



Superintendents Report for February 17, 2025 Meeting

1. Monthly required TC samples were taken on 2/3/2026 with all results TC-. The average Total Chlorine within the distribution system at the time of TC collection was .792 ppm. 1st quarter disinfection byproduct samples were taken on 1/2/2026 as required by our Master Sampling Plan and results have been submitted to NHDES. Lead and Copper sampling will be taking place during quarter 3 of 2026. This occurs every 3 years.
2. 2026 Cross Connection – The required 2026 First Round Cross Connection testing will start to be scheduled in March with completion of first round by mid-May.
3. Park Place (Hooksett Road) –Main frame structural steel is being erected for the commercial building in the front. Exterior wood framing is underway at this time and ongoing
4. 51 Thames Road – Water connection issues resolved and no work is going on this winter
5. We have recently received the application for water service for Panera Bread at 1265 Hooksett Road. The live tap and water main has been installed. The water line has been chlorinated and an attempt to pressure test the line on Tuesday November 11th was unsuccessful. The contractor appears to have a small leak on the new line someplace and will be looking for the leak to repair it and retest. CHWP has inspected the live tap and installation of the new water lines for this location. The water main for this project was hydrostatically tested and passed on 12/9/2025. The main was tested at 260 psi in accordance with AWWA Standards. 350 feet of 6” ductile iron cement lined water main was tested and the allowable leakage for this test was 29 ounces with 6.5 ounces observed well within the tolerance of AWWA standards. We are currently awaiting the formal test results for the Hydrostatic test and bacteria test before the water main is placed in service. Test Results for bacteria test and hydrostatic test have been received.
6. Site improvements and additional cabins have been approved by the Planning Board for Eagles Nest at 1501 Hooksett Road. The proposed improvements include connection to Water and Sewer. The connection to water is shown on UT-1 plan which is in a moratorium state paved road. I have also attached the easement deed for this property of where the 12” water main for The Villages at Granite Hill runs across their property. The owner was in to fill out the application for service and has paid the 150.00 application fee. Due to the amount of ledge encountered this project is going to be done to 2 phases. Phase 1 would be expected to be completed this year and phase 2 next year. The applicant asked if connection fees could be spit up into phase 1 and phase 2. I did state this is something we could agree upon however and additional valve will need to be installed on the main along with a chlorination tap so phase 2 testing and chlorination could occur since once phase 1 is placed into service they will not be allowed to turn off to continue with phase 2. The application for water service

has been filled out along with the application fee of 150.00 but no connection fees have been paid at this time. I am still awaiting material submittals for this project for my review. Material submittals have been provided for water main installation by EJ Prescott for this project. I have reviewed and approved the material submittals. The 12 x 6 live tap has been completed and witnessed by CHWP. The existing 12" DICL water main is in very good condition at the location of the live tap and was deeper than to be expected at this location at 9 feet deep. The contractor installed a length of pipe and installed a vertical offset to bring the water main up to 6 feet deep as it heads to the main building. No further water work is taking place right now as sewer work is underway in the State of NH DOT Right of Way. Nothing new to report at this time.

7. A TRC meeting was held on July 21st for the proposed car wash at 1317 – 1319 Hooksett Road. Water service is already on the premises and average daily flows have been provided to CHWP. This will be a Washville Car Wash. Water has been turned off to the existing building and the water meter has been removed. Marquis Construction has been in contact with me and new ownership shall take place sometime in March at which time the existing building will be torn down. The 6" water main to the property will be cut and capped prior to demolition of the building.
8. CHWP received a dig safe for the demolition of the house located at 108 Whitehall Road. Water was turned off to this house on January 31st 2023 with the meter being removed. I spoke with Dean Mehlorn of DCCI Excavation who is razing the house and informed him that the water service line must be abandoned back to the water main which is on the edge of the road. The owners decided to demo the house since there is no intent for anyone to live there and do not want squatters to start using it. This location is directly across from the Million Gallon Tank and should not have been provided with water in the first place since we cannot deliver 20 psi and the highest point of the home. The pressure at the fire hydrant directly across the street at the base of the tank is only 23 psi. Nothing new to report. The house was torn down sometime the end of November without any notification to the CHWP and the water line to the property is still in place and not abandoned. I reached out to the Town of Hooksett asking them if they knew when the house was razed and they did not know. I then asked if a building permit was issued for the razing of the house and it was confirmed that a demo permit was in fact issued/approved on 10/06/2025. CHWP will need to abandon the service line at the main and no time frame has been determined as to when this work will occur.
9. 2026 Operating Budget and Warrant Articles have been completed and finalized with NHDRA. CHWP will be presenting the 2026 Budget to the Budget Committee on Thursday January 22, 2026. The budget committee unanimously approved the budget with a vote of 11-0.
10. I received a call from Nick Oberti of Strong Tree Engineering in regards to availability of water to a possible subdivision of the lot at 48 Zapora Road. This property is across the street from Block Party Social. The 8" water main ends thru an easement within the parking lot of Block Party Social and depending on how the lot is subdivided there is a possibility of connecting to water. Nick will be submitting the proposed lot subdivision for my review within a few weeks to discuss what would be required from CHWP. *Nothing new to report on this proposal*
11. Marmon Aerospace is proposing a 356,000 SF addition, which includes approximately 100,000 SF of mezzanine area. The expansion will add an estimated 210 employees to the facility. Operations are expected to run in three shifts, five days a week (24 hours per day), with Saturday shifts of 8 hours. An 8" water main was installed during Phase 1. They are proposing to extend the existing 8" water main to the west and south sides of the building to provide fire service and fire hydrants. In addition, a

