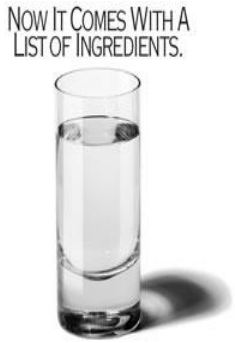
2026 Consumer Confidence Report

Smythe Woods

PWS # 1182040

What is a Consumer Confidence Report?

The Consumer Confidence Report (CCR) details the Quality of your drinking water, where it comes from, and where you can get more information. This annual report documents all detected primary and secondary drinking water parameters and compares them to there respective standards known as Maximum Contaminant Levels (MCLs).



The sources of drinking water (both tap water and bottled water) include 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, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

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 be naturally occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.

Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

Organic chemical contaminants, including per- and polyfluoroalkyl substances, synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production.

Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, EPA prescribe regulations which limit the amounts of certain contaminants in 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?

Pennichuck Water Works purchases water from the City of Manchester. The source of the Smythe Woods water supply is Lake Massabesic located Auburn and East Manchester.

Treatment for Manchester Water Works consists of monochloramines for disinfection, fluoride for preventing tooth decay, ozone for organic removal and disinfection, granular active carbon for organic and particle removal, soda ash for corrosion control, phosphoric acid for corrosion control. Average daily use of water at Smythe Woods is approximately 17,900 gallons per day. Additional information regarding your water can be found by visiting Manchester's website: http://www.manchesternh.gov/website/Departments/WaterWorks/WaterQuality/tabid/420/Default.aspx.

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 indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791.

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 at 1-800-426-4791.

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 on *9/10/2002* are noted below**.**

Source Name	Low	Med	High
Lake Massabesic	5	4	4
Merrimack River	2	4	5

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 review. For more information, call Matt Day at 800-553-5191 or visit the NHDES website.

How can I get involved?

For more information about your drinking water, please call Christopher Countie at (800) 553-5191. Although we do not have specific dates for public participation events, feel free to contact us with any questions.

Violations and Other information: We are pleased to report that your drinking water meets or exceeds all federal and state requirements.

Lead Service Line Inventory

A service line inventory has been prepared and can be accessed by navigating to the Pennichuck Water Works website, which can be found here: https://pennichuck.com/pennichuck-water-service-line-inventory-project/. On this page, click on the map icon and you will be able to type your street address into the search bar in the top righthand corner of interactive map and see what material your service line is made of. Phosphoric acid is added during the treatment process in order to control lead and copper.

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. This water system 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 Christopher Countie at (800)553-5191. 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.

Fluoride: Your public water supply is fluoridated. According to the Centers for Disease Control and Prevention, if a child under the age of 6 months is exclusively consuming infant formula reconstituted with fluoridated water, there may be an increased chance of dental fluorosis. Consult your child's health care provider for more information.

Per- and polyfluoroalkyl Substances: Some people who drink water containing perfluorooctanoic acid (PFOA) in excess of the MCL over many years could experience problems with their liver, endocrine system, or immune system, may experience increased cholesterol levels, and may have an increased risk of getting certain types of cancer. It may also lower a women's chance of getting pregnant.

Nitrate: (5ppm through 10 ppm) Nitrate in drinking water at levels above 10 ppm is a health risk for infants of less than six months of age. High nitrate levels in drinking water can cause blue baby syndrome. Nitrate levels may raise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant, you should ask for advice from your health care provider. (Above 10 ppm) Infants below the age of six months who drink water containing nitrate in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue baby syndrome.

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.

