



Superintendents Report for May 19, 2026 Meeting

1. Monthly required TC samples were taken on 5/4/2026 with all results TC-. The average Total Chlorine within the distribution system at the time of TC collection was .88 ppm. 2nd quarter disinfection byproduct samples were taken on 4/3/2026 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. We did also resume taking non regulated water quality samples during the month of May in order to project any signs of Nitrification from the Source Water from MWW. These samples consist of Nitrite, Nitrate, Ammonia and HPC (heterotrophic plate counts).
2. 2026 Cross Connection – 1st Round backflow testing is underway with **260** devices tested to date with only 10 left to complete. 64 irrigation devices consisting of both commercial and residential have been completed to date. We will finish up round 1 shortly and irrigation devices will be ongoing thru out the irrigation season.
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. *Nothing new to report- framing on going*
4. 51 Thames Road – Water connection issues resolved and no work is going on this winter. *Nothing new to Report*
5. Panera Bread at 1265 Hooksett Road – The water was turned on Monday May 4th. The backflow for the Fire Service and domestic service was tested and passed. All gate valves and private fire hydrant have been inspected and passed. Water is now in service.
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. The water service has been brought into the basement of the office building and the 6" master meter has been dropped off in order for interior piping to be completed. Interior piping of the 6" master meter and backflow preventer has been completed. Contractor is working on sewer at this time and will resume with water withing the month. *Nothing new to report at this time with the water work*

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. Anticipating demolition of the building by the end of the month. The 6" water main has been cut and capped with a thrust block installed at the end of the cap. Razing of the existing building has occurred. *Nothing new to report at this time with the water work*
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. *Nothing new to report*
9. Marmon Aerospace – 18 Legends Drive: Site work is ongoing for the new addition. The site contractor Sadco requested temporary water be set up off the existing private fire hydrant on site for dust control and compaction of site work. A hydrant meter with backflow was set to complete this task and Marmon will be paying for the cost of all water associated with this temporary set up. The live tap for the new addition was completed and witnessed by CHWP. Installation of the new water main will be ongoing for the next few months.
10. 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. *Nothing new to report at this time*

11. The 2025 Audit – the audit is complete and we are awaiting the final draft.
 12. Benton Road water main break – Kapa Court Restoration: Phil Plourde of Fiddlers Farm Construction and myself met with Derek Dumas of 1 Kapa Court to asses the damage and come to agreement to clean up any remaining damage on the property from the water main break over the winter. This work should take place in the next few weeks and will consist of cleaning up any remaining debris such as gravels washed into the grass areas and loam and seed. There are a few areas of the driveway that need to be backed up with gravel and a few broken areas of the basement of the driveway that will be cut out and repaved with a base patch.
 13. 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. We are currently awaiting the report from the Assessment that was conducted. *Still awaiting the final report with nothing new to report.*
 14. Minor PMs of all the generators are in the process of being completed by Power Up Generator and should be completed by months end.
 15. All of our PRV's (pressure reducing valves) have been cleaned and serviced by for the year and are operating properly. Mike Hunchard with Flowrite was on site to do this work along with the assistance of CHWP staff.
 16. Fire hydrant wet inspections along with Gate Valve inspections have started for 2026. 61 wet inspections have been completed and 66 gate valves have been inspected. Each fire hydrant has its on gate valve so we have been inspecting the gate valve at the same time as the fire hydrant inspection. Fire hydrant wet inspection consists of opening the hydrant with all caps on in order to pressurize the hydrant and verify it operates properly and there are no visible leaks. A pressure is recorder at the time of the inspection along with verify hydrant drains are working properly when the hydrant is closed. Gate valve inspections consist of making sure we can get a gate wrench on the operating nut, then operating the valve from full open to full close. If the gate box is full of dirt and we cannot get a wrench on the nut, the valve boxed is then put on a list to clean and at the end of the week we go back to vacuum out any boxes that need to be cleaned in order to finish the inspection.
 17. During the period of Friday April 18 thru Sunday April 20th, we experienced an issue at the Berry Hill Pump Station. The pumps at the station ran all weekend without shutting off which filled the Glencrest tank full and ran to overflow. The overflow from the tank runs to a drainage swale within the Eversource Easement and there was no damage done at all. We did not find this out until Monday morning when we recorded the daily flows from the weekend. We immediately went to the pump station and found the pumps were running and they would not shut off because there was no tank elevation signal coming from the Glencrest Tank. We turned the pumps off and found the neutral power wire had come out of the terminal block within the tank elevation control panel. We reconnected the wire and the tank elevation signal came back. We should have gotten multiple alarms over the weekend from what was happening and we did not receive any. I reached out to Ron Gehl of EOS Research to have him investigate the alarm issue. He did respond back to me and found a
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programming issue within the program logic of the controller which prevented us from getting any alarms. Ron has corrected these issues within the program and will be implementing them soon. The situation that occurred is a very rare one however if it did not happen then we never would have found the errors within the operating program as it pertains to alarms. I have been watching this station like a hawk since this event occurred and it has been operating fine. The only negative impact from this event is a higher-than-normal electric bill for the month since the pump were running a long period of time along with wasted water to overflow which thankfully happened during the time of year where it does not impact our average daily flow with our contract with Manchester Water Works.

