

HAMPSTEAD AREA  
WATER COMPANY  
(PWS 1031010 & 0112080)

# RISK & RESILIENCE ASSESSMENT REPORT



JUNE 2021

























































































































































# **Public Water System**

# **EMERGENCY PLAN**

**For the**

**ATKINSON & HAMPSTEAD  
“CORE” SYSTEM**

# ATKINSON & HAMPSTEAD CORE SYSTEM EMERGENCY ACTION PLAN

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## SYSTEM IDENTIFICATION - Section 1

System EPA Number	1031010 & 0112080	
System Name	ATKINSON & HAMPSTEAD “Core” System / Hampstead Area Water System	
System Address	54 Sawyer Avenue	
Town	Atkinson, NH	
Source ID/Type/Description/Well Yield	See Attachment B	gpm See Attachment B
Source ID/Type/Description/Well Yield	See Attachment B	gpm See Attachment B
Source ID/Type/Description/Well Yield	See Attachment B	gpm See Attachment B
Source ID/Type/Description/Well Yield	See Attachment B	gpm See Attachment B
Population Served/# Service Connections	# of people <b>6,795</b>	# of connections <b>2,718</b>
Name, Title, E-mail and Phone Number of person responsible for maintaining this emergency plan.	name and title: <b>Stephen Fournier</b> Operations Manager	Phone: 603-362-1916 E-Mail: sfournier@hampsteadwater.com

## CHAIN – OF – COMMAND – Section 2 [See Attachment D]

### Hampstead Area Water company, Inc. (HAWC) General Manager (GM) President and Vice President

The General Manager (GM), President, and Vice President (VP) are the first to be notified of an Emergency. The President and VP will direct the GM to commence Emergency efforts, including initiation of System or area-wide water conservation measures, Boil Order, and/or other appropriate actions. The GM and Operations Manager (OM) will also mobilize equipment and labor support, as necessary, and if needed, from the company’s emergency contractor, Lewis Builders Development, Inc. (LBDI).

### HAWC Operations Manager (OM)

The Operations Manager (OM) has general responsibility for managing a water *Emergency* at any, or all, of the HAWC sub-systems. The OM is a certified water system operator Distribution 2 and Treatment 1. Under normal circumstances, the OM will be the first person notified in the case of an Emergency or serious problem within the water system after the GM, VP and President.

If a non-critical problem occurs in the water system, the OM will either personally attend to the problem, or mobilize the necessary support staff and/or equipment to undertake necessary repairs or intervention.

If there is a serious water Emergency, such as contamination of a water source or disablement of an active water system, the OM will immediately notify the GM, and all

personnel on the Chain of Command. **[See Attachment D]**

1. If a water *Emergency* occurs, the OM (or his appointee) will also immediately notify local, and state emergency agencies, as appropriate, including police, fire, ambulance, local Health Officer, and NHDES Water Supply Engineering Bureau.
2. If necessary, the OM will instruct the Assistant Water Operators (AWOs) to implement and direct the “system user” notification procedures. The Sampling Agent will be aided in this effort by HAWC daytime office staff.
3. In the case of an Emergency, the OM will contact the contractor specified in the service / repair notification list below for deployment of equipment.

### **Assistant Water Operators (AWO)**

The AWOs are licensed Water System Operators, whose responsibility it is to perform a variety of delegated operation & maintenance tasks during normal system operations, and act as a sampling agent in the event of an Emergency.

1. Under Emergency conditions, the AWO will continue to perform as directed by the OM. But, as appropriate, under system Emergency conditions, he will also be responsible for performing specific water samples and delivering them to the designated laboratory.

### **Project Engineer (PE)**

The PE is responsible for developing well siting reports for proposed new bedrock water sources, general waterworks technical consultation, and also for providing necessary liaison with State and Federal agencies.

1. In an Emergency environment, the PE will provide general technical support for the Emergency response. And they will act as liaison with State and federal agencies, as needed.

### **Office Staff and Equipment Resources**

During normal business hours the Atkinson offices of HAWC and LBDI have several trained (and cross-trained) staff to respond to Emergency calls from water customers and/or municipal police and fire departments. During normal business hours, problem and Emergency calls arrive at the office, where the staff has immediate radio, internet, and/or cell phone access to the GM, OM, the AWO and/or other HAWC resources.

HAWC has an emergency contractor, LBDI. In the event of an emergency requiring heavy equipment and operators, LBDI is available with little or no delay.

### **Technical Resources**

HAWC has a SCADA system in place that monitors many stations in the Atkinson & Hampstead system (Angle Pond Woods, Atkinson Tank, Bartlett Brook, Cranberry Meadows, Granite Village, Kent Farm, Sawyer Tank, Main St Pressure Reducing Station



Meditation Ln, Midpoint, Page Farm, Pope Road, Jameson Ridge, Smith Mtn. Tank, Village Green, and Westside Dr. The stations with SCADA are set up with Win-911 which interprets the stations status and alerts the Operations staff in the event of an alarm at a station.

The stations that do not currently have SCADA installed are equipped with alarms monitored by Pulsar Alarm Systems that monitor various station conditions. These alarms are also forwarded to the on-call operator. All stations equipped with Pulsar alarms are equipped with door entry alarms.

## **EMERGENCY NOTIFICATION PROCEDURES – Section 3**

### **Hours of operation**

HAWC Provides 24 hour seven days a week emergency response for all Customers. All water customers may contact HAWC at any time of day or night, to report problems or emergencies. The following message is printed on all water bills:

“ 24-hour Emergency Service Available 603-362-4299 ”

Any type of Water System Emergency or problem call, that occurs during normal business hours (8:00 A.M. to 4:30 P.M.), will be answered by a full-time office employee assigned to answer HAWC phone calls and greet clients and visitors. In response to a report of any type of Emergency or serious problem, that office employee will immediately contact the GM and OM Either the OM or GM will then notify VP and President.

If an Emergency or problem call occurs after normal business hours, or on a weekend or holiday, the call is automatically routed to an answering service. The answering service operates during all off – business hours and follows a detailed list of instructions in the event of an emergency. **[See Attachment A]**

### **HAWC On-Call Operator**

A rotation system is in place for the HAWC on-call operator. At the start of each month, the answering service receives an updated calendar which shows the on-call operators for the upcoming month. However, there is also a standard Chain of Command (including names and home phone, cell phone so that if the designated on-call operator does not immediately respond, the next alternate on-call operator or HAWC representative is contacted. The answering service has instructions to continue this process until a responsible party is reached, and can respond.

If a customer, or local Police or Fire department, or other party calls to report any type of system malfunction or problem, or other system Emergency, our on-call operator will respond immediately, in accordance with the relative severity of the reported condition. The on-call operator will assess the problem and, either remedy the situation directly, or phone for support personnel and/or equipment, as required.

In case a serious *Emergency* or disaster occurs, which requires mobilization of our Emergency response team, the Chain of Command would go into effect.

**[See Attachment D]**

### **Boil Orders – Section 3A [See Attachment G]**

A boil order shall be issued as soon as possible, but no later than 24 hours after the water system learns that a water sample has shown the presence of fecal coliform or E. coli bacteria. The boil order shall remain in effect until a minimum of two consecutive sets of samples show the absence of total, fecal, and E. coli bacteria; the source of the contamination has been identified and corrected; and DES notifies the system owner that the boil order may be lifted. Proof of public notice of the boil order, as described below, shall be completed and sent to DES within 10 days of issuing the boil order notice.

### **Forms of Delivery**

HAWC will use, at a minimum, one or more of the following methods to notify water customers of a Boil Order:

1. Reverse 911 Call system – HAWC will use this system to rapidly notify its customers through their phone number on record in the event of an Emergency
2. Immediately furnish a copy of the notice to radio and television stations that broadcast to the area served by the public water system;
3. Post the notice in conspicuous locations throughout the area served by the water system
4. Door-to-door delivery of notice; or
5. Publication of the notice for three consecutive days in a daily newspaper of general circulation that serves the area of the water system.
6. Post on the Company's website, [www.hampsteadwater.com](http://www.hampsteadwater.com).

#### **Local Notification List Atkinson**

#### **Local Notification List Hampstead**

FIRE (day/night)	<b>603-362-5611</b>	FIRE (day/night)	<b>603-329-6006</b>
POLICE (day/night)	<b>603-362-4001</b>	POLICE (day/night)	<b>603-329-5700</b>
Ambulance service (day/night)	<b>603-362-5611</b>	Ambulance service (day/night)	<b>603-329-6006</b>
Local Emergency Management Office (day/night) <b>NH Dept. of Safety Emergency Mgmt 603-271-2231</b>		Local Emergency Management Office (day/night) <b>NH Dept. of Safety Emergency Mgmt 603-271-2231</b>	
Local Health Officer (day/night) <b>Michael Dorman 603-819-8657</b>		Local Health Officer (day/night) <b>Kristopher Emerson 603-329-4100 Ext.116</b>	
Local Newspaper (day/night) <b>Eagle Tribune 978-946-2000</b> <b>Union Leader 603-668-4321</b>		Local Newspaper (day/ night) <b>Eagle Tribune 978-946-2000</b> <b>Union Leader 603-668-4321</b>	
City/Town Officials (day/night): <b>Selectmen 603-362-5266</b>		City/Town Officials (day/night): <b>Selectmen 603-329-4100</b>	
Local Radio Station (day/night) <b>WOKQ 603-749-9750</b>		Local Radio Station (day/night) <b>WOKQ 603-749-9750</b>	
Power Company (day/night) <b>Unitil 800-582-7276</b> <b>PSNH 800-662-7764</b>		Power Company (day/night) <b>Unitil 800-582-7276</b> <b>PSNH 800-662-7764</b>	

SCADA Contact (day/night) <b>Wilson Controls</b> Pulsar Alarm	<b>603-422-5271</b> 888-478-5727	SCADA Contact (day/night) <b>Wilson Controls</b> <b>Pulsar Alarm Systems</b>	<b>603-422-5271</b> 888-478-5727
Local TV Station (day/night) <b>WMUR</b>	<b>603-669-9999</b>	Local TV Station (day/night) <b>WMUR</b>	<b>603-669-9999</b>

### State Notification List

State Police	<b>603-223-4381</b>
Drinking Water and Groundwater Bureau	<b>271-2513 or 271-3503</b>
Bureau of Emergency Management	<b>271-2231 or 1-800-852-3792</b>
Health and Human Services	<b>271-4496</b>
Dig Safe	<b>1-888-DIG-SAFE</b>

### Service/Repair Notification List

Electrician (day) <b>Sweet Electric 603-378-2120</b>	Electrician (night) <b>Sweet Electric 603-378-2120</b>
Plumber (day) <b>Richard Bibeau</b> [REDACTED]	Plumber (night) <b>Richard Bibeau</b> [REDACTED]
Pump Specialist (day) <b>Richard Bibeau</b> [REDACTED]	Pump Specialist (night) <b>Richard Bibeau</b> [REDACTED]
Contractor (day) <b>Lewis Builders Development, Inc. 603-362-5333</b>	Contractor (night) <b>Lewis Builders Development, Inc. 603-362-5333</b>
Hydrogeologic Consultant (day) <b>EGGI 603-271-4425</b>	Hydrogeologic Consultant (night) <b>EGGI 603-271-4425</b>
Equipment Rental (day) <b>Lewis Builders Development, Inc. 603-362-5333</b>	Equipment Rental (night) <b>Lewis Builders Development, Inc. 603-362-5333</b>
Laboratory (day) <b>Nelson Analytical 603-622-0200</b>	Laboratory (night) <b>Nelson Analytical 603-622-0200</b>

### Critical Users – Section 3B

The Atkinson & Hampstead core system has eleven critical users (**See table below**). During emergencies causing interruption of service, the GM and OM are responsible for providing priority notification to the Atkinson & Hampstead System Critical Users. Priority notification will be provided to these customers. If the GM or OM cannot reach these Critical Users by telephone, then in person contact will be attempted at the facilities.