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

ND: Not Detectable at testing limits

pCi/L: picoCurie per Liter

ppb: parts per billion

ppm: parts per million

ppt: parts per trillion

RAA: Running Annual Average

90th Percentile – Out of every 10 homes sampled, 9 were at or below this level

Smythe Woods 2025 Data

	Year Collected	90th Percentile	Result Range	Action Level (AL)	# of Sites Sampled	# Sites Above AL	Exceeds Action Level Yes/No	Typical Source of Contaminant
Lead (ppb)	5/14/25	0	0-0	15	13	0	No	Corrosion of household plumbing systems, erosion of natural deposits
Copper (ppm)	5/14/25	0.038	0.0024-0.0935	1.3	13	0	No	Corrosion of household plumbing systems, erosion of natural deposits; leaching from wood preservatives

Disinfectants and Disinfection By-Products	Dated	Highest Detect	Range Detected	MCL	MCLG	Violation Yes/No	Typical Source of Contaminant
Total Chlorine (ppm)	Monthly 2025	AVG 0.56	0.22-1.27	4-MRDL	4-MRDLG	No	Water additive used to control microbes
Chloramines (ppm)	Monthly 2025	AVG 0.27	0.09-0.74	4	4	No	Water additive used to control microbes
Total Trihalomethanes (ppb)	Yearly 2025	4.2	NA	80	0	No	By-product of drinking water disinfection
Haloacetic Acids (ppb)	Yearly 2025	5.4	NA	60	0	No	By-product of drinking water disinfection

MWW

Turbidity	TT	Lowest Monthly % of Samples	Highest Detected Daily Value	Violation Yes/No	Typical Source of Contaminant
Daily Compliance (NTU)	<1 NTU	----------	0.038 in 2025	No	Soil Runoff
Monthly Compliance*	At least 95%	100 % - All of the months of 2025	----------	No	
Turbidity is a measure of the cloudiness of the water. It is monitored by surface water systems because it is a good indicator of water quality and thus helps measure the effectiveness of the treatment process. High turbidity can hinder the effectiveness of disinfectants.					
*Monthly turbidity compliance is related to a specific treatment technique (TT). Our system filters the water so at least 95% of our samples each month must be below the turbidity limits specified in the regulations.					

Lake Massabesic Water Treatment Plant

Inorganic Contaminants	Year Collected	Detect	Range Detected	MCL	MCLG	Violation Yes/No	Typical Source of Contaminant
Barium (ppm)	2025	0.0107	0.0063-0.0151	2	2	No	Discharge of drilling wastes; discharge from metal refineries; erosion or the natural deposits
Nitrate (ppm)	2025	0.0177	0.0049-0.0540	10	10	No	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Organic chemical contaminants							
Perfluorooctanoic acid (PFOA)(ppt)	2025	5.34	4.72-5.99	12	0	No	Discharge from industrial processes, wastewater treatment, residuals from firefighting foam, runoff/leachate from landfills and septic systems
Perfluorohexane sulfonic acid (PFHxS) (ppt)	2025	0.688	0.680-0.695	18	0	No	Discharge from industrial processes, wastewater treatment, residuals from firefighting foam, runoff/leachate from landfills and septic systems
Perfluorooctane sulfonic acid (PFOS) (ppt)	2025	1.49	1.39-1.66	15	0	No	Discharge from industrial processes, wastewater treatment, residuals from firefighting foam, runoff/leachate from landfills and septic systems
Disinfectants and Disinfection By-Products		**Average**					
Total Trihalomethanes (ppb)	Quarterly 2025	14.9	0.7-66.0	80	0	No	By-product of drinking water disinfection
Haloacetic Acids (ppb)	Quarterly 2025	9.3	1.4-39.0	60	0	No	By-product of drinking water disinfection
Total Organic Carbon [TOC] (ppm)	Monthly 2025	1.75	1.65-1.92	TT	NA	No	Naturally present in the environment
The value reported under Amount Detected for TOC is the lowest ratio of percentage of TOC actually removed to percentage of TOC required to be removed. A value of greater than 1 indicates that the water system is in compliance with TOC removal requirements. A value of less than 1 indicates a violation of the TOC removal requirements.							

