HOOKSETT VILLAGE WATER PRECINCT

VILLAGE WELLSPRING

January 2025

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.

STAFF & BOARD CHANGES

In November 2024, Madeline Smith was hired as our very first Environmental Compliance Technician. Maddy's role is to facilitate our regulatory compliance initiatives in all areas starting with the service line inventory program. She holds a Bachelor of Science in Environmental Conservation & Sustainability and a Bachelor of Arts in Political Science, both from UNH. Please join us in welcoming Maddy to our town!



Trade secret! When a repair is needed on a house service and no shutoff valve is available, sometimes our Operators can temporarily freeze the line.

SERVICE LINE INITIATIVE

The Service Line Initiative is underway. Services are the smaller pipes that connect homes and businesses to the water mains in the streets. We are locating, mapping, operating and repairing (as needed) all service lines. In 2024 we dug up and updated over 30 shutoff valves and installed or restored 38 service lines. If you think that you are not experiencing normal flow or pressure for some reason, please call us to investigate.

As part of the initiative, we notified over 400 customers that their service line material can't be conclusively confirmed. Historical records suggest that those lines do not contain lead, but we will be reaching out again to further investigate. In the meantime, we have posted line construction information on our web site, set up an email "hotline" for inquiries (LSLI@hooksettvillagewater.org) and are offering a free water sample to any customer with an unverified service line.



"BEST TASTING DRINKING WATER IN NH" Superintendent Mike Heidorn and Operators Dennis Bell and Jeff Wright accept this prestigious award on behalf of the Precinct at the Granite State Rural Water Association's Operator Field Day in Sept. 2024.

PHASE 2 TANK PROJECT UPDATE

The new 400,000-gallon glass-fused-to-steel tank off of Hooksett Rd. went online without a hitch last July. Construction included the removal of an old underground vault, replacement of 550' of old 8" AC main with new 12" HDPE water main, and installation of the latest in monitoring technology. Cost savings on the project were quickly

reinvested to upgrade another 350' of old AC water main, connecting the new tank directly to Main St. Thanks again to the Hooksett Rd. homeowners who spent months dealing with the construction!

WATER MAIN PLANNING & CONSTRUCTION

2024 was an extremely busy year for water main improvements. We partnered with the Town to creatively fund and install over 2,000' of 12" PVC water main in the Meadowcrest Rd. area, paving the way for a southern river crossing, a critical CIP item that is under design. Main extensions were completed to the new sewer pump station at Tri-Town and the new gas station near Mt. St. Mary's. We actively participated in the Town's Exit 11 TIF Project and supported the Town's planning efforts to improve the RT3A traffic situation. To better address the significant changes in the layout and capacity of the water system, we also applied for a State grant to update our hydraulic computer model.



July 2024: The new 400,000-gallon Thompson Corner Tank goes online off of Hooksett Road. Constructed by Statewide Aquastore of Syracuse, NY.

OTHER ITEMS OF INTEREST

• **Highland St. Main Upgrade:** Mission successful! Approximately 1,000' of new 8" PVC water main along with 14 services and 3 hydrants were installed as part of our first in-house main project in decades. The quantity, quality and reliability of water in that area has improved. In-house work saved the Precinct's ratepayers over $300K. Thanks again to homeowners in that area for their support and patience.

• **Fire Protection:** The Precinct's concerted efforts to improve mains, tanks, hydrants and valves are paying off. Dramatic improvements in fire flows were observed system-wide in 2024, and 31 hydrants were designated for increased NFPA capacity ratings. Over 90% of our 212 active hydrants were flow tested last fall during routine flushing. Detailed information on system improvements was provided to the Insurance Services Office (ISO) in hopes of bolstering the Town's fire protection readiness grade and lowering insurance rates.

• **Manganese:** The State grant-funded manganese (Mn) study was completed. No action is recommended at this time. A $9.4M treatment plant off of Pinnacle St. was proposed in the event a lower Mn health standard is adopted by the State.

• **Search for New Sources:** We continue to seek a new source to plan for the future growth of the town and to provide a backup to the current sources in the event of a potential contaminant spill near Pinnacle Pond. This has been very challenging due to the density of the Village. Let us know if you have any ideas!



A piece of history! Old 8" asbestos-cement (AC) water main removed during the tank project. Originally installed in the 1950s as the "latest and greatest" technology, AC pipe is now considered a worker safety issue and can catastrophically degrade under wet soil conditions.

• **Emergency Planning:** A redundant cellular backup for our radio-based monitoring and alarm system was installed to improve the reliability of that system after repeated internet failures. Big old trees were removed near critical facilities. We applied for an Overwatch Foundation grant to further improve cybersecurity. Generator and motor control systems were repaired.

• **South Station Well Rehabilitation:** Periodic routine inspection and cleaning of large wells is critical to their long-term performance. In 2024, we spent $39K on rehabilitation of the South Station wells. This avoided potentially costly repairs and resulted in up to 10% greater yields (~50 GPM).

• **Web Site Packed with Info:** Check it out! **www.hooksettvillagewater.org**