Atkinson Fire Department	<b>603-362-5611</b>
Atkinson Library	<b>603-362-5234</b>
Atkinson Community Center	<b>603-362-5531</b>
Atkinson Municipal Offices – 19 Academy Ave.	<b>603-362-5266</b>
Atkinson Academy – 17 Academy Ave.	<b>603-362-5521</b>
Hampstead Congregational Church – 61 Main St.	<b>603-329-6985</b>
St. Anne Parish – 26 & 99 Emerson Ave.	<b>603-329-5886</b>
Hampstead Elementary School – 21 Emerson Ave.	<b>603-329-6326</b>
Hampstead Fire Department – 226 East Main St. Rt 121A	<b>603-329-6006</b>
Hannaford Grocery – 205 Sandown Rd.	<b>603-329-0182</b>

East Hampstead Union Church – 229 Main St.	603-378-0683
Hampstead Municipal Offices – 11 Main St.	603-329-5011
Hampstead Village Pre-School – 185 Brown Hill Rd.	603-382-3696

### **Mutual Aid – Section 3C**

HAWC does not have any formal mutual aid in place.

## **SYSTEM COMPONENTS – Section 4 [See Attachment B]**

### **System Equipment & Chemicals – Section 4A**

*[See Attachment B]*

### **System Plan – Section 4B**

HAWC operators maintain a secure distribution map book of all Atkinson & Hampstead components. There is also a map book at the office and all maps are in digital format on the HAWC secure servers. In addition to this the OM and AWO's have tablets with wireless internet to access the map books, email, and SCADA system while in the field. **See Attachment C** for the Atkinson & Hampstead as-built book.

### **System Demand – Section 4C**

*[See Attachment E]*

## **ALTERNATE WATER SOURCE – Section 5**

### **Bulk and/or Bottled Water – Section 5A**

As part of our overall Emergency Response capability, HAWC has access to an approved bulk water hauler. With this hauler HAWC can transport water to any of its individual systems that may have an Emergency need.

The HAWC's Atkinson & Hampstead "Core" System currently includes a number of separate active bedrock supply wells and numerous atmospheric bulk water storage tanks, including a 500,000 gallon atmospheric tank in Hampstead, and a 400,000+ gallon system storage tank and a 1 million gallon tank in Atkinson. Bulk water will be readily available if an "out-of-water" Emergency arises in any one of our component systems. **See Attachment B** for information regarding HAWC's Atkinson & Hampstead "Core" System wells and atmospheric storage tanks.

### **Bulk Storage**

The 1 Million gallon Atkinson tank is located next to the Page Farm development off Winslow Drive, and the 400,000 gallon Atkinson system storage tank is located at 54 Sawyer Rd. There is also a 500,000 gallon system storage tank on top of Smith Mountain, off the end of Freedom Hill Road in Hampstead.

Since all our Atkinson & Hampstead "Core" water systems adjoin paved roadways in southeastern New Hampshire, it is reasonable to assume that road access will be available for Emergency use of our bulk water tank truck. Under normal circumstances, allowing time

for disinfecting and filling the tank truck, Emergency water could be delivered anywhere within our Atkinson & Hampstead “Core” System within about two hours. The company has plowing capability in severe winter conditions and if necessary or for a catastrophic situation, the company can mobilize equipment and labor support from the company’s emergency contractor, Lewis Builders Development, Inc. (LBDI) to assist our water tank truck to gain access

Once an Emergency water tank truck arrives at a location, the nature of the crisis will dictate how water is delivered to our customers. If possible, water from the tank truck will be transferred into the local system bulk storage tank. That would allow normal system operation to continue, albeit under “Emergency” “controlled” conditions. However, if for any reason, transferring water into the system is determined to be impractical or inappropriate, customers will be able to fill their own portable water containers at a disclosed location. Customers would be notified via the company website and reverse 911.

## **WATER SUPPLY TREATMENT**

**Attachment B** shows the pumping/treatment stations that provide treatment.

Since most stations feed chlorine, they could easily be adjusted to respond to a bacteria emergency with no modification to the station. However, if other contaminants were discovered, such as VOCs, temporary supplemental treatment could be implemented. For example, an actual emergency incident might involve mobilizing a portable, skid mounted air stripping tower, or a granular activated carbon (GAC) filter column.

Since most of the HAWC bedrock wells are relatively low volume supply sources (40 GPM or less), temporary piping and electrical arrangements can be easily implemented to accommodate temporary supplemental treatment. HAWC, and/or our contractor (LBD) typically have many of the usual water system repair and replacement materials and supplies in stock. Otherwise, because of our extensive inventory needs, we also have close business ties with a variety of major equipment and material vendors and suppliers.

See the table below for a list of vendors and suppliers:

Pump Supplier <b>R.E. Prescott 800-479-4320</b>
General Water Works Supplier <b>Ti-Sales 800-225-4616</b>
General Water Works Supplier <b>EJP 800-EJP-24HR</b>
General Water Works Supplier <b>Core and Main. 603-263-7350</b>
Excavation Contractor – Lewis Builders – <b>603-362-5333</b>
Pipe Supplier / Equipment Rental <b>East Coast Lumber 603-329-7532</b>
Generator Rental <b>Rent-a-Tool Revere, MA 781-289-3800</b>
Generator Rental <b>Power up Generator - Auburn, NH 603-657-9080</b>

### **Interconnections with Adjacent Water Systems – Section 5B**

HAWC interconnected the Atkinson and Hampstead “Core” systems in 2009. A connection, between the major systems, greatly enhanced the flexibility and reliability of both systems.

HAWC is part of the Southern New Hampshire Regional Water Project which connects the Core system to Manchester, Londonderry, Derry, Windham and Salem to move water to Plaistow. This allows for up to 173 gallons per minute of continuous supply and 1,000 gallons per minute in an emergency.

### **New Source / Reactivation – Section 5C**

HAWC continually seeks to secure and develop new source supplies. See Attachment B for the source list.

### **Alternate Power Supply – Section 6**

The HAWC office has a generator to power the office in the event of a power outage. The Hampstead core system currently has two locations with Standby generators in the event of a power outage, Westside Dr Booster Station and Meditation Ln Booster Station. However, during previous outages HAWC has rented generators from LBDI and other contractors to provide emergency power during electrical outages **See Attachment F** for a list of all HAWC electrical services in Atkinson & Hampstead.

### **WATER USE RESTRICTIONS / CONSERVATION – Section 7**

HAWC implements an Even / Odd watering schedule all year round in the Atkinson & Hampstead system. During severe summer drought conditions, HAWC has imposed Water Bans in portions of our system. This was done to insure an adequate supply for all our customers. Notification is usually via first class mail, bill inserts, posting on the company website, and reverse 911. In any type of emergency, we could impose a similar Water Ban, to temporarily reduce daily productions needs.

As part of our normal Customer Information and Relations program, we send a Water Conservation Supplement to our customers once a year. Our Conservation message is made part of our annual Water Quality Report to customers. We also use our website and billings to reach out to customers regarding conservation.

### **RETURN TO NORMAL OPERATION – Section 8**

The decision to return to normal system operation is made by the HAWC GM, President and/or VP. The President and/or VP will make this decision based on input from the DES and HAWC staff. Some examples are below:

In the case of a typical seasonal water shortage, customers are usually notified by mail. Our mailing explains that water use is restricted for a specified period of time. The chosen time period is based on HAWC historical experience. Instructions to customers include the caveat that the period for restrictions will be extended if it becomes necessary. Among other

reasons, this approach was selected to minimize the mailing costs associated with water restrictions.

In the case of a non-typical, disaster situation, after the need for restricted or controlled water use had passed, customers would be notified by mail and/or other forms of information media. Every effort will be made to help customers transition from such a situation back to normal.

### **Risk & Resilience Assessment (optional) – Section 9**

HAWC did prepare a formal Risk & Resilience Assessment, **see attachment H**. Below, there are some common emergencies and how the company proceeds with each one from start to finish listed below.

#### **Water Main Break**

- Notify GM and OM of Hampstead Area Water Company.
- Notify Dig Safe and file emergency ticket.
- Notify DES, and fire department.
- Call Water System Operators to respond and contractor to excavate.

Note: Water System Operator's stocks the necessary supplies to address a water main break – sleeves, etc. The HAWC Contractor has the necessary labor and equipment to repair if needed. The majority of the Atkinson & Hampstead Core system is comprised of SDR 21 PVC and C909 PVC water main.

- Notify affected customers, DES, Fire and Police Departments by reverse 911 system that system will be out of service.
- Close appropriate gate valves in street to isolate break.
- Following repair of break, the appropriate flushing device will be used to flush that portion of the system.
- Customers, DES, Fire and Police Departments will be notified by phone tree that system is back in service.

#### **Loss of Power**

- Notify GM and OM of Hampstead Area Water Company.
- Notify DES of Emergency that causes water outage within 24 Hours.
- Notify Critical Users that causes water outage
- Electrical providers will be contacted and an estimate obtained for restoration of service.

- Emergency backup generators will immediately be dispatched to the largest and most appropriate sources without power and at the Sawyer Ave Tank booster station.
- If the estimated time to restore service is more than 2 days, customers will be notified, and conservation of use will be requested.
- Following restoration of service, subscribers will be notified by phone that conservation of use restriction is lifted.

### **Loss of Supply**

- Loss of supply will result in a low tank alarm being transmitted to the HAWC office via a SCADA alarm or Pulsar alarm message depending on system resources. This alarm will prompt the company to determine reason for loss.
- Notify Company GM and OM
- Notify DES of Emergency within 24 Hours.
- Notify Critical Users.
- Certified operator (Water System Operators) will be notified to correct the problem.
- If the problem is due to loss of a well(s) or pump(s), the appropriate contractors will be notified to replace pump or address the well problem by addressing the well fields capacity.
- If the problem is due to piping or wiring, Water System Operators will correct the problem - with outside assistance if necessary.
- If the estimated time to restore service is more than 2 days, customers will be notified to conserve water as necessary per the emergency.
- Following restoration of service, customers will be notified that the conservation of use restriction is lifted.

### **Loss of Storage Capability**

- Notify GM, President, VP, and OM of the company.
- Notify DES of Emergency within 24 Hours.
- Notify Critical Users.
- Loss of one tank will not impair the system.
- Should many tanks become unusable, they will be isolated and removed from service to be repaired. Valves will be positioned so the wells can pump directly into the mains.



- Customers will be notified, and conservation of use requested.
- Following restoration of service, customers will be notified that the conservation of use restriction is lifted.

#### **PLAN READINESS AND TRAINING – Section 10**

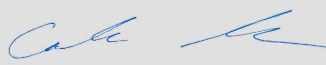

1. The OM will update the plan as necessary but at a minimum annually.
2. The most recent copy of the Emergency Plan will be kept in the OM's truck.. The plan will also be on file and kept in the HAWC main office and is available electronically by the President, VP, GM, OM, and ASO's
3. The cover of our plan is clearly labeled to make it easy to find.
4. In all cases, earlier plans will be disposed of properly after receipt of a newer plan.

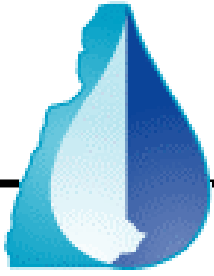
**Any new HAWC staff will be trained on all aspects of our emergency plan**

#### **SIGNATURES – Section 11**

The owner and operator of the system must sign and date below.

Other system representatives who assisted in the completion of this plan are recommended to sign and date below. The signatures attest that all information provided is true and accurate and that both the owner and primary operator have read and understand this plan.

Owner Signature	Date 12/1/21
General Manager 	Date 12/1/21
Operations Manager 	Date 12/1/21



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# **ATTACHMENT A**

## **24-HR ON-CALL NOTIFICATION PROCEDURES**



### **After-Hours Emergency Service Procedures**

**Please note:** This is a monthly service provided by Atkinson Resort & Country Club; it is billed to Hampstead Area Water Company, Inc. (HAWC) and considered part of the Guest Services responsibility.

#### **Hampstead Area Water Company, Inc. (HAWC) background:**

HAWC is a privately owned public utility, servicing customers since 1977. HAWC is regulated by the NH Public Utilities Commission (NHPUC) as well as the NH Department of Environmental Services (NHDES).

HAWC currently owns and operates 23 community water systems located in 13 communities throughout southern New Hampshire serving 4,059 customers. In the event of an emergency or water related issue HAWC has on-call certified water operators that are able to diagnose and make any necessary repairs in a timely manner.

