

2026 Consumer Confidence Report



New London-Springfield Water System Precinct

PWS # 1721010

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 collecting geological and engineering data from the wells on Colby Point. This work is being done with the hope that we can increase and maximize the capacity of water from the Colby Point well field. This work will continue into 2026.

These investments along with on-going operation and maintenance costs are supported by our water fees and taxes. 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?

Our water comes from six different wells on Colby Point. The water is Ph adjusted, disinfected and a corrosion control is added.

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](tel: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.

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 2001 are noted below.

GPW (Gravel Packed Wells) 2,3,4,5,6 and 7 received (0) high susceptibility ratings, (0) medium susceptibility ratings, and (12) low susceptibility ratings. This information is found on the NH DES website.

Note: Due to the time when the assessments were completed, some of the ratings might be different if updated to reflect current information.

The complete Assessment Report is available for re-view at the New London Springfield Water System Precinct located at 73 Old Dump Road in New London. For more information, call *Rob Thorp* at 603-526-4441, email nlswp@tds.net or visit the [NHDES website](#).

How can I get involved?

The Water Precinct commissioners meet on the first Monday of each month at 4:00 PM at 73 Old Dump Road in New London. All meetings are open to the public.

For more information about your drinking water, please call *Superintendent Rob Thorp* or *Commissioner Ken Jacques* 603-526-4441 7:30am -4:00pm Monday through Friday.

Violations and Other information: No Violations

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. The New London Springfield Water System Precinct 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 New London Springfield Water System Precinct, Superintendent Rob Thorp at (603-526-4441) or Email nlswp@tds.net. 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

Ambient Groundwater Quality Standard or AGQS: The maximum concentration levels for contaminants in groundwater that are established under RSA 485-C, the Groundwater Protection Act.

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	ppq: parts per quadrillion
NTU: Nephelometric Turbidity Unit	ppm: parts per million OR mg/L: milligrams per Liter
pCi/L: picoCurie per Liter	RAA: Running Annual Average
ppb: parts per billion OR ug/L: micrograms per Liter	TTHM: Total Trihalomethanes
ppt: parts per trillion OR ng/L: nanograms per Liter	UCMR: Unregulated Contaminant Monitoring Rule

We participated in the fifth stage of the U.S. EPA's Unregulated Contaminant Monitoring Rule (UCMR5) program by performing additional tests on our drinking water. UCMR5 sampling benefits the environment and public health by providing the U.S. EPA with data on the occurrence of contaminants suspected to be in drinking water to determine if U.S. EPA needs to introduce new regulatory standards to improve drinking water quality. Unregulated contaminant monitoring data is available to the public, so please feel free to contact us if you are interested in obtaining that information. If you would like more information on the U.S. EPA's Unregulated Contaminant Monitoring Rule, please call the Safe Drinking Water Hotline at (800) 426-4791. If you are interested in examining the results, they are now available at the following location: www.epa.gov/dwucmr/occurrence-data-unregulated-contaminant-monitoring-rule.

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Availability of Monitoring Data for Unregulated Contaminants

Public Water System Name: New London-Springfield Water System Precinct PWS ID: 1721010

Our water system has sampled for a series of unregulated contaminants. Unregulated contaminants are those that don't yet have a drinking water standard set by EPA. The purpose of monitoring for these contaminants is to help EPA decide whether the contaminants should have a standard. As our customers, you have a right to know that these data are available. If you are interested in examining the results, they are now available at the following location: www.epa.gov/dwucmr/occurrence-data-unregulated-contaminant-monitoring-rule.

What should I do? It is not necessary to use alternate water; however, if you have specific health concerns, please contact your health care professional. General questions can be directed to dwengineering@des.nh.gov. For information about exposure, risk and reducing risk related to environmental exposures, you can also contact the NHDES Environmental Health Program by calling [\(603\) 271-6802](tel:6032716802). Information about the UCMR requirements can be found at www.epa.gov/dwucmr/learn-about-unregulated-contaminant-monitoring-rule.

Steps being taken to correct the situation:

"Results were non-detect and no actions are needed. This data is for EPA informational purposes."

Contact Name: Superintendent Rob Thorp

Address: 73 Old Dump Rd. New London NH 03257

Expected Resolution Date: N/A

Company: NLSWP

Telephone Number: 603-526-4441

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example; people in apartments, nursing homes, schools and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

We participated in the fifth stage of the U.S. EPA's Unregulated Contaminant Monitoring Rule (UCMR5) program by performing additional tests on our drinking water. UCMR5 sampling benefits the environment and public health by providing the U.S. EPA with data on the occurrence of contaminants suspected to be in drinking water to determine if U.S. EPA needs to introduce new regulatory standards to improve drinking water quality. Unregulated contaminant monitoring data is available to the public, so please feel free to contact us if you are interested in obtaining that information. If you would like more information on the U.S. EPA's Unregulated Contaminant Monitoring Rule, please call the Safe Drinking Water Hotline at (800) 426-4791.