When an event like this occurs there are always lessons learned that can be taken away and applied in order to improve operational integrity throughout the organization and prevent such an event from possibly happening again. A few of the take aways are as follows

- A. Test all alarms under any and all conditions on a regular basis. Easy to become complacent in doing so when there are rarely any issues
 - B. Our stations 20 plus years old and although running fine with very little issues, as they age added inspections and maintenance is required. I have spoken to Troy with Richardson Electric and they offer annual contracts to come into all pumps stations and inspect and check all electrical components and connections. This is done live and consists of tightening and checking all electrical connections and I will be implementing this as part of our annual maintenance. If we would have had this in place currently, the loose wire issue would have possibly been found and corrected.
 - C. Document all changes and updates made to operational programs as they have occurred. The programs in the pump stations differ from the original design and through this process, it has been determined that there have been modifications made by the prior superintendent may have played a role into the failure of alarms to be sent out. This is only a statement of occurrence and by no means meant to point a finger in another direction. One always needs to be aware of how a change can impact something else. These changes may have been for a short-term occurrence as the time of change and never set back to where they should have been initially.
18. We have 2 fire hydrants that were installed in our system that operate in the wrong direction. The required operating direction of fire hydrants in our precinct is OR or open right. The fire hydrant at 7 Farmer Road and 11 Lehoux Drive is are currently OL or open left. Brett Johnson with Clow Valve is coming on Monday May 18th to help us convert these hydrants from OL to OR so all hydrants operate in the same direction. Why does this matter and why after 20 plus years is it being done now? the fire department expects the operation direction to be open right within our precinct so if they respond to use these two hydrants they are going to try to open them right and will most likely force them till they break, making them inoperable. Not something you want to experience during and emergency. Why weren't they done before? Proper inspections records were not kept for inspections requiring a work order to make such a repair. Now we have those in place. Typically, the hydrant would have to be dug and replace to achieve this however Brett has a special tool that he made so that the bottom shaft nut can be changed without digging up the hydrant along with changing the operating direction of the bottom shaft.
 19. Manchester Water Works will be performing a chlorine conversion starting May 18th. I have put it on the agenda under new business at which time I will explain in further detail.

20. Justin Hanscom will be starting on Monday June 29th in his role as Assistant Superintendent. He has officially given his notice at his current place of employment and we are very excited to have him start in his new role.
21. You may notice that the evergreen planting buffer along the chain link to the east of our property there are several plantings that have died over the winter. We will be pulling out the dead ones and see how things look with the remaining live plantings that are remaining. If it looks funny, we may end up pulling them all and take a look at what would be best to do for the future.
22. Letters were sent out to all current senior citizen discount holders along we a new application in order to acknowledge and policy created and update customer information. We have requested that people sign and return the application in order to maintain their current discount and any found that no longer apply due to either not residing at the location or failure to pay on time will be notified that they are no longer eligible for the discount.

Respectfully Submitted,
Christopher R Culberson, Superintendent