2026 Consumer Confidence Report

Hillsborough Water Works 1141010

Introduction

As a responsible public water system (PWS), our mission is to deliver the best quality drinking water and reliable service at the lowest, appropriate cost.
Aging infrastructure presents challenges for maintaining safe quality drinking water and continuous improvements are necessary. In the past year, we have begun/complete water main replacements on Park street, park ave, and whitemore street. In the coming year we intend to replace some aging water gate valves though out town as well as look into ways to eliminate dead ends and create new water loops to be able to keep water flow to areas in town when repairs are needed to be made causing water main shut downs.
These investments along with on-going operation and maintenance costs are supported by user rates When considering the high value placed on quality drinking water, it is truly a bargain to have water service that protects public health, fights fires, supports businesses and the economy, and ensures high-quality drinking water is always available at your tap.

What is a Consumer Confidence Report?

The Consumer Confidence Report (CCR) details the quality of your drinking water, where it comes from, and how to get more information. This annual report documents all detected primary and secondary drinking water contaminants and their respective standards known as Maximum Contaminant Levels (MCLs).

The sources of drinking water - Both tap water and bottled water come from 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. The water can also pick up and transport 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 occur naturally in the soil or groundwater or may 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.

To protect public health, EPA and the State of New Hampshire prescribe regulations which limit the amount of certain contaminants in tap 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 water provided by Hillsborough Water Works is from Loon Pond, a surface water supply. The source water at Loon Pond is protected by State Rule Env-Ws 386, the Rules for Protecting The Purity Of Regulated Watersheds. The water is treated by slow sand filtration. Water flows by gravity through three sand filter beds. Each filter consists of a sand bed approximately four feet deep and support gravel over perforated under-drain. Flow from the filters is then treated by going through a UV system followed by the injection of sodium hypochlorite and ammonium sulfate, to form chloromines for disinfection. The treated water enters the clearwell, which serves to provide chlorine contact time. After the clearwell potassium hydroxide is added, for pH adjustment. Water system storage is provided by a 1-million gallon tank.

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 mean that water poses a health risk. More information about contaminants and potential health effects can be obtained by contacting 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 has been prepared and can be accessed by going to https://hillsboroughnh.org/wp-content/uploads/2026/05/Inventory-List-for-Website-as-of-11-8-25.pdf . Corrosion control efforts consist of the addition of potassium hydroxide (causic potash) at the treatment plant to raise PH levels.

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 in 2002 are noted below, if an assessment was completed.

- Loon Pond: No susceptibility factors were rated high, two were rated medium, and eleven were rated low.

Note: Based on the year the assessment was completed, some of the ratings may differ if they were updated to reflect current assessment information.

How can I get involved?

The Hillsborough Water Works is managed by the Hillsborough Water and Sewer Commission. The Commissioners are: Dana Clow, Dave Lewis and Peter Mellen. The Commissioners meet on the fourth Tuesday of every month, at the Hillsborough Water Department office on Church Street. The Water department can be reached at 464-7982. The Hillsborough Water Departments certified operator is Cody Boisvert, who can be reached at 464-7984.

Violations and Other information: *No violations occurred in 2025*

Drinking Water Contaminants:

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. Hillsborough water works 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 the Hillsborough water and sewer commission at (603) 464-7982. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at *https://www.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

Action Level or **AL:** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Level I Assessment: A study of the water system to identify potential problems and determine, if possible, why total coliform bacteria have been found in our water system

Level II Assessment: A very detailed study of the water system to identify potential problems and determine, if possible, why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

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

NA: Not Applicable

NTU: Nephelometric Turbidity Unit

pCi/L: picoCurie per Liter

ppb: parts per billion OR ug/L: micrograms per Liter

ppt: parts per trillion OR ng/L: nanograms per Liter

ppq: parts per quadrillion

ppm: parts per million OR mg/L: milligrams per Liter

RAA: Running Annual Average

TTHM: Total Trihalomethanes

UCMR: Unregulated Contaminant Monitoring Rule

System Name: Hillsborough Water Works PWS ID:1141010

2026 Report (2025 data)

LEAD AND COPPER

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	.15	Sampled 2025	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	0	Sampled 2025	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

Contaminant (Units)	Level Detected*	MCL	MCLG	Violation YES/NO	Likely Source of Contamination	Health Effects of Contaminant
Microbiological Contaminants						
Turbidity (NTU)	*Range=0.06-0.43* *Highest monthly average=0.26* All readings below Turbidity limit of 1.0 Sampled 2025	TT	N/A	NO	Soil runoff	Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

Radioactive Contaminants						
Compliance Gross Alpha (pCi/L)	3	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.
Inorganic Contaminants						
Barium (ppm)	0.0042	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=0.06 – 0.57 Average=0.28	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.
Fluoride (ppm)	0.12		4.0	4.0		Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Volatile Organic Contaminants						
Haloacetic Acids (HAA) (ppb)	Range=7.2 - 21.0 Highest quarterly RAA=14.9	60	NA	NO	By-product of drinking water disinfection	Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.
Total Trihalomethanes (TTHM) (Bromodichloro-methane Bromoform Dibromomethane Chloroform) (ppb)	Range=2.4 – 15.8 Highest quarterly RAA=9.9	100/80	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.

SECONDARY CONTAMINANTS

Secondary MCLs (SMCL)	Level Detected	Date	Treatment technique (if any)	AL (Action Level), SMCL or AGQS (Ambient groundwater quality standard)	Specific contaminant criteria and reason for monitoring
Chloride (ppm)	9.7	2025	N/A	250	Wastewater, road salt, water softeners, corrosion
Manganese (ppm)	.0051	2025	N/A	0.05	Geological
PH (ppm)	9.7	2025	N/A	6.5-8.5	Precipitation and geology
Sodium (ppm)	7.8	2025	N/A	100-250	We are required to regularly sample for sodium
Sulfate (ppm)	3.7	2025	N/A	250	Naturally occurring

VIOLATIONS

NO Violations In 2025