#### **HAWC's Normal Business Hours are:**

Monday through Friday 7:00 am-4:30 pm

#### **Emergency services are provided:**

Overnight - 4:30 pm to 7:00 am Monday through Friday

Weekends - 4:30 pm Friday through 7:00 am Monday

Holidays - New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day

#### **Locations of HAWC water systems:**

**Atkinson** (Bryant Woods, Carriage Chase Estates, Centerview, Cogswell Farm, Dearborn Ridge, Heritage Estates, Jameson Ridge, Page Farm, Sawmill Ridge, Settlers Ridge, The Commons at Village Dr & Wellington Circle, Walnut Ridge, **Atkinson Heights**)

**Hampstead & East Hampstead** - (Angle Pond Woods, Bartlett Brook, Bricketts Mill, Catherine Estates, Colby Corners, Cranberry Meadows, Eastwood Place, Emerson Village, Granite Village, Four Seasons, Irongate Village, Kent Farm, Merryfield Estates, Putnam Place, Squire Ridge/Scott Dr, Steeple Chase, Tanglewood, Village Green, Woodland Pond & **Winchester Heights**)

**Chester** (Oakhill)

**Danville** (Colby Pond, Caleb Commons)

**East Kingston** (Cricket Hill/Maplevale)

**Fremont** (Blackrocks Village, Cornerstone)

**Kingston** (Lamplighter, Coopers Grove & Kings Landing)

**Newton** (Sargent Woods)

**Nottingham** (Camelot Court)

**Plaistow** (Rainbow Ridge, Little River Village & Snows Brook)

**Salem** (Lancaster Farm)

**Sandown** (Autumn Hills, Cornerstone Estates, Fairfield, Little Mill Woods, Stoneford Estates, Waterford Village Estates & Wells Village, Kelly Green)

**Strafford** (Bow Lake Estates)

**All calls are to be answered** *“Emergency Service, how may I help you?”*

All calls that are forwarded to the emergency service are deemed an emergency by the caller. However, after

you take a description of the issue, if it is not an apparent emergency (i.e. discolored water, water main break, no water, or low pressure), please ask the caller to call back during normal business hours and log the call. If the caller insists that it is an emergency, please notify the person on-call.

**Types of Emergencies to Contact the On-Call Person:**

**No Water**

**Abnormally Low Water Pressure**

(Customer has electricity & no known power outage at well house)

**Water Quality** (i.e. discolored - brown, yellow, pink, “foamy”)

**Water Leak in Service Line** (Located underground)

**Dig Safe Calls**

**Alarm Calls**

**Water Main Breaks**

**Water Bubbling from the Ground/Road**

If the caller states there is no electricity please ask if they have notified their electric provider. If not, please suggest they notify their Electric Provider and notify The On-Call Person.

**DO NOT contact the On-Call person for NON-Emergency issues such as the following:**

Billing/Payment questions, Past Due Reminder Letters, Disconnection Notices, New Account Set-Up, Service Applications, Ending Service, Final Meter Readings, Website questions..etc.

Please inform the caller they must contact HAWC office at 362-4299 during normal business hours or direct them to our website [www.hampsteadwater.com](http://www.hampsteadwater.com)

**All calls or emails received by ARCC Emergency Service are to be logged on the HAWC Emergency Call Log.**

**On Call Log**

**See below example.**

Link: <https://lewisbuilders1.sharepoint.com/:x/s/HAWC-On-Call/EYJGMm0ugZREuZL1lHIkVtcBMFcYYycHUtsURkuFVn4DPQ?rtime=Wk1Ug0aS2Ug>

Caller First Name	Caller Last Name	Caller's Street Address	Description of Problem	Name of On Call Person Contacted	Caller's Phone Number	Town	Time On Call Person Contacted
Kevin	Selms	54 Sawyer Ave	Testing out the form	nobody	603-362-5333	Atkinson	8:00 AM
Joe	Smith	52 main st	no water	Stephen Fournier	603-123-4567	Hampstead	10:30 pm

## On-Call Schedule:

HAWC provides an On-Call schedule each month. This can be found on the **HAWC On Call Calendar in Outlook**.

Link: <https://hampsteadwater.sharepoint.com/sites/HAWCOnCallCalendar/Lists/HAWC%20On%20Call%20Calendar/calendar.aspx>

See below example.

September 2019						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Sep 1	2	3	4	5	6	7
Luis Armas - 978-815-4489	Brandon Morse - 603-819-8337	Steve Fournier - 603-401-1009	Steve Fournier - 603-401-1009	Steve Fournier - 603-401-1009	Steve Fournier - 603-401-1009	Steve Fournier - 603-401-1009
HAWC Closed						
8	9	10	11	12	13	14
Steve Fournier - 603-401-1009	Steve Fournier - 603-401-1009	Steve Fournier - 603-401-1009	Steve Fournier - 603-401-1009	Steve Fournier - 603-401-1009	Steve Fournier - 603-401-1009	Steve Fournier - 603-401-1009
15	16	17	18	19	20	21
Steve Fournier - 603-401-1009	Matt Volkhusen - 978-815-4489	Matt Volkhusen - 978-815-4489	Matt Volkhusen - 978-815-4489	Matt Volkhusen - 978-815-4489	Matt Volkhusen - 978-815-4489	Matt Volkhusen - 978-815-4489
22	23	24	25	26	27	28
Matt Volkhusen - 978-815-4489	Luis Armas - 978-364-1034	Luis Armas - 978-364-1034	Luis Armas - 978-364-1034	Luis Armas - 978-364-1034	Luis Armas - 978-364-1034	Steve Fournier - 603-401-1009
29	30	Oct 1	2	3	4	5
Luis Armas - 978-364-1034	Brandon Morse - 603-819-8337	Brandon Morse - 603-819-8337	Brandon Morse - 603-819-8337	Brandon Morse - 603-819-8337	Brandon Morse - 603-819-8337	Brandon Morse - 603-819-8337

Updated: 10/18/21

**\*\*INTERNAL USE ONLY – DO NOT PROVIDE ANY PHONE NUMBERS TO CALLERS\*\***

**On-Call Contacts:**

**\*\*Verify “On-Call Schedule” prior to contacting\*\***

**Don Gowans (c) [REDACTED] Email: [DGowans@hampsteadwater.com](mailto:DGowans@hampsteadwater.com)**

**Jeff Cote (c) [REDACTED] Email: [JCote@hampsteadwater.com](mailto:JCote@hampsteadwater.com)**

**Brandon Morse (c) [REDACTED] Email: [Bmorse@hampsteadwater.com](mailto:Bmorse@hampsteadwater.com)**

**Vincent Brown (c) [REDACTED] Email: [VBrown@hampsteadwater.com](mailto:VBrown@hampsteadwater.com)**

**Chad Johnson (c) [REDACTED] Email: [CJohnson@hampsteadwater.com](mailto:CJohnson@hampsteadwater.com)**

If On-Call person does not answer the phone call you must leave a message requesting, they contact you.

If On-Call person does not call back within 10 minutes of your first call/message, retry calling.

If still unable to reach the On-Call person, please follow the same procedure to contact the next On Call person (go in order down the HAWC On Call Contact List).

**Example:** Luis is listed on the schedule as being On-Call. An emergency call comes in, attempts are made to contact Luis to no avail; the next step would be to attempt to contact the next On-Call person, Steve. If the alternate contact, Steve, is non-responsive, call the next On Call person, Rich. If he is non-responsive, call using the “HAWC Personnel Contact List”.

**HAWC On Call Contact List:**

Employee Name	Cell:	Email:
1. Person On Call		
2. Stephen Fournier	[REDACTED]	Sfournier@hampsteadwater.com

If neither of the On-Call people are responsive use the list below to contact a HAWC employee, moving down the list until you physically speak to someone.

**HAWC Personnel Contact List:**

Employee Name:	Cell:	Home:	Email
1. Charlie Lanza	[REDACTED]		charlie@hampsteadwater.com
2. Rich Bibeau	[REDACTED]		rbibeau@hampsteadwater.com

3. Harold Morse			Harold@lewisbuilders.com
4. Chris Lewis Morse			Chris@AtkinsonCC.com
5. Rick Dube			Rick@lewisbuilders.com
6. Jonathan Morse			JMorse@Lewisbuilders.com
7. Dan Lewis			Danlewis@lewisbuilders.com

If you mistakenly contact the wrong on-call person please note this on the call log next to the call, as HAWC will need to reimburse them for the call even if it is an error.

**An email should be sent to the person contacted and also to both Steve and Rich with the information from the call.**

**Please obtain the following information:**

**Customer Calls:**

- Name of Caller (Company if applicable)
- Street Address
- Town
- Phone Number
- Description of Problem

**\*\*If multiple customers from the same area call with an identical problem, call the On-Call Person each time until told otherwise by the On-Call Person. \***

**Well House/Water Alarm Calls:**

(From Alarm Company - Centra-Larm/Pulsar)

The Alarm Company Operator will tell you info about a well house/water system which you will need to relay to the On-Call Person and record on the call sheet.

**Please obtain the following information from the Alarm Co:**

- Operator Name and Number
- Location of Well House
- Description of Problem (Type of Alarm)

Example:**Alarm Co:**

“This is operator number 5, John Doe, from Centra-Larm calling to inform you of a Critical Low Water alarm we’re receiving from Bryant Woods. Can I have your name please?”

**Emergency Service:**

State “Your Name”

(If necessary, inform them you are authorized to accept the info and that they will not be receiving a return call back from the on- call person.)

\*\*If you receive multiple calls for the same Well House/Water System and/or Alarm Type call the On-Call Person each for each Alarm Call until told otherwise or until you are authorized to place the call on hold by the On-Call Person. \*\*

**Burglar Alarm Calls:**

(From Alarm Company - Centra-Larm/Pulsar):

The Alarm Company Operator will tell you info about a well house/water system which you will need to relay to the On-Call Person and record on the call sheet.

Please obtain the following info from the Alarm Company Operator:

- Operator Number
- Location of Well House
- Description of Problem (Type of Alarm)

The Alarm Company Operator may ask if you are okay due to the burglary alarm. Once you have answered they will ask you for the password.

**Password =** [REDACTED]

They may ask you if you would like them to notify the Police - **DO NOT NOTIFY THE POLICE!!** Immediately contact the On-Call Person. The On-Call person should give further instructions for any necessary action you may need to take.

**Voice Automated Alarm Calls from SCADA System:**

SCADA is HAWC’s in-house computerized well house alarm monitoring system. When a problem occurs you will receive a phone call from the SCADA system.

- You will be asked to enter an access code - Press **111#**.
- You will hear an automated message informing you of the problem. For example:

*“Waterford PS Low Water Tank PSI Alarm”*



- If you are unable to understand the message press \* to replay the message as many times as needed.
- The same information is simultaneously sent to the Guest Services e-mail account.
- Record the information on the call sheet.
- Acknowledge the alarm by pressing **111#**
- Notify **the On-Call Person** of the alarm.
- Continue to notify the **On-Call Person** on repeat alarms unless they tell you to no longer to do so.

**Please note: During an Emergency when overwhelming call volume from the SCADA system occurs, the Guest Services Rep may contact the on-call person to request the alarm system be disabled.**

### **Calls from Emergency Dig Safe:**

These calls are from the national Dig Safe Call Center. State laws require anyone who digs to notify utility companies before starting. Dig Safe System, Inc. is a communication network, assisting excavators, contractors and property owners in complying with state law by notifying the appropriate utilities before digging.

**Please obtain the following information from the Dig Safe Representative:**

- **Company doing work:** (i.e. FairPoint, Verizon, Eversource, etc [\[KP3\]](#) [\[SF4\]](#) .)
- **Contact at Company/Title If Applicable:** (i.e. John Doe/Manager)
- **Contact Phone Number:** (i.e. office phone 603-555-1212/cell phone 603-555-1313)
- **Address/Location of work:** (i.e. 23 Main Street, Atkinson, NH)
- **Nature of work to be done:** (i.e. replace telephone pole, emergency water repair, emergency electric repair)
- **Pole Number** (if applicable): (i.e. Pole # 751/214)

**Once this information is obtained log the information on the HAWC On-Call Log, contact the On-Call Person.**

### **Well House Electrical Power Outages:**

These calls can be from the Alarm Company, the SCADA system, or the On-Call Person.

