



Superintendents Report for March 19, 2024 Meeting

1. Monthly required TC samples were taken on 3/4/2024 with all results TC-. The average Total Chlorine within the distribution system at the time of TC collection was 1.06s ppm. 1st quarter disinfection byproduct samples were also taken, results received and the 1st Quarter DMP Reports have been filed with NHDES.
2. Berry Hill Estates Update – project is complete and the contractor will be requesting release of remaining bonds. Nothing new since last report.
3. 2024 Cross Connection – First Round testing has started and the staff has been working to change this process to better serve our customers. In the past we just showed up to test backflows and in some cases unannounced. We are now scheduling all backflow test ahead of time with specific dates and times. This will speed up the process in order to complete the testing on a timely basis and also allows the owners to know when we are coming and notify staff at the locations. At the end of the day we are providing a higher level of service to our customers. We will be testing all PVB's on irrigation systems starting after Memorial Day Weekend.
4. 7 Martins Ferry Road – Contractor has started back up at the property within the last week.
5. Wright Pierce continues to work on the Lead and Copper inventory along with Josh. This project is 95 percent complete at this time and we are currently reviewing accuracy of remaining data. This is a 100% grant with no match from CHWP. Since this work is to be completed by the end of March, addendum 1 has been signed and submitted to NHDES for an extension in order to complete. In the final stages of data verification and integrity of information.
6. 1 Dartmouth Street – last home is being built and the water service will be installed once the Town of Hooksett allows the road to be opened on or about April 15th, 2024.
7. Cawley Middle School has been experiencing issues with 2 out of the 3 of the booster pumps that service the school. Although we do not own anything at this booster station, I have been assisting Dean Farmer and Smith Pump to help identify the issue and get the situation resolved. Issues in ongoing and Dean is awaiting pricing from Smith Pump. I will stay in communication with Dean. Nothing further to report on this location since the school is working with Smith Pump on the issues. Pump 3 is operating fine with pumps 1 and 2 still in the same condition as reported last month. *Nothing new has been done or completed from the last update.*

8. Park Place (Hooksett Road) – Advanced Excavation took advantage of the warm weather at the end of December and started to install the water main at this location. CHWP inspected the installation and collected all pictures prior to backfill. Any further installation has stopped for the winter and will be restarted in the Spring. *No further work completed since last update.*
9. 1271 Hooksett Road Unit #2 – Brady Sullivan requested that the water be shut off at this unit and the meter removed since this will no longer be an individual unit and will become part of the Storage Area. We found the curb stop under pavement and is damaged so water could not be shut off at the curb stop. Tim Rollins of Hooksett Paving will be working on site and I have coordinated with Tim to dig the curb stop for us so that we can turn the water off. We will be doing this work within the next week or so based upon Hooksett Paving's availability.
10. Received a phone call from Nick Mercier of Macy's Industries of 11 Lehoux Drive complaining of high-water usage after receiving his latest sewer bill. Went down to meet with Nick and he claims he had not used any additional water. We came to an agreement that we would change the meter and have it tested to verify operation and accuracy. I explained if the meter was accurate, he would be charged for the test and if it was found to be inaccurate then it was our responsibility to pay for the test. We just received the test results back from the meter test and everything was in specifications with no issues with the meter. I will be reaching out to inform Nick of the test results by week's end.
11. We will be reading meters on Thursday March 21st and will be preparing reads and bills to go out next week in hopes to have them in the mail by the end of the week or the beginning of the following week.
12. 1278 Hooksett Road – Merchants Auto Group. Merchants is renovating the old sales office and requested that the water be shut off and the meter removed in this portion of the building. This was the original water service for the property and with all the additions over the years it is now time to clean it up and they are refeeding this area off of a newer service. We have it off at the curb stop and the line is cut and capped under the building since there is foundation to this location. This will go on our future service line abandonment list since we should cut and cap at the main to properly abandon. This is a state road so we would need to coordinate at a time work is being done on this portion.
13. We have been receiving several calls from customers who did not convert their deduct meters to irrigation meters after recently receiving their 3rd quarter sewer bills which would reflect any seasonal irrigation usage impacting their total sewer bill. *Ongoing*
14. Received plans and attended a TRC Meeting for 49 Thames Road (former proposed bus parking lot) for a 16 unit apartment building which is the same property as 47 Thames Road (Ridgeback Storage). Working with the applicant on water connection details and there will be one 2" meter for the complete building of 16 units.
15. 6" UME swap out was completed at the interconnection with Hooksett Village Water Precinct after the annual test report of the meter showed significant inaccuracy especially on the lower flow ranges. We are required to test and verify all large meters on an annual basis. We will be sending out the 6" UME to be rebuilt for the future swap outs.
16. As I mentioned during last month's meeting when we were discussing the recoating of the Oak Hill Tank, We tested running the interconnections off the Route 27 tank and everything worked well except for a communication issue we have back to the office main control panel. We are working on that issue.

and believe it is an antenna issue and will be testing our analysis out within the next few weeks. We did notice that we get a much better water turn over in the tank on Route 27 when we run this way making water quality much better within our system. Once the communication issue is resolved we will test again during hydrant flushing to see how it reacts with times of higher flow demand. Based upon what we are seeing we do not think this will be an issue and makes me wonder why we have been running off of Oak Hill Tank as a control point all this time?

17. 2023 Annual Audit will continue in the office on March 21st and 22nd.

18. 2024 Annual Flushing – We will not be conducting traditional flushing in our system this year but will be flushing water to turn over aged water throughout the distribution system. We plan on this occurring the first few weeks of April once monthly samples have been collected. We do not anticipate any colored water calls since we will not be achieving flushing velocities during this process however will post a notice on the website along with communication with all communities impacted since they are mostly all private.

Respectfully Submitted,
Christopher R Culberson
Superintendent