Secondary MCLs (SMCL)	Date	Level Detected	Treatment technique	SMCL	50 % AGQS (Ambient groundwater quality standard)	AGQS (Ambient groundwater quality standard)	Specific contaminant criteria and reason for monitoring
Chloride (ppm)	2025	41.4	NA	250	N/A	N/A	Wastewater, road salt, water softeners, corrosion
Fluoride (ppm)	2025	0.69	Fluorosilicic acid	2	2	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Manganese (ppb)	2025	7	NA	50	0.15	0.3	Geological
pH (SU)	2025	7.89	Soda Ash	6.5-8.5	N/A	N/A	Precipitation and geology
Sodium (ppm)	2025	44.1	NA	100-250	N/A	N/A	Road salt, septic systems (salt from water softeners) We are required to regularly sample for sodium
Sulfate (ppm)	2025	21	NA	250	250	500	Naturally occurring
Zinc (ppm)	2025	0.0036	NA	5	N/A	N/A	Runoff/leaching from natural deposits; Industrial wastes

Secondary Maximum Contaminant Level or **SMCL**: They identify acceptable concentrations of contaminants which cause unpleasant tastes, odors, or colors in the water.

Merrimack River Water Treatment Plant

Inorganic Contaminants	Year Collected	Detect	Range Detected	MCL	MCLG	Violation Yes/No	Typical Source of Contaminant
Barium (ppm)	2025	0.00635	0.0062-0.0065	2	2	No	Discharge of drilling wastes; discharge from metal refineries; erosion or the natural deposits
Nitrate (ppm)	2025	0.5015	0.4200-0.5830	10	10	No	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Organic chemical contaminants							
Perfluorooctanoic acid (PFOA)(ppt)	2025	2.08	1.90-2.47	12	0	No	Discharge from industrial processes, wastewater treatment, residuals from firefighting foam, runoff/leachate from landfills and septic systems
Perfluorohexane sulfonic acid (PFHxS) (ppt)	2025	0.960	0.879-1.070	18	0	No	Discharge from industrial processes, wastewater treatment, residuals from firefighting foam, runoff/leachate from landfills and septic systems
Perfluorooctane sulfonic acid (PFOS) (ppt)	2025	1.11	0.91-1.58	15	0	No	Discharge from industrial processes, wastewater treatment, residuals from firefighting foam, runoff/leachate from landfills and septic systems
Disinfectants and Disinfection By-Products		**Average**					
Total Trihalomethanes (ppb)	Quarterly 2025	14.9	0.7-66.0	80	0	No	By-product of drinking water disinfection
Haloacetic Acids (ppb)	Quarterly 2025	9.3	1.4-39.0	60	0	No	By-product of drinking water disinfection
Total Organic Carbon [TOC] (ppm)	Monthly 2025	0.69	ND-0.95	TT	NA	No	Naturally present in the environment
The value reported under Amount Detected for TOC is the lowest ratio of percentage of TOC actually removed to percentage of TOC required to be removed. A value of greater than 1 indicates that the water system is in compliance with TOC removal requirements. A value of less than 1 indicates a violation of the TOC removal requirements.							

Secondary MCLs (SMCL)	Date	Level Detected	Treatment technique	SMCL	50 % AGQS (Ambient groundwater quality standard)	AGQS (Ambient groundwater quality standard)	Specific contaminant criteria and reason for monitoring
Chloride (ppm)	2025	74.5	NA	250	N/A	N/A	Wastewater, road salt, water softeners, corrosion
Fluoride (ppm)	2025	0.60	Fluorosilicic acid	2	2	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Manganese (ppm)	2025	ND	NA	0.05	0.15	0.3	Geological
pH (SU)	2025	7.77	Soda Ash	6.5-8.5	N/A	N/A	Precipitation and geology
Sodium (ppm)	2025	54.5	NA	100-250	N/A	N/A	Road salt, septic systems (salt from water softeners) We are required to regularly sample for sodium
Sulfate (ppm)	2025	8.0	NA	250	250	500	Naturally occurring
Zinc (ppm)	2025	ND	NA	5	N/A	N/A	Runoff/leaching from natural deposits; Industrial wastes

Secondary Maximum Contaminant Level or **SMCL**: They identify acceptable concentrations of contaminants which cause unpleasant tastes, odors, or colors in the water.