The On-Call Person may request that you report the outage directly to the Electric Company. If you are requested to report an electrical outage, follow these instructions:

Electric Company Info								
Provider: PSNH								
Provider's Phone #: 800-662-7764								
Bill To:	Hampstead Area Water Co., Inc.							
	54 Sawyer Ave							
	Atkinson, NH 03811							
Contact:	Christine Lewis-Morse							
Phone:	603-362-6700							
Water System Name:	Number of Active Cust:	HAWC Acct #:	Service Address from Electric Bill:	City:	Zip:	No. of Booster Pumps & H.P.	Phase / Amps	No. of Well Pumps & H.P.
Bricketts Mill	29		Bricketts Mill Rd	Hampstead	03841	2-7.5	1/40	2-3
Little Mill Woods	24		Christopher Dr	Sandown	03873	2-7.5		2-5
Woodland	100		Harper Ridge Rd Booster Sta. w pumps	East	03826	2-15		N/A
			Pilgrim Circle Lot 72-C Well 5	Hampstead		N/A	N/A	1
			Pilgrim Circle Well 6			N/A	N/A	1
Oakhill	50		Red Squirrel Ln	Chester	03036	2-7.5	1/40	1-1.5 - 1-5
Camelot Court	18		Camelot Court	Nottingham	03290	1-7.5 - 1-3	3/22, 3/10	1-1
Kent Farm /	25		Freedom Hill Rd (Tower/Tank)			N/A	N/A	N/A
			Page Ln (Kent farm)	Hampstead	03841	2-15	3/42	2-5
			Granite Circle (booster sta.)			2-7.5		
			Cardinal Ln (new well station not online)			N/A	N/A	N/A
Hampstead	73		Little Ln (Putnam Place)					
			Norfolk St (Cranberry Meadows)			2-7.5		1-7.5
			Village Green Rd			2-15	3/42	1-10 - 1-5

- On the “Electric Company Info” sheet locate the “Water System Name”.  
(i.e. column “A” on each worksheet contains the water system name. You will need to look at each worksheet until you locate the appropriate water system name.)
- Verify “Service Address from Electric Bill” with On-Call Person.
- Call the Electric Company that provides the power service.
- You will be connected to an automated system.
- Connect to a live operator and inform them you are calling on behalf of Hampstead Area Water Company.
- When reporting an outage be sure to inform the Electric Company that you are calling for a Well House that supplies water to residential homes as. If the outage is in Atkinson and/or Hampstead, please note that the power is for the water service for residential homes and commercial properties. In addition, please inform the Electric Company operator that HAWC provides Public Fire Protection for the town.
- Get the contact information (First and Last Name, Operator Number, and any additional info) and from the representative you’ve spoken with: record the info on the “Electrical

## **Emergency Management Plans**

The Emergency Management Plans are action steps the ARCC Emergency Service may be required follow should a source of drinking water become contaminated or if any other component of the storage or distribution system becomes damaged or is at risk. In the event of an emergency the ARCC Emergency Service may use the plans for quick access to contact info and phone numbers.

**Do not use any of the Emergency Management Plans unless instructed to do so by Charlie Lanza, Stephen Fournier, Harold Morse, Chris Lewis Morse, Rich Bibeau, or John Sullivan.**

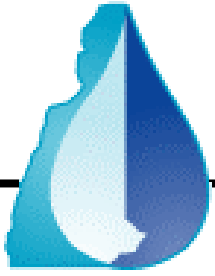
There are 3 Emergency Management Plans. One plan for Atkinson, one plan for Hampstead and one plan for all other towns (Satellite Systems). Each contains the positions and phone numbers of responsible persons to contact in the event of an emergency.

**If necessary to use the plans please refer to the following:**

**Microsoft Outlook/Public Folders/All Public Folders/HAWC Emergency Procedures  
EMERGENCY PLAN for the ATKINSON "CORE" SYSTEM**

**EMERGENCY PLAN for the HAMPSTEAD "CORE" SYSTEM**

**EMERGENCY PLAN for the "SATELLITE" SYSTEMS (any water system not connected to the Atkinson or Hampstead "Core" system.)**



## **ATTACHMENT B**

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### **SYSTEM COMPONENT LIST**

Potable Water Supply Wells - Hampstead Area Water Company

12/13/2021 11:58

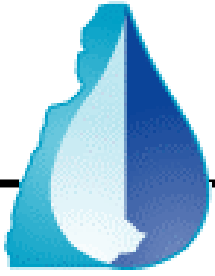
Bedrock Well		Area	Date	Date	Drilled	Pump	Installed	Installed	Drop	Monitoring	Approved	E	Motor	Phase		
Name	EPA I.D. #	Served	Installed/ Re-Drilled	Pump (Re) Installed	Depth (Ft.)	Depth (Ft.)	Capacity (GPM)	Pump End	Pipe Size (in)	Tube Y/N	Pumping Rate (GPM)	S	HP	& Amps	VFD Y/N	Location (Street Access)
Bryant Woods #1	0112080-01	Atkinson	Jul. 93'	6/2/2011, 3/9/20	472	340	30		2" PVC	Y	39.5		5	3/22	N	Bryant Woods Road
Bryant Woods #3	0112080-03	Atkinson	Nov. 87'	03/19/20	500	400	15		1 1/4" PVC	Y	22		2	3/6.8	N	Bryant Woods Road
Bryant Woods #4	0112080-04	Atkinson	Feb. 89'	5/2011, 7/16/15, 4/15/19	550	340	35	20	1 1/4" PVC	Y	22		3	3/16	N	Bryant Woods Road
Bryant Woods #5 (Inactive)	0112080-05	Atkinson			500		(8) NA			N	Not approved		2			Bryant Woods Road
Village Drive #1 (Inactive)	0112080-06	Atkinson	Aug 1995+/-		340	315	(40) NA	50	2"	Y	(39.5) NA		7.5	3/22	Y	West Side Drive & Old Village Road
Village Drive #2 (Inactive)	0112080-07	Atkinson	Aug 1995+/-		418	378	(40) NA	50	2"	Y	39.5		7.5	3/22	Y	West Side Drive & Old Village Road
Summer Well (Inactive)	0112080-08	Atkinson	03/17/02		450	420	(18) NA			N	(14) NA		3	1/17	N	Providence Hill Rd & Geary Lane
Midpoint	0112080-09	Atkinson	01/28/99	2008 (600"), 2019 Old pump 242' Take	800	360	40	35	2" PVC	N	39.5		7.5	3/22	Y	Walker Road & Eldon Way
Settlers Ridge (Village Drive) (Inactive)	0112080-10	Atkinson	Aug 1995+/-		560	320	60			Y	39.5		7.5	3/22	Y	Settlers Ridge Road
Midpoint Island #1	0112080-11	Atkinson	02/10/99	6/24/2015, 8-11-18	*420/280' to pump	260	39.5	55	2" PVC	Y	39.5		7.5	3/22	Y	Walker Road & Eldon Way
Midpoint Island #2	0112080-12	Atkinson	02/10/99	5/2011, 8-17-18	445	363	39.5	60	2" PVC	Y	39.5		7.5	3/22	Y	Walker Road & Eldon Way
Cogswell Farm #1	0112080-13	Atkinson	12/13/01	2001	600	400	39.3	50	2"	Y	19.8		7.5	3/22	Y	Main Street or Meditation Lane
Cogswell Farm #2 (Inactive)	0112080-14	Atkinson	12/31/01	07/24/12	600	300	(75) NA	75	2"	Y	19.8		7.5	3/22	Y	Main Street or Meditation Lane
Jesse Page #1 (Inactive)	0112080-15	Atkinson			560	300	(80) NA			N	(39.5) NA		7.5			121A > Pope Rd. > Jesse Page
Jesse Page #2 (Inactive)	0112080-16	Atkinson	Nov 2000+/-	5/25/17New , 4-10-18	420	300	(83.5) NA	50	2" PVC	Y	(39.5) NA		7.5	3/22	Y	121A > Pope Rd. > Jesse Page
Jameson Ridge	0112080-17	Atkinson	09/22/04	10/08	660	300	30	30	1 1/2"	Y	25		3	3/10	Y	121A > Jameson Ridge
Settlers Ridge (Pope Road) SR-4	0112080-18	Atkinson	12/2007	02/22/18	450	155	150	150	3"	Y	40*** (55)		15	3	Y	121A > Pope Rd. > McFarland's Pass
Settlers Ridge (Pope Road) SR-3	0112080-21	Atkinson	1/2008	6/25/2013, 1-16-19	8"to350' 6"to500'	205	90	55	2" PVC	Y	97		7.5	3	Y	121A > Pope Rd. > McFarland's Pass
Page Farm HWT-1	0112080-22	Atkinson	05/18/16	03/16/20	8"to400' 6"to600'	150	45	55	2" PVC	Y	45		7.5		Y	Main Street > Wild Pasture Ln
West Side Dr Booster Station (SNHRWC Source)		Atkinson	08/25/20			380					173.6					Westside Dr
12 active wells (& 8-Inactive)		Atkinson					993.3				661.2					ATKINSON = Total Service Area
12 active wells = Atkinson System		Atkinson														Atkinson - CORE System
Village Green #3 (PS#1)	1031010-01	Hampstead	1992	12/22/2015, 4/9/19	228	208	80	55	2"	Y	90		7.5	3/32	Y	Rt. 111 & Village Green Road
Village Green #1 (PS#1)	1031010-02	Hampstead	1981 / 2010	6/16/2016, 4/10/19	350	210	25	55 (WE)	2" PVC	Y	30		5	3/17	Y	Rt. 111 & Village Green Road
Village Green #2 (Inactive)	1031010-03	Hampstead	1992		299		(90) NA			N	NA		7.5			Rt. 111 & Village Green Road
Tanglewood BRW#4 (PS#2)	1031010-04	Hampstead		01/25/20	295	260	18	20	1 1/4" PVC	N	25		3	1/17	N	Rt. 111 to Tanglewood Drive
Woodland Pond #5 (PS#4) (Inactive)	1031010-05	Hampstead	1988		225	180	50			N	25		3	1/25	N	Pilgrim Circle - E. Hampstead
Woodland Pond #6 (PS#5) (Inactive)	1031010-06	Hampstead	1988		300	260	(50) NA			N	(22) NA		3	1/12	N	Pilgrim Circle - E. Hampstead
Pit/Hatch Woodland Pond #7 (PS#3)	1031010-07	Hampstead	06/16/05	5/6/2015, 4/30/19	284	200	25	25	1 1/4" PVC	N	17		5	1/28	Y	Pilgrim Circle - E. Hampstead
Cranberry Meadows	1031010-08	Hampstead	06/20/05		360	300	40			Y	39.5	*	7.5	3/22	Y	Main Street to Norfolk Street
Bartlett Brook #1	1031010-10	Hampstead	1998'		900	400	30			N	30		5	3/16	Y	Rt 111 > Hunt Rd. > Bartlett Brook
Bartlett Brook #2	1031010-11	Hampstead	1998'		800	400	24.5			N	24.5		5	3/16	Y	Rt 111 > Hunt Rd. > Bartlett Brook
Bartlett Brook #3	1031010-12	Hampstead	1998'		800	400	14.5			N	14.5		5	3/16	Y	Rt 111 > Hunt Rd. > Bartlett Brook
Putnam Place	1031010-13	Hampstead	10/31/02		660	588	32			?	32		7.5	3/22	Y	Rt. 121>Emerson Ave.>Little's Lane
East Wood Place (Inactive)	1031010-14	Hampstead	04/29/03	6/2013	360	282	(39.9) NA			?	39.9		7.5	3/22	Y	off Brown Hill Road
Angle Pond Woods #1	1031010-15	Hampstead	02/03/03		1000	320	30			?	30		7.5	3/22	Y	Rt. 121A > Pillsbury Rd. > Odd Fellows Rd.
Angle Pond Woods #2 (Inactive)	1031010-16	Hampstead	02/10/03	03/01/18	340	300	(39.9) NA	55		Y	39.9		7.5	3/22	Y	Rt. 121A > Pillsbury Rd. > Odd Fellows Rd.
Angle Pond Woods #3	1031010-	Hampstead	12/29/17	2018	600	320	120	150			114		20	3/?		Rt. 121A > Pillsbury Rd. > Odd Fellows Rd.
Kent Farm #1 (Inactive)	1031010-17	Hampstead	1987	01/16/15	500'+	305	(60) NA	55	2" PVC	Y	(8) NA		7.5	3/22	N	Rt. 121>Kent Farm Rd.>Wheelright>Page Ln
Kent Farm #2 (Inactive)	1031010-18	Hampstead	1987	12/03/12	500	378	(60) NA		2"	?	(60) NA		5	1/25	N	Rt. 121>Kent Farm Rd.>Wheelright>Page Ln
Kent Farm #4 (Replacement Well)	1031010-22	Hampstead	01/28/16	3/31/2018, 4/3/18, 2/4/20	520'	300'	70	70	3" Galvi	Y	70		15	3/22	Y	Rt. 121>Kent Farm Rd.>Wheelright>Page Ln
Granite Village Phase V	1031010-20	Hampstead	10/30/03	01/22/20	600	200'	35	35	2" PVC	?	35		3	3/10	Y	Off the end of Freedom Hill Road
13 active wells (& 7-Inactive)		Hampstead					594				656.3					HAMPSTEAD = Total Service Area
13 active wells = Hampstead System																