2" domestic water service with a shut-off valve is proposed at the front of the building. *Nothing new to report at this time.*

12. KNA Associates submitted a Utility Layout Plan for me to review for a submission to the Technical Review Committee for a proposed contractor bay development at 1373 and 1375 Hooksett Road. I have reviewed this submittal and the engineers have made all revisions required by CHWP based upon my comments. The plan I have included in the package is that revised plan which will be presented at the TRC meeting when it is scheduled. TRC Meeting was held on Monday February 9th and there are no issues with the proposed water connection as shown on the Utility Layout Plan submitted.
13. We currently are going thru a software upgrade to our current billing system that has been in the works for awhile now. We are currently live with the upgrades and learning how to navigate all the new changes. From what I have seen to date all the changes are positive and will improve current processes that have been problematic. We are working within the upgraded billing system. We have experienced a few hiccups along the way however for the most part things are proceeding well.
14. The 2025 Audit is underway with inventory counts and process controls occurring on Thursday January 8th. Denise will be reaching out to have all questionnaires filled out by the treasure and chair as required with every audit. We are tentatively scheduled for March 19 and 20 for the audit at the office.
15. On Thursday January 31st we had a water main break on Benton Road in front of Kappa Court. Early Thursday Morning we started receive low suction pressure alarms at all of our pump stations which indicated there was something going on with our system. Josh and I came in around 4:30 am and Josh found water rolling on Benton Road in front of Kappa Court. We located 2 valves at the intersection of Martins Ferry Road and Benton Road and a valve on Benton Road at the Sports Dome in order to isolate the leak. Water was shut off around 6:15 which impacted 20 houses on Benton Road and all commercial properties were not impacted by the shutdown. Fiddlers Farm Excavation along with CHWP made the repairs. It took several hours to get the equipment on site since it was bitterly cold and 14 below zero when we started and never got above 10 degrees. The majority of the water from the main break went down the road of Kappa Court and to the house at the bottom. I made contact with the home owner early that morning and assessed any damage to his house and property and advised him to call his insurance company. The cause of the water leak was due to improper backfill materials and the AC water main being right on top of ledge. The sustained cold weather drove the frost deeper than normal pushing rocks into the water main causing it to break. Repairs were completed by 6pm with water restored. I have pictures that I will present at the meeting of the water main break and Kappa Court. We estimated the main break to be somewhere between 2000-2500 gallons per minute and figure we lost 600,000 – 700,000 gallons. Our quick response time to find the leak and shut down prevented any impact throughout the rest of our system.
16. We received a call from Merchants Fleet on Friday February 6th for no water at the car wash bays. Josh and I went down pulled the meter and found that the service line was frozen and no water to the building. We used the Magikist Machine to start thawing out the service line. We found that the service line was frozen 40' outside the building and the length of the ice was about 10' long. We were able to thaw the line, provide water back to Merchants and advised them to run a small amount of water 24/7 to prevent the line from freezing again until warmer weather approaches and the ground starts to thaw out. This is the first time that this service line has frozen at this location. It took us about 2 hours to complete this work and provide water. Hooksett Village Water Precinct contacted me and asked if

they could use our thawing machine since they had 2 building with frozen services. I was more than happy to allow them the use of our machine in order to thaw out the services.

17. It has been a very snowy January and February with extremely cold temperatures. Surprisingly we only have received one frozen meter call from Manchester Manor and no other calls. Due to the snow fall amounts we have also been on top of keeping all the public fire hydrant cleared out for the fire department.
18. I have a scheduled Cybersecurity Assessment of all our computer operating system on Friday February 13th with the Overwatch Foundation. Overwatch is working the NHDES thru a grant program to assess water and waste water utilities. This ties in with our current policy review and there is no cost for this assessment. A report with recommendations will be provide to make sure that we are as secure as possible.
19. The fluorescent lighting in the office was pretty bad with different color tubes with a few banks not working. We installed all new LED tubes and replaced several ballast that were no longer working. This has been patched over the years and needed to be maintained. I did purchase a few extra ballast since I am sure we will see a few more failures with the updated LED tubes installed.

Respectfully Submitted,
Christopher R Culberson, Superintendent