HOOKSETT VILLAGE WATER PRECINCT
Quality on Tap

7 Riverside Street
Hooksett, NH 03106
(603) 485-3392 (p)
(603) 485-3540 (f)
www.hooksettvillagewater.org

November 24, 2025

RE: Customer Notice – Galvanized Water Service Line Requiring Replacement

Dear Valued Customer:

We make every effort to guarantee the safety of our water for all Precinct customers. Due to new stringent Federal/State regulations requiring the physical identification of every water service line in our system, we are sending you the attached Consumer Notice because your service line is made of galvanized iron.

The coating on these pipes may become rough with time and allow particles in the water to settle. If this pipe was ever downstream of lead, it is possible that lead particles could be trapped in the galvanized pipe and release back into your water—even if there is no longer lead upstream.

Please be advised that based on many years of water system sampling results, physical knowledge of the system, and currently available documentation on other service lines in your area, we have no reason to believe that there was ever lead pipe installed upstream of your service line. However, because this is not fully documented, we cannot definitively say that your galvanized pipe has no lead.

The portion of your service line that is known to be galvanized is on the private side (i.e. not owned by the Precinct), however we may be able to creatively work together to reduce costs. We cannot compel you to replace your line, but the timing to do so in the next few years is optimal as we are already in the process of excavating throughout the Precinct in order to identify service lines that are “unknown” with regard to lead status.

Thank you in advance for your time and understanding.

Respectfully yours,

Mike Heidorn
Superintendent

Attachment: Consumer Notice – Galvanized Requiring Replacement Water Service Line

Customer Notice
Galvanized Requiring Replacement Water Service Line

Water System Name: **Hooksett Village Water Precinct**

Water System ID: **1181020**

Why are you receiving this letter?

Because of new federal requirements for lead in drinking water, water systems must notify you that some or all of your water service line is made of **Galvanized Requiring Replacement**, which may increase your risk of exposure to lead from your drinking water. Listed below are several steps you can take to reduce the risk of lead exposure until the service line can be replaced. If you believe this classification of your service line to be incorrect, please contact us via the phone or email below.

What are the Health Effects of Lead?

The Environmental Protection Agency requires we provide you with the following notice: *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.*

What Can I Do to Reduce Exposure to lead in Drinking Water?

In addition to your service line (see figure on back), other plumbing in your home may contain lead and could increase the levels of lead in your drinking water. These may include faucets, valves, and soldered joints. Please contact us via the phone / email below to request a free water test and to confirm your service line materials. if you're concerned about lead, the following measures can help you prevent potential lead exposure from any drinking water plumbing:

- **Identify your service line materials.** Contact your water system email / phone listed below for assistance to identify your service line materials.
- **Run your water to flush out lead**. If the water hasn't been used for several hours (such as in the morning), run the water for 1 minute or more to flush potential lead from interior plumbing before using it for drinking or cooking.
- Use **cold** water for cooking and preparing baby formula. Do **NOT** boil water to attempt to remove lead.
- For pregnant persons, infants, and young children, look for alternative sources or treatment of water such as bottled water or use water filters certified for lead removal.
- Identify and replace home plumbing fixtures containing lead.
- Clean faucet screen (also known as aerator) on a regular basis.
- For general questions on lead exposure, visit NH DHHS Sources of Lead page by scanning the blue QR code on the right.

Getting My Water Sampled

If you are concerned about lead in your drinking water, you may request to have it tested at no cost to you. Please reach out via the contact information below to request a sample test kit.

What is a Service Line?

Service lines are the individual pipes that run from the water main in the street into a home or building. Most service lines are owned and maintained by your water provider up to the curb-stop valve, while the portion from the curb-stop to your home is owned by you, the customer. The materials of both the utility side and your side of the service line need to be identified regardless of ownership.

Replacement of Your Service Line

All service lines identified as lead or galvanized requiring replacement are required to be replaced on a schedule approved by NHDES. Both the utility side and customer side must be replaced to prevent lead exposure and qualify for funding assistance. Please reach out using the contact information below for more information on service line replacements.

Additional information

Please visit NHDES Lead in Drinking Water (black QR code on the right) for more information about sources of lead and how to reduce your exposure.

For more information on reducing lead exposure from your drinking water and health effects of lead, visit EPA's website at www.epa.gov/lead.

Please contact your water system using the contact information below if you have questions regarding this letter.

Water System Contact

PWS Contact Name: Maddy Smith

PWS Contact Phone: (603) 485-3392

PWS Contact Email: LSLI@hooksettvillagewater.org

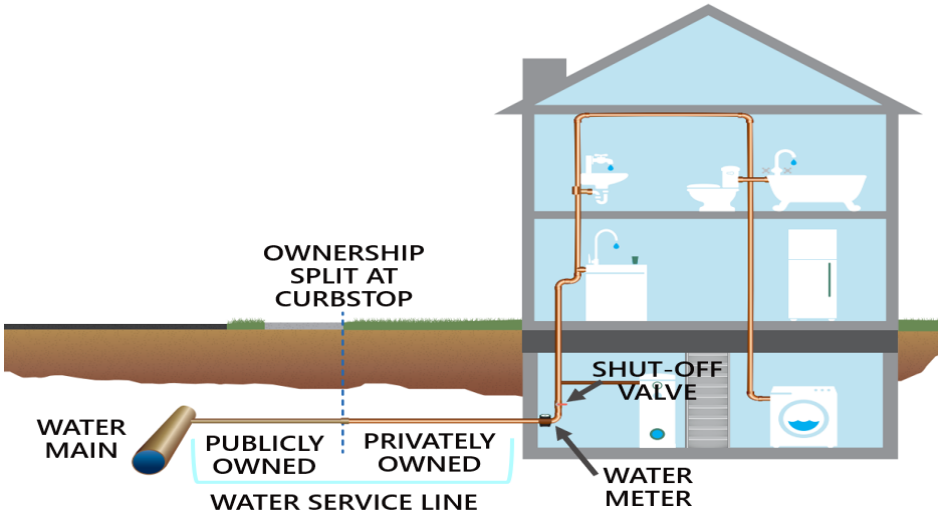


Figure: Typical scenario of a service line (does not represent all scenarios).