\*\*\* = Well is Permitted but currently inactive  
^^ = Not part of Core Atkinson or Hampstead Systems.  
@@ = PUC ApprovalPending

Potable Water Supply Storage Tanks & Pump Stations - Hampstead Area Water Company

12/13/2021 11:58

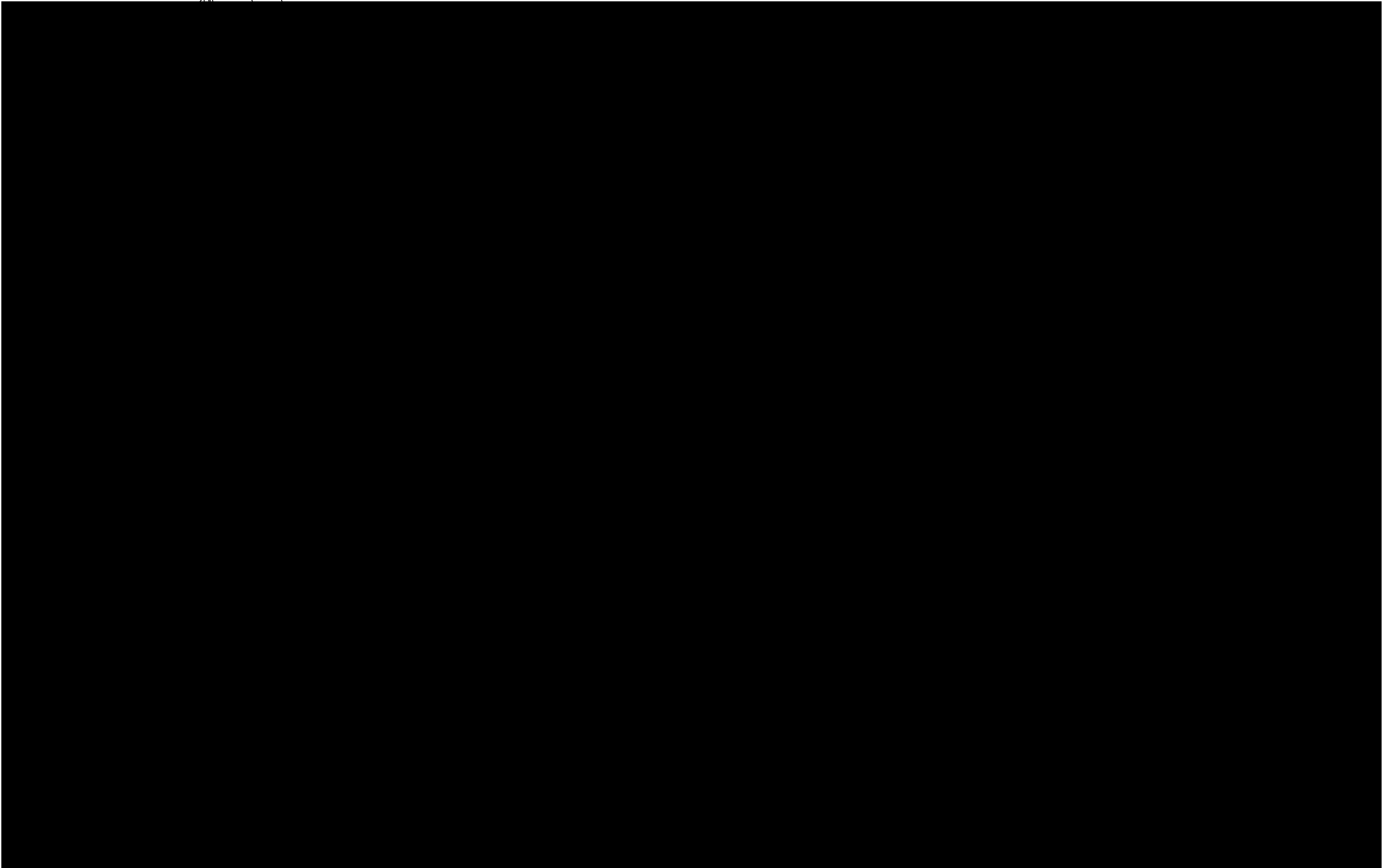
Pump Station Name (No. of Wells served)	EPA I.D. #	Area Served	No. of BstrPmps	TotCap (GPM)	HP of Lg.Pp	Phase/ Amps	VFD S/S	Atm.Stor. (Gal.)	HydStor (Gal.)	HydStor (PSI)	Cl <sub>2</sub> Y/N	Filtration	Auto Chem	Station Alarms	SCADA	Comments
Bryant Woods (3)	112080-01,03,04	Atkinson	2	300	15	3/42	Y	40,000	7,500	80-90	Y	1-5' & 1-6' Dia.	Y	Y	N	
Village Drive & Settlers Ridge (Offline)	112080-07	Atkinson	2	600	25	3/65	Y	0	7,500	85-90	Y	2 - 6' Dia.	Y	Y	N	
Summer Well (Golf Course) (1) (Offline)	112080-08	Atkinson	1	25	2	3/7	Y	0	N/A	65	Y	N/A	N	N	N	Radon Treatmnt
Midpoint & Midpoint Island (3)	112080-09	Atkinson	2	300	15	3/42	Y	22,000	3,500	90	Y	2 - 6' Dia.	Y	Y	Y	Wells Hyd. connectd
Midpoint Island Control Station	112080-09	Atkinson				3/42	Y	NA	NA	NA		N/A			N	VFDs for Well Pumps, Venturi
Cogswell Farm (2)	112080-13, 14	Atkinson	2	180	7.5	3/22	Y	25,000	2 x 80	65	Y	2 - 5' Dia.	Y	N	N	
Jesse Page (2) (Offline)	112080-16	Atkinson	2	180	7.5	3/22	Y	0	2 x 80	65	Y	2 - 5' Dia.	Y	Y	N	Venturi for Radon
Jameson Ridge (1)	112080-17	Atkinson	2	180	7.5	3/23	Y	12,000	2x119	65-75	Y	1 - 4' Dia.	Y	Y	Y	
Meditation Lane Booster Sta.	112080	Atkinson	2	700	15		Y	0	0	0	N	N/A	N	Y	N	
Main St. PRV Sta.	112080	Atkinson	1	140	15	3/42	S/S		2,000	50-115	N	N/A	N	Y	N	4" PRV at 50 psi
54 Sawyer Ave.Booster Sta.(Jul 93+/-)	112080	Atkinson	2	560	15	3/42	Y	400,000	7,390	55-65				Y	N	
1 MG Atkinson Tank	112080	Atkinson						1,000,000						Y	Y	
Westside Dr Booster Station	112080	Atkinson	3	1200	40	3/46	Y	0	0	0	Y		Y	Y	Y	
Settlers Ridge (Pope Road) (2)	112080-18, 21	Atkinson	3	450	10	3	Y	0	2x119	65-75	Y	2 - 6' Dia.	Y	Y	Y	
Page Farm (1)	112080-22	Atkinson	0	45	5	3	Y	0	2x119	65-75	Y	2 - 5' Dia.	Y	Y	Y	
15 Pump/Treatment/Cont'l Stations	Services =	1348														
Village Green (PS#1) (2)	1031010-01, 03	Hampstead	2	300	15	3/42	Y	0	7,500	80-90	Y	2 - 6' Dia.	N	Y	Y	PRV to Village Green
Tanglewood (PS#2) (1)	1031010-04	Hampstead	0					0	1,000	50-60	N	N/A	N	N	N	As Media changed 12/11
Woodland Pond BRW#5 (PS#4) (Offline)	1031010-05	Hampstead						0	2 x 60	70	N	Venturi & Birm		N	N	"Lead" well pump
Woodland Pond BRW#6 (PS#5) (1) (Offline)	1031010-06	Hampstead						0	60	65	Y	Sand Separator		N	N	"Lag" well pump
Woodland Pond Booster Sta. (Offline)	1031010	Hampstead	2	300	15	3/42	N	0	7,500	80	N			Y	N	
Pit/Hatch Woodland Pond BRW#7 (PS#3) (1)	1031010-07	Hampstead						0	1700+/-	87-96	Y	1 - 4' Dia.	N	N	N	PRV to Woodland Pd
Cranberry Meadows (1)	1031010-08	Hampstead	2		7.5		Y	0	2 x 119		Y	N/A	Y	Y	Y	Well Pump VFD & Cl <sub>2</sub>
Bartlett Brook (3)	1031010-10,11,12	Hampstead	2	180	7.5	3/22	Y	10,000	1,000	72	Y	2 - 5' Dia.	Y	Y	N	Wells Hyd. connectd
Putnam Place (1)	1031010-13	Hampstead	0				Y		80	60	Y	2 - 3' Dia.	Y	Y	N	Well Pump VFD & Cl <sub>2</sub>
East Wood Place (Offline)	1031010-14	Hampstead	2	180	7.5	3/22	Y	0	80	80	Y	2 - 5' Dia.	Y	Y	N	Radon Treatmnt
Angle Pond Woods (2)	1031010-15,16	Hampstead	2	180	7.5	3/22	Y	0	2 x 119	80	Y	2 - 5' Dia.	Y	Y	Y	
Granite Village Phase V (1)	1031010-17	Hampstead	2				Y	0	2 x 119		Y	2 - 4' Dia.	Y	Y	Y	
Hampstead "Core" System Storage Tank	1031010	Hampstead						500,000						Y	Y	
Kent Farm (2)	1032050-04	Hampstead	2	280	15	3/42	Y	0	7,500	74-84	Y	2 - 5' Dia.		Y	N	
Granite Village Booster Sta.	10302050	Hampstead	2	120	5	1/25	N	0	8,000	50-60	N			Y	N	PRV for Kent Farm
15 Pump/Treatment/Cont'l Stations	Services =	1370														



## **ATTACHMENT C**

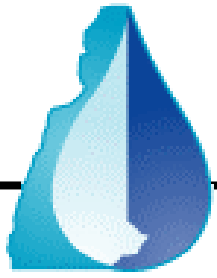
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# **ATKINSON & HAMPSTED AS-BUILT PLANS**





[REDACTED]



