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 - Unknown Water Service Line Material

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 historical documentation confirming your service line material is not available or only partially available.

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 you have a lead service line. However, because your service line materials are not fully documented, we will be following up with additional investigation to confirm that those materials are non-lead.

As of today, there are approximately 365 lines in the Village that are classified as "unknown" with regard to lead status. It is likely that many of these lines will need to be excavated at their outdoor shutoff ("curb") valves in order to verify construction materials. Due to the large number of lines involved, we anticipate that our investigations will take several years to complete.

If for some highly unlikely reason we do find a lead issue that could impact you, you will be immediately notified and we will work with you to fix the problem.

Thank you in advance for your time and understanding.

Respectfully yours,

Mike Heidorn
Superintendent

Attachment: Consumer Notice – Unknown Water Service Line

Customer Notice
Unknown 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, we are notifying you that we do not have a record of the piping materials of your water service line. Please follow instructions below to identify and report the piping materials of your water service line so that we may complete our water system inventory records.

What is a Service Line? (figure)

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.

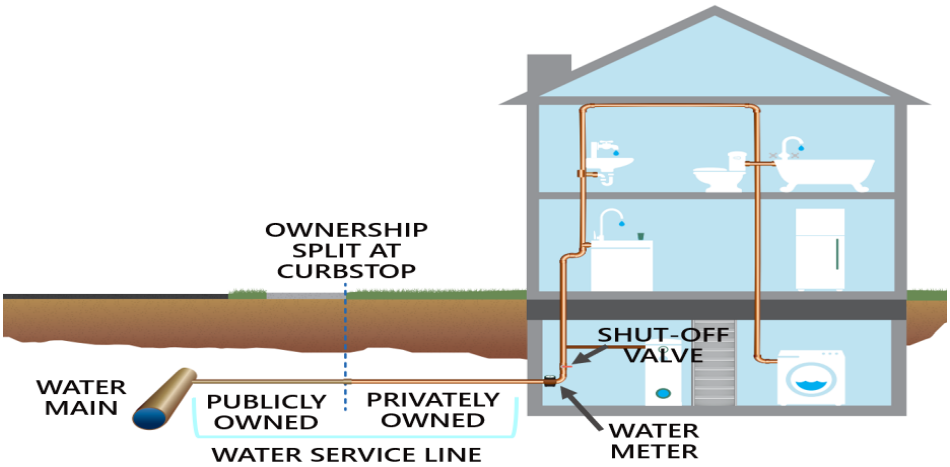


Figure: Typical scenario of a service line (does not represent all scenarios).

How to Identify Your Service Line?

- Reach out to your water system contact on the back of this page to schedule an inspection.
- Scan the QR code to the right to perform a scratch and magnet test to identify the piping materials. Take photos and email them to your water provider.
- Both the private-side and the utility-side of your service need to be identified. Your water system will let you know if additional information is needed.

Can I Get My Water Tested?

If you are concerned about lead in your drinking water, you may request to have it tested. Please reach out using the contact information at the end to request a one-time lead sample test kit.

What are the Health Effects of Lead?

The Environmental Protection Agency requires we inform you the following: *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 worsen existing learning and behavior problems. The*

children of women who are exposed to lead before or during pregnancy can have increased risk of these negative health effects. Adults can have increased risks of heart disease, high blood pressure, and kidney, or nervous system problems.

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

In addition to potential lead in your service line, 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 follow the instructions below to reduce potential lead exposure from your home drinking water plumbing:

- **Run your water to flush out lead**. If the water hasn't been used for several hours such as first thing in the morning, run the water for 1 minute or until it runs cold before using water for drinking or cooking.
- **Always use cold water** for cooking, drinking and preparing baby formula.
- **Do NOT boil water** to attempt to remove lead.
- For pregnant persons, infants, and young children, **use alternative sources such as bottled water or 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 Department of Health and Human Services (DHHS) Sources of Lead page by scanning the QR code to the right.

Service Lines with Lead and/or Galvanized Requiring Replacement

Any service lines identified as lead or galvanized requiring replacement must be replaced on a schedule approved by the state. Both the utility side and customer side should be replaced to prevent lead exposure. Contact your water system for information on service line replacements if needed.

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