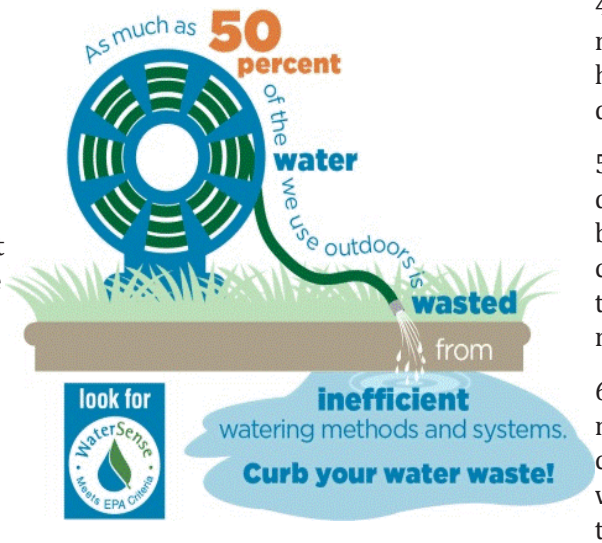
To subscribe, contact Pierce Rigrod at (603) 271-0688 or pierce.rigrod@des.nh.gov
www.des.nh.gov
Printed on Recycled Paper

Do You Have Questions about the Revised Total Coliform Rule?

Check out the Drinking Water and Groundwater Bureau's (DWGB) new Revised Total Coliform Rule & Implementation webpage, http://des.nh.gov/organization/divisions/water/dwgb/coliform-rule.htm. This new webpage includes a general summary of the Revised Total Coliform Rule (RTCR) as well as a compilation of related rules, forms, fact sheets, other related resources.
(Rule, continued on pg 3)

Beat the Peak: Help Your Customers Help Themselves

Peak water demand occurs during the summer when customers respond to hot and dry conditions by using more water on lawns and gardens. The combination of low water supplies and high demand puts the water system at risk and every drop may start to count. What were once low-priority leaks are now emergencies. If the system is not prepared, the costs can be significant. Water must be bulked in at a higher cost to the system and the system must begin reporting bulk water deliveries to NHDES. Customers are unhappy and lose trust in the water system and staff is unhappy as they are working 24/7. To increase water supply, the system starts the planning phase for a new source to ensure this never happens again, but finding a new source with the quality and quantity needed is not turning out to be easy. How can this all be avoided?



When considering that New Hampshire homeowners and businesses use from 50 to 200 percent more water in the summer months, and up to half of the water we use on outdoor watering is wasted, promoting water efficient practices is a "no brainer." But how do you convince residents to take action? Studies show that simply providing educational materials is not enough to induce action. However, by following the strategy outlined below you could be on your way to beating the peak:

1) Use effective messaging. No one likes to be wasteful but asking someone to conserve or save water is often perceived as a sacrifice, which may not resonate well. Ask customers to use water efficiently or to not waste water.

2) Ask customers to take a specific action that is easy to do. For example, ask residents to only water on even or odd days based on their street address.

3) Provide customers with the knowledge they may need to take the action. For example, a lawn only needs around one inch of water a week and most of the time New Hampshire receives enough rain to meet this demand.

4) Remove obstacles. Provide customers with reminder magnets for their refrigerator and hang signs around town as reminders of which days to water.

5) Create obstacles. Increase water rates during the summer or establish an increasing block rate so higher usage in the summer comes with a price. Monthly billing will get the message across in time for residents to respond.

6) Normalize the action. Many people do not believe they are wasting water. Identify customers with above average water use and with the next bill, include a comparison of their water use with the average water use in their neighborhood and the average for a water-efficient household in their neighborhood.

For more information related to promoting water efficiency, visit http://www.des.nh.gov, click on "A-Z list" and scroll down to "Bulk Water for Public Water Systems."

(Rule, continued from pg 2) Public water systems can now access all information pertaining to the new rules in one place. Please refer others who need RTCR information to NHDES' website to utilize as a resource and bookmark it for your own use as well.

- Monitoring requirements: Jocelyn Weldon at (603) 271-0672 or jocelyn.weldon@des.nh.gov
- Performing assessments: Bethann McCarthy at (603) 271-2949 or bethann.mccarthy@des.nh.gov
- Seasonal system questions: Amy Rousseau at (603) 271-0893 or amy.rousseau@des.nh.gov.

Students Dive into Water Topics at Annual Drinking Water Festival

Approximately 300 third and fourth graders from the Merrimack and Harrisville school districts gathered at Wasserman Park in Merrimack on Tuesday, May 5 to learn about one of the world's most precious resources, water! The event was sponsored by the New Hampshire Drinking Water Coalition to give students an opportunity to participate in hands-on activities on water conservation, water testing, groundwater pollution and keeping water clean. As part of the event, a drinking water tasting contest matched several municipal water supply systems against each other for the best tasting water award. Merrimack Village District (MVD) was chosen by the students and teachers as having the best tasting water. Congratulations, MVD!

Fourth graders learning about runoff

In addition to the Drinking Water Festival, the final round of the annual State Fourth Grade Water Science Fair was held. Students from Merrimack, Keene, Manchester, Marlborough and Harrisville presented their projects to a panel of judges. Congratulations to Jacob Correa from Manchester who won first place; Nick Dumond from Keene who took second place; Dana Leclair from Manchester who took third place and Abigail Switzer from Marlborough who won fourth place. For more information, contact Lara Hooper at (603) 271-4071 or lara.hooper@des.nh.gov.

Winners of the State Fourth Grade Water Science Fair

NEW HAMPSHIRE DEPARTMENT OF Environmental Services
DRINKING WATER SOURCE PROTECTION PROGRAM
29 HAZEN DRIVE, CONCORD, NH 03301

8671

PRSRT STD
U.S. Postage
PAID
Concord, NH
Permit #1478