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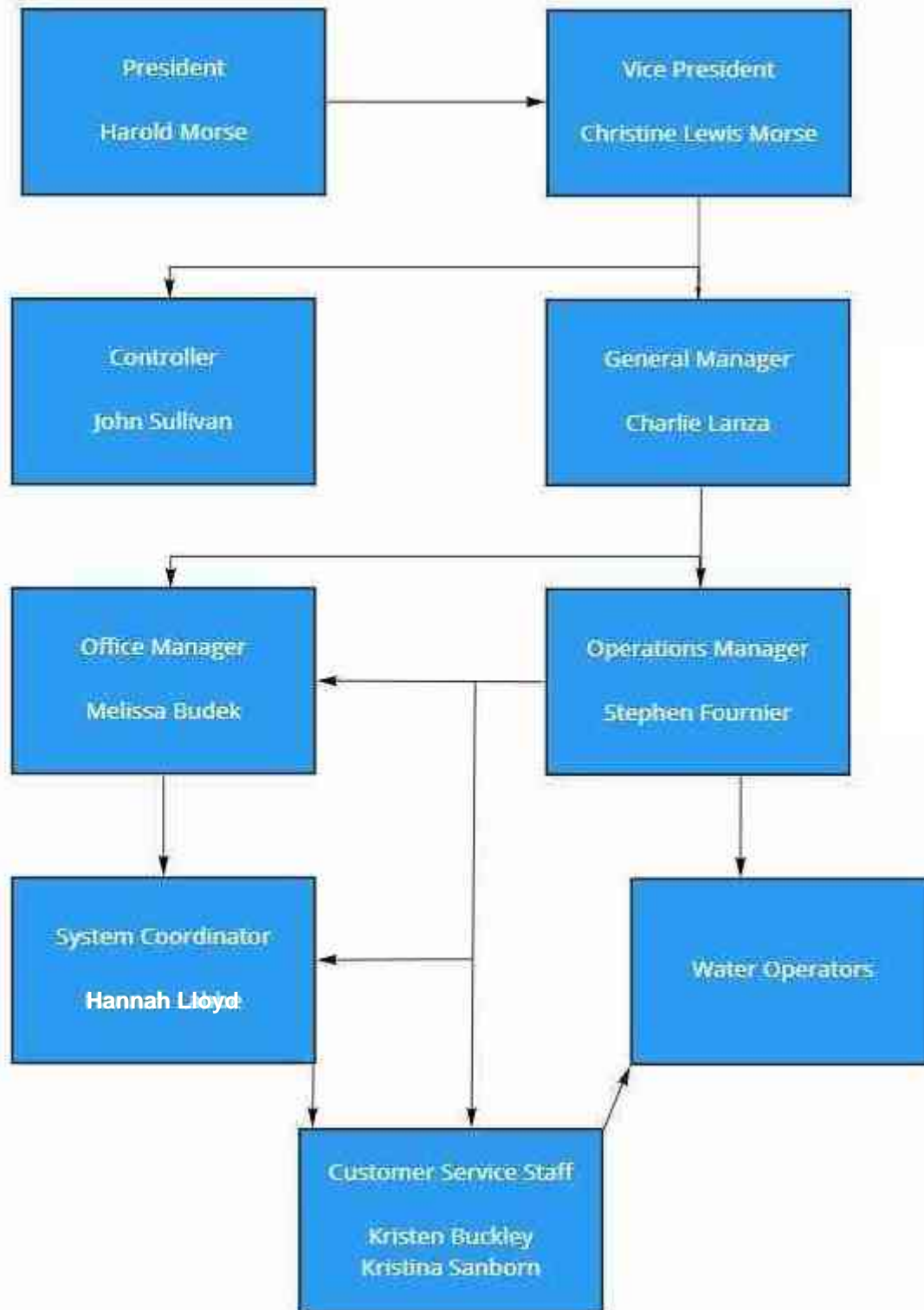
## **ATTACHMENT D**

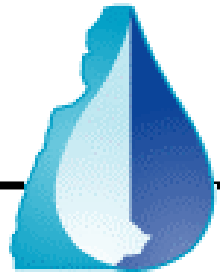
### **CHAIN OF COMMAND**



# HAMPSTEAD AREA WATER COMPANY, INC

## HAWC ORGANIZATIONAL CHART





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## **ATTACHMENT E**

## **SYSTEM DEMAND**

**HAWC**  
**Atkinson-Hampstead Core**  
**System Demand**  
**(All Numbers are in Gallons)**

<u>Month</u>	<u>Produced</u>	<u># of Days</u>	<u>Average GPD</u>
Jan	12,243,766	31	394,960
Feb	11,004,949	29	379,481
Mar	11,100,379	30	370,013
Apr	11,420,648	29	393,815
May	16,048,450	30	534,948
Jun	19,039,836	28	<b>679,994</b>
Jul	17,347,014	31	559,581
Aug	12,492,256	32	390,383
Sep	12,469,565	32	389,674
Oct	12,234,959	30	407,832
Nov	10,780,147	32	336,880
Dec	10,748,750	29	370,647
<b>YTD</b>	<b><u><u>156,930,720</u></u></b>	<b>average</b>	<b>434,017</b>

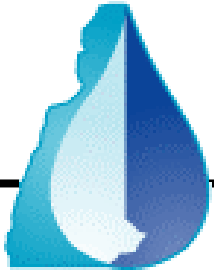
Estimated Peak Daily Demand is 2x highest  
average usage.  $679,994 \text{ gpd} \times 2 = 1,359,988 \text{ gpd}$

Total Customers as of 2020 : 2718

Average Day Demand per Customer = 160 gpd

Total Storage Capacity : 2,009,000 Gallons

Storage Capacity / Avg. Day Demand = 4



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## **ATTACHMENT F**

### **ELECTRIC PROVIDERS**

Electric Company Info											
Provider: Unutil											
Provider's Phone #: 800-582-7276											
Bill To: Hampstead Area Water Co., Inc. 54 Sawyer Ave Atkinson, NH 03811 Contact: Christine Lewis-Morse Phone: 603-362-8700											
Water System Name:	Number of Active Cust:	HAWC Acct #:	Service Address from Electric Bill:	City:	Zip:	Sewer Force Mains YES / NO	No. of Booster Pumps & H.P.	Phase / Amps	Well Pump(s) & H.P.	Phase / Amps each	Incoming Electrical Phase(s)
Bartlett Brook	143		Patriot Dr Well Pump	East Hampstead	03826	N/A	2-7.5	3/22	3 - 5	3/16	200A 1 Phase
Colby Pond	192		Boulder Dr Pump House	Danville	03819	Some	2-15	3/42	2-5	3/17	
Coopers Grove	18		Off Cottonwood Cir Pump House	Kingston	03848	Unknown	2-5, 1-1.5	1/25,	2		
Crickett Hill/Maplevale	124		Crickett Hill Rd 410 Pump	East Kingston	03826	Y	2-7.5, 1-3	3/22, 3/10	1 - 7.5, 1 - 3	3/22, 3/10	200A 1 Phase
Dearborn Ridge	11		Dearborn Ridge Rd Pumo Hse	Atkinson	03811	Unknown	2-5	1/25	2	1/12	200A 1 Phase
Kings Landing	44		Castle Crt Water Pump	Kingston	03848						
Lamplighter Estates	56		Lantern Ln Pump	Kingston	03848	Y	2-7.5, 1-3	3/22, 3/10	2 - 1.5	1/11.5	200A 1 Phase
Little River Village	25		187 Main St 1/2 Pump	Plaistow	03865						200A 1 Phase
Rainbow Ridge	15		Deer Hollow Rd Pump Hse	Plaistow	03865		2-7.5		2-5	1/28	200A 1 Phase
Sargent Woods	118		Nichols Dr Well Pump	Newton	03858	Y					200A 1 Phase
Snow's Brook	35		Torrey Pines Cir Pump House	Plaistow	03865						200A 1 Phase
Hampstead Area Water	1385		Meditation Ln Pump	Atkinson	03811	N/A	1-30, 1-3		N/A	N/A	200A 1 Phase
			Village Dr Pump House				2-25	3/65	2-7.5	3/22	
			47 Main St Pump (Pit Hatch)				N/A	N/A	N/A	N/A	200A 1 Phase
			54 Sawyer Ave Pump House (Tower/Tank)				2-15	3/42	N/A	N/A	200A 3 Phase
			1 Eldon Way Pump House (Midpoint)				2-15	3/42	3 - 7.5	3/22	
			Eldon Way Islad Pump (Midpoint Island)				N/A	N/A	N/A	N/A	
			Hayden Dr Pump (Settlers Ridge/Jesse Page)				2-7.5	3/22	1 - 7.5	3/22	
			Parish Square Pump (Cogswell Farm)				2-7.5	3/22	2-7.5	3/22	
			Pope Rd Pump Satn (Settlers Ridge/Jesse Page)								
			Winslow Dr Well Pump (Jameson Ridge)				2-7.5	3/23	1 - 3	3/10	200A 1 Phase
			Colonial Run								
			Browns Way Pump								
			Bryant Woods Rd Pump House				2-15	3/42	1-7.5, 1-2, 1-3	3/22, 3/6.8, 3/16	

Electric Company Info											
Provider: Eversource											
Provider's Phone #: 800-662-7764											
<b>Bill To:</b>		Hampstead Area Water Co., Inc. 54 Sawyer Ave Atkinson, NH 03811									
<b>Contact:</b>		Christine Lewis-Morse									
<b>Phone:</b>		603-362-8700									
Water System Name:	Number of Active Cust:	HAWC Acct #:	Service Address from Electric Bill:	City:	Zip:	Sewer Force Mains YES / NO	No. of Booster Pumps & H.P.	Phase / Amps	No. of Well Pumps & H.P.	Phase / Amps	Incoming Electrical Phase(s)
Bricketts Mill	29		Bricketts Mill Rd	Hampstead	03844	Unknown	2-7.5	4/40	2-3	4/47	
Black Rocks	114		18 Hoyt Way	Fremont	03844	Y					
Bow Lake Estates	42		98 Bow Lake Estates Rd	Strafford	03884						
Little Mill Woods	39		0 Christopher Dr	Sandown	03873	Possibly	2-7.5		2-5	3/10	
Woodland Pond	143		0 Harper Ridge Rd	Hampstead	03841	N/A	2-15		N/A	N/A	200A 3 Phase
			0 Pilgrim Cir Lot 72-C				N/A	N/A	1		100A 1 Phase
			0 Pilgrim Cir				N/A	N/A	1		100A 1 Phase
Oakhill (Well Only - Pump House electric provided by NH Elec Co-Op)	60		0 Red Squirrel Ln	Chester	03036	Y	2 - 7.5	1/40	1-1.5 -- 1-5	1/9.2, 1/27	200A 1 Phase
Camelot Court	19		20 Camelot Ct	Nottingham	03290	Unknown	1-7.5 -- 1-3	3/22, 3/10	1-1	1/16	200A 1 Phase
Kent Farm	286		0 Freedom Hill Rd	Hampstead	03841	Some	N/A	N/A	N/A	N/A	
			0 Page Ln				2-15	3/42	2-5	1/25	
			0 Granite Circle Lot PH				2-7.5				100A 1 Phase
			0 Cardinal Ln				N/A	N/A	N/A	N/A	
Hampstead Core	918		0 Littles Ln	Hampstead	03841	Some					
			0 Norfolk St				2-7.5		1-7.5	3/22	
			0 Village Green Rd				2-15	3/42	1-10 -- 1-5	3/32, 3/17	
			0 Lewis Ln (Pit Hatch)								
			0 Forrest St (Eastwood Place)				2-7.5	3/22	1-7.5	3/22	
			0 Odd Fellows Rd (Angle Pond Woods)				2-7.5	3/22	2-7.5	3/22	
			0 Tanglewood Dr				1-3	1/17			200A 1 Phase

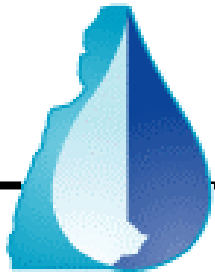
Note: Pump Phase & Amps refer to the VFD phase where VFD's are installed



12/16/2021

Page 1 of 1

<b>Electric Company Info</b>											
<b>Provider: Liberty Utilities</b>						<b>Electric Supply Provider: Constellation Newenergy Inc.</b>					
<b>Emergencies call: 855-349-9455</b>				<b>Provider's Phone #: 800-465-1212</b>				<b>Electric Prov Phone #: 844-636-3749</b>			
<b>Bill To:</b>	Hampstead Area Water Co., Inc. 54 Sawyer Ave Atkinson, NH 03811										
<b>Contact:</b>	Christine Lewis-Morse										
<b>Phone:</b>	[REDACTED] 603-362-8700										
Water System Name:	Number of Active Cust:	HAWC Acct #:	Service Address from Electric Bill:	City:	Zip:	Sewer Force Mains YES / NO	No. of Booster Pumps & H.P.	Phase / Amps	No. of Well Pumps & H.P.	Phase / Amps	Incoming Electrical Phase(s)
Lancaster Farms	84	[REDACTED]	0 Lancaster Farm Rd well House	Salem	03079	Y	2-15		2-5	3/16	
Hampstead Area Water	2762	[REDACTED]	65 Westside Dr	Atkinson	03811						



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## **ATTACHMENT G**

### **NHDES FACT SHEETS, FORMS, ETC.**

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# ENVIRONMENTAL Fact Sheet

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29 Hazen Drive, Concord, New Hampshire 03301 • (603) 271-3503 • [www.des.nh.gov](http://www.des.nh.gov)

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DWGB-18-2

2020

## Emergency Bulk Water for Public Water Systems

In the event of equipment failure, water quality or quantity problems, or other unexpected circumstances, a Public Water Supply (PWS) may need to purchase bulk water from an approved source to maintain an adequate water supply. Although NHDES does not encourage this method of supplying water, trucked water may be the only viable alternative in some situations. Env-Dw 304 Emergency Bulk Water Supply for Public Water Systems defines state requirements to ensure that water obtained from bulk water deliveries meets the same water quality standards that are required of public water suppliers.

### Bulk Water Source Requirements

**A PWS can obtain emergency bulk water from the following four NHDES-approved sources.**

1. A community water system (CWS) source that has been approved by NHDES and is in compliance with all relevant requirements;
2. A bottled water source that is monitored by NH Department of Health and Human Services (DHHS);
3. A non-public water source approved by NHDES; or
4. A CWS source or bottled water source approved by another state.

If there is any treatment or blending of the sources described above, bulk water should only be obtained from the finished water.

Groundwater sources that are not approved CWSs can be used as long as they have been inspected, meet specific sampling requirements, and are approved and registered by the Drinking Water and Groundwater Bureau (DWGB) *prior* to use. To acquire DWGB approval of a groundwater well for emergency bulk water, the well must conform to the following requirements.

- The well was installed by a licensed well driller in accordance with standards established by the water well board. If the well was installed before August 17, 1983, the well should be adequately constructed to prevent the direct introduction of contaminants from the surface into the well.
- The well is located at least 50 feet away from surface water.
- The owner of the source initiates and maintains a water quality sampling program that shows that the water meets the standards defined in Env-Dw 304.04 Water Quality Sampling Program.
- The owner of the source submits analytical results to the department immediately whenever any sampling result exceeds the maximum contaminant level.
- A site visit by NHDES once every 5 years to confirm fulfillment of the above requirements.

Contact DWGB to make arrangements to apply for approval of a non-public emergency bulk water source.

**Surface water cannot be used for emergency bulk water unless it is finished water from an approved CWS.**

### **Equipment Used to Transport Bulk Water**

Equipment surfaces that come into contact with water during transport of bulk water must be well maintained and be made of material that is smooth, impervious, nonabsorbent, corrosion-resistant and non-toxic, such as stainless steel. While stainless steel tanks are preferred, aluminum tanks are also allowed. Tanks shall be of the type that can be closed to exclude all foreign matter and vents on tanks shall be protected to prevent contamination of the bulk water during filling and emptying. Bulk water should be stored, loaded, transported, and unloaded in a manner that prevents contamination.

Tanks previously used to carry any non-food products, toxic substances, or petroleum products may not be used unless the tank is approved by DES after the following is completed.

- The tank must be thoroughly cleansed using appropriate sanitation methods to remove all previously transported products.
- The tank should be filled with drinking water and be tested for the presence of contaminants associated with the products previously stored in the tanks and the chemicals used for cleaning.
- The two processes above should be repeated until there is no trace of contaminants.
- Pipes, hoses, fittings and valves associated with the tank must be replaced with equipment not previously used to transport petroleum products, toxic substances or any non-food products. Such appurtenances used to transport water from a non-approved source must be disinfected prior to use for emergency bulk water for public water systems.

### **Equipment Sanitation**

Prior to receiving each load of water, the tank and all hoses, pipes, pumps and other handling equipment should be visually inspected to ensure that no rust or sediment is present. If any is found it should be removed by rinsing and flushing. Tanks and equipment that have been previously used to haul petroleum products, toxic substances, non-food products, food products or a water source that is not an approved source must be disinfected by using one of the following methods.

- A chemical sanitizer having an equivalent bactericidal action to 50 mg/l available chlorine for 2 minutes at 57°F as an immersion or circulating solution for the entire tank volume.
- A chemical sanitizer having an equivalent bactericidal action to 100 mg/l available chlorine at 57°F applied as a spray or fog.
- An ozone water solution with a concentration of 0.1 mg/l of ozone for 5 minutes as an immersion or circulating solution to sanitize the entire tank volume.
- Liquid sodium hypochlorite bleach used to disinfect hauling equipment that does not contain additives such as scent or cleaning enhancers or odorants, and that is mixed in the proportions identified in the following table.

**Amount of Liquid Sodium Hypochlorite having 8.25% Available Chlorine  
Per Volume of Water to Obtain Resulting Solution**

<b>Resulting Solution Concentration (mg/l) ↓</b>	<b>Water Volume</b>				
	<b>50 gallons</b>	<b>100 gallons</b>	<b>500 gallons</b>	<b>1,000 gallons</b>	<b>5,000 gallons</b>
1	0.5 teaspoon	1 teaspoon	5 teaspoons	3 Tablespoons	1 cup
50	½ cup	1 cup	1 quart ¾ cup	2.4 quarts	3 gallons
100	1 cup	2 cups	2.4 quarts	1.2 gallons	6 gallons

## Delivery

**The PWS must arrange to have a certified operator present during the water delivery to ensure that all necessary sanitary measures are met and followed during transfer of water into the system's storage tank, and to assure proper chlorination.** The operator should provide the bulk water hauler the following information to help save valuable time in a water shortage situation, including emergencies:

1. Detailed directions to your water system and any access limitations to the tank.
2. Diameter of your fill pipe on your atmospheric tank.
3. The thread pitch (threads per inch length) or other description of the connection point. Determine who supplies pipe or connectors necessary for the transfer.
4. Indicate whether a pump is necessary to unload the water and, if so, who will supply the pump, the distance to the tank(s), and the amount of lift needed.
5. An estimate of the water volume that may be accommodated in your tank and the best time of day for delivery.
6. Road and bridge weight restrictions en route to the water system.
7. Contact information for last minute changes in the plan. Ideally provide a cell phone or pager number.
8. An estimated number of loads that will be required.
9. Discuss payment terms.

**Before allowing delivery of bulk water into the PWS, the certified operator must measure the free chlorine residual of the bulk water to ensure a concentration between 0.2 mg/l and 4.0 mg/l.** If the free chlorine residual is not between 0.2 mg/l and 4.0 mg/l, the certified operator will need to add the appropriate amount of sodium hypochlorite to produce the required concentration.

It is advisable to establish a working knowledge of your bulk water hauler's procedure to obtain, transfer and provide bulk water prior to use of their services. There will be many different scenarios depending on the system requirements, availability of potable emergency water sources and limitations (regional and seasonal) on the water hauling providers. For additional information regarding options of for your storage tank fill point, please review fact sheet [DWGB-7-7, "Providing a Storage Tank Fill Point For Emergency Water Delivery."](#)

**Bulk water should be delivered into a storage tank or pump house tap. Water delivered directly into a well is a violation of Env-Wq 404 Underground Injection Control.**

## Bulk Water Providers

For a list of possible bulk water haulers in New Hampshire, [visit Bulk Water Haulers and Providers](#). While the bulk water providers listed are not licensed by NHDES, they have chosen to register with NHDES and have provided information that they are meeting bulk water requirements under Env-Dw 304. A bulk water provider can be used that is not on this list as long as they meet the requirements of Env-Dw 304.

## Notification and Documentation

A certified operator representing the receiving PWS is responsible for attending the bulk water delivery and keeping proper records and making sure that NHDES is notified using the "Bulk Water Delivery Notification Form" (available on the NHDES Bulk Water web page) within 2 business days after emergency bulk water is delivered to customers. The form should be signed by the certified operator representing the PWS. The PWS must retain a copy of the notification form for at least 5 years. The PWS must also list any bulk water deliveries in their annual consumer confidence reports.

## Emergency Plans

For community water systems, details regarding bulk water procedures should be included in your system's emergency plan. Your plan should include at a minimum:

- Contact information for the bulk water provider that has agreed to provide the system with emergency bulk water.
- Although not necessary, a service contract with an approved bulk water provider is highly recommended (you may want to discuss your water system's place in order of delivery priority in event of a regional emergency).
- This fact sheet and the NHDES "Guidelines for Emergency Bulk Water Supply for Public Water Systems" brochure.
- The procedures specific to the system for delivering the bulk water such as specific equipment needed.
- Estimated timeframe for delivery to arrive.
- Alternate plan for water should your first option not work out such as contacting a second bulk water provider or purchasing bottled water from local stores.

It is essential that all water systems plan for the possibility of having to provide water from an outside source during an emergency. For larger systems, tank trucks may not be a viable alternate water source option due to high volume needs. If you do not have an atmospheric storage tank, bulk water delivery from a tank truck is not an option. If you simply plan on using a bulk water company it is recommended that you contact the water hauler directly to ensure that delivery is feasible.

### **Long Term**

For an alternate or long-term solution, refer to fact sheet DWGB-18-4 "Emergency Water Supply Wells for Public Water Systems" or DWGB-1-16 "Water Supply Options During Droughts."

### **For More Information**

Please contact the Drinking Water and Groundwater Bureau at (603) 271-2513 or [dwgbinfo@des.nh.gov](mailto:dwgbinfo@des.nh.gov) or visit our website at [www.des.nh.gov](http://www.des.nh.gov).

Note: This fact sheet is accurate as of July 2019. Statutory or regulatory changes or the availability of additional information after this date may render this information inaccurate or incomplete.



## BULK WATER DELIVERY NOTIFICATION FORM

Water Division/Drinking Water & Groundwater Bureau (DWGB)



Pursuant to Safe Drinking Water Act (SDWA) Section 1420 (C) and New Hampshire RSA 485:3, XII, and Env-Dw 304, Emergency Bulk Water Supply for Public Water Systems

***This form is to be filled out by a water system representative and submitted to NHDES within 2 business days after any bulk water is delivered to customers of a public water system.***

### System Information:

System Receiving Delivery:			
PWS ID #:		Town:	
Date & Time of Delivery:			

### Reason for Water Shortage:

Identify the cause of the water shortage and explain the steps being taken to resolve the problem (please note that lowering tank levels are not a cause, they are indicative of the problem). If cause is unknown, or is a suspected leak, please note below and provide an update when cause is known or leak confirmed. If due to a leak, please estimate the size of the leak. If due to overuse of water, please provide reason for overuse:

Estimation of when the cause of the water shortage will be corrected:		
Anticipated number of deliveries/week and total future deliveries due to this issue?	/week	Total

### Certified Water System Operator On-Site for Delivery:

Name of Certified Operator:			Operator License #:	
Contact Information for Certified Operator:				
Chlorine residual in the bulk water for each delivery ( <b><i>MUST be measured &amp; be between 0.2 mg/l – 4.0 mg/l</i></b> ):				
1 <sup>st</sup> :          mg/L	2 <sup>nd</sup> :          mg/L	3 <sup>rd</sup> :          mg/L	4 <sup>th</sup> :          mg/L	

### Bulk Water Information:

Source of the Bulk Water Being Delivered:	
PWS ID# of Bulk Water Source (if applicable):	
Amount of Water Delivered:	

NHDES DWGB  
 PO Box 95, Concord, NH 03302-0095  
 (603) 271-2513 (phone)  
[dwbulkwater@des.nh.gov](mailto:dwbulkwater@des.nh.gov)  
[www.des.nh.gov](http://www.des.nh.gov)

**Bulk Water Provider Information:**

Name of Bulk Water Provider:	
Name of Driver Making the Delivery:	
Contact Information for Delivery Driver:	

**Delivery Information\*:**

What volume and material of tank and type of connectors and hose were used?
Describe tank inspections, cleaning and disinfection methods used:
What measures were taken to ensure there was no contamination entering the drinking water from the tanker, hoses or connectors; both during tanker fill and delivery to the system?
Where was the physical connection for the delivery (pressurized hydrant, storage tank fill pipe, pumphouse tap)?

***\*If the water was received from a source that is not a CWS, but approved by NHDES, request a copy of the most recent analytical results when ordering the water and attach a copy.***

**Signature**

This form should be signed by the certified operator representing the public water system.

Name:		Title:	
Signature:		Date:	

***Please fax or email this form to the Drinking Water and Groundwater Bureau within two business days after any bulk water is delivered to customers. If it is after hours and the situation involves a major water system emergency that cannot wait until the next business day, please contact the NH State Police at (603) 223-4381 and ask for the on-call person at NHDES.***

NHDES DWGB  
 PO Box 95, Concord, NH 03302-0095  
 (603) 271-2513 (phone)  
[dwbulkwater@des.nh.gov](mailto:dwbulkwater@des.nh.gov)  
[www.des.nh.gov](http://www.des.nh.gov)



## Bulk Water Haulers and Providers

The following list includes providers that have signed off that they are able to comply with the bulk water rules, Env-Dw 304, *Emergency Bulk Water Supply for Public Water Systems*, and would like to be listed on the NHDES fact sheet as an available bulk water provider. Please note these providers are not licensed or inspected by NHDES. Other providers not listed below can be used as long as they meet the requirements of Env-Dw 304.

Company Name	Contact Name	Address	Phone	Fax	E-mail / Company Website	Available Resources	Truck Type & Delivery Area	Requirements/Limitations	Min. Order	Max. Order
Manchester Water Works	Guy Chabot	281 Lincoln St, Manchester, NH	(603) 624-6494	(603) 628-6020	<a href="http://www.manchesternh.gov/water">www.manchesternh.gov/water</a>	Drinking water only	n/a			
Alan Hamel Trucking Co.	Alan Hamel	20 Mountain Rd, Epsom, NH	(603) 496-5238		<a href="mailto:ahameltrucking@gmail.com">ahameltrucking@gmail.com</a>	Drinking water and hauler	Tractor Trailer Aluminum Tank	3" camlock		6,000 gallons
Buxton Water	Donna Buxton	PO Box 8, Exeter, NH	(603) 772-3400 May also contact via website contact page		<a href="mailto:buxtonwaternh@gmail.com">buxtonwaternh@gmail.com</a> <a href="http://www.buxtonwater.net">www.buxtonwater.net</a>	Drinking water and hauler	Stainless Steel & Aluminum	Has own pumps, hoses and fittings of all sizes.	1,000 gallons	
Fortin Pool Water	Marc Fortin	574 Mammoth Rd, Londonderry, NH	(603) 622-6910 (603) 860-7992 (cell)	(603) 622-4224	<a href="mailto:mfortin@fortinstorage.com">mfortin@fortinstorage.com</a> <a href="http://www.fortinstorage.com">www.fortinstorage.com</a>	Drinking water and hauler	Aluminum/poly Southern and Central NH (call for further distances)	3" camlock or open top		6,000 gallons
Wendell's Pool Water & Trucking LLC	Mitchell Wendell	41 Fordway St, Derry, NH	(603) 432-7150		<a href="mailto:mitchwendell@icloud.com">mitchwendell@icloud.com</a>	Drinking water and hauler	Derry area	April 1 <sup>st</sup> -December 1 <sup>st</sup> (24 hours)	1,000 gallons	6,000 gallons
Pristine Mountain Springs of VT	Ronald Colton	PO Box 662 Pittsfield, VT	(802) 746-8186		<a href="mailto:recwaterbaron@aol.com">recwaterbaron@aol.com</a>	Drinking water and hauler	Stainless steel tractor trailers (also have small F550 with 1,100gal PE tank for smaller water needs)	2" and 3" pumps, hoses, and adapters to accommodate most connection needs	1,100 gallons	6,200 gallons
M.E. Matthews Inc.	John Matthews Jr.	1700 Route 12, Westmoreland, NH	(603) 399-4982 (603) 381-5319 (cell)		<a href="mailto:mematthews@charlesworks.net">mematthews@charlesworks.net</a>	Drinking water and hauler	Stainless Steel & Aluminum NH and VT	April-October/Daylight Hours. Have most couplings, hoses and portable pumps. 3" discharge line.	6,000 gallons	6,500 gallons
Francoeur Brothers Inc.	Lynda Tucker or James Francoeur	220 Derry Rd, Hudson, NH	(603) 883-9444	(603) 883-5010	<a href="mailto:francoffice@aol.com">francoffice@aol.com</a>	Drinking water and hauler	Stainless Steel & Aluminum Statewide	Need quick connect for delivery. In winter temperature must be above 32 degrees.	No minimum	8,500 gallons
Becker Transportation	Jerry Becker	240 Raymond Rd, Candia, NH	(603) 483-2967 (603) 370-2547 (cell)			Drinking water and hauler	Stainless Steel Southern NH	3" camlock		6,000 gallons

**\*Disclaimer:** This list of vendors does not constitute an endorsement of business products or services by the NH Department of Environmental Services (NHDES), nor is the list exhaustive. NHDES is publishing a list of vendors in an effort to further public awareness of vendors identified as possible contacts for purchase of bulk water for drinking water purposes. Bulk water haulers interested in being on this list may contact NHDES at [dwbulkwater@des.nh.gov](mailto:dwbulkwater@des.nh.gov) or (603) 271-0867.

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# ENVIRONMENTAL Fact Sheet

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29 Hazen Drive, Concord, New Hampshire 03301 • (603) 271-3503 • [www.des.nh.gov](http://www.des.nh.gov)

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DWGB-18-3

2020

## Emergency Planning for Public Water Systems

New Hampshire Administrative Rule Env-Dw 503.21 requires all community public water systems to have a formal emergency plan. These plans are action steps to follow in the event that a source of drinking water becomes contaminated or any other component of the storage or distribution system becomes damaged or is at risk. Completion of an emergency plan is a significant endeavor, but one that can benefit the system and its users by minimizing disruptions in service in the event of an emergency.

### Rule Requirements

Env-Dw 503.21 requires that all community water systems submit a formal plan to NHDES once every six years beginning in March 2003. It further requires that the plan be reviewed *annually* by the system and updated as needed. Additionally, the plan will be subject to review during each sanitary survey, and lack of a current plan will be a survey deficiency.

### Bureau Actions to Foster Emergency Planning

To aid water systems in preparing an effective emergency plan, NHDES has developed an Emergency Planning Guide, which is intended to help water system planners understand and meet the basic standards for an emergency plan as set forth in Env-Dw 503.21. The guide illustrates the content and format of a basic plan. By following these guidelines, you are assured a thorough emergency plan.

### Assistance in Plan Development

Developing a plan that meets NHDES requirements should require minimal time and only in-house resources. Some systems may decide to develop, implement, or maintain their plans at a more advanced level. Technical assistance is available from a variety of technical assistance providers such as NHDES, Granite State Rural Water Association and RCAP Solutions, Inc.

### Components of a Basic Plan include:

**Chain of Command:** To identify who is responsible for making decisions during an emergency and outline each person's responsibilities during an emergency.

**Notification Procedures:** To identify who will be contacted and how during an emergency, and details for boil orders, critical users and mutual aid agreements.

**System Components:** Accurate, up-to-date information about a system's facilities, equipment, design, and record drawings. This will facilitate repair during an emergency and help assess a system's vulnerability to emergencies.

**Alternate Water Sources:** Identifies how a system might obtain water from outside sources, or modify treatment capabilities to meet basic water needs during an emergency.

**Alternate Power Supply:** Details regarding available alternate power supplies.

**Water Use Restrictions:** Steps that could be taken to cope with losses of source capacity.

**Return to Normal Operation:** Follow-up actions and staff responsibilities to return to normal system function.

**Plan Readiness and Training:** Access to the plan, rehearsals and special staff training or certifications such as incident command system training.

### **Risk Assessments**

Although not required as part of the emergency plan, a risk assessment should be performed by every water system. Some emergencies are caused by reasons beyond the control of the water system, such as floods, sabotage, ice storms, earthquakes, droughts and power outages. Other emergencies may be preventable. Age and obsolescence of equipment, lack of equipment, poor maintenance, poor system design, lack of spare parts, high-risk or ill advised land uses near sources of water, and lack of source protection efforts are all preventable factors that can cause water system emergencies. Each system should assess its potential susceptibility to unpreventable and preventable emergencies and consider the impact of each identified vulnerable factor to the supply, storage, distribution and cyber components of the system. Reducing a system's vulnerability to emergencies is a key element of any emergency plan.

### **Practicing the Plan**

For an emergency plan to be effective, the staff must have a clear understanding that management supports the plan. Systems should occasionally practice scenarios to evaluate actual system readiness. A practice scenario would be created and would then be acted out. The system should then evaluate staff actions and make any necessary changes to the plan to address observed problems.

### **For More Information**

Please contact the Drinking Water and Groundwater Bureau at (603) 271-2513 or [dwgbinfo@des.nh.gov](mailto:dwgbinfo@des.nh.gov) or visit our website at [des.nh.gov](http://des.nh.gov).

Note: This fact sheet is accurate as of July 2019. Statutory or regulatory changes or the availability of additional information after this date may render this information inaccurate or incomplete.

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# ENVIRONMENTAL Fact Sheet

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DWGB-4-8

2020

## Boil Water Advisories

The possible presence of microbiological pathogens in drinking water supplies is a significant concern in the protection of public health. This risk of contaminants can be minimized through such measures as complying with required setbacks of water sources from septic systems, proper disinfection at the source where needed, and maintenance conducted as part of a program to prevent back-siphoning of contamination into the supply mains. Despite these measures, however, there are occasional bacterial incidents that represent a significant threat to the safety of a public water supply.

As a safeguard until corrections can be made, NHDES may issue a boil water advisory to the system. The notice generally advises that all water that is used for consumption should be brought to a boil, then kept at a vigorous boil for at least one minute. Such advisories may be issued for the following reasons.

**Detection of fecal coliforms (including *E. coli*).** Every public water system conducts periodic monitoring for coliforms and, when coliforms are detected, fecal coliforms. In municipal systems, monthly monitoring is typically required at several locations in the system, with the number of sites determined by the system's service population. Presence of coliforms indicates a possible deficiency that allows inadequately treated water into the system and that can be corrected as a high-priority maintenance item. Presence of fecal coliforms, on the other hand, indicates a more urgent problem that requires immediate attention. Any detection of fecal coliforms triggers NHDES notification to the water system and the immediate issuance of a boil water advisory.

**Lapse in distribution system integrity.** Water distribution systems normally operate at a minimum positive pressure to prevent infiltration of untreated water into the system. Backflow of contaminated water into the distribution system is a concern whenever water pressure drops, or could drop, below 20 pounds per square inch (psi) as measured at ground level. Operation of the water system at pressures below this level increases the possibility of back-siphoning of contaminated water into the piping system. Such a pressure drop can occur because of broken mains, loss of stored water (especially in small systems), or long-term loss of power or source capacity. In the case of water main breaks, water supply owners can often isolate main breaks to complete repairs without pressure loss to other areas within the distribution network. Breaks occasionally occur that cannot be isolated and require interruption of service over a much wider area. The widespread loss of service may require a Boil Water Advisory ("Boil Order"). Public water systems can place themselves on an advisory ("Precautionary Boil Order") for this reason. These have the same lift requirements as NHDES-imposed advisories (see the following page).

**Detection or suspicion of waterborne pathogens.** Disinfection through use of chlorine or other oxidants has been shown to be effective for inactivation of most bacteria, viruses, and other microorganisms that

represent a health risk. However, there are other pathogens, most notably protozoans, which are extremely resistant to chemical attack and may be inactivated only after high dosages or unusually long contact times. Because of this resistance, protozoans may be present even though routine coliform monitoring indicates an otherwise safe supply. Pathogens of note are *Giardia lamblia*, which has been the target organism in the mandated filtration of surface water supplies, and *Cryptosporidium parvum*, an organism that gained widespread infamy in a 1993 Milwaukee outbreak that was responsible for more than 100 deaths. Infections by either of these organisms are reportable to the New Hampshire Division of Public Health Services and are of importance because of their more profound effect among immuno-compromised populations. Detection in the water supply may be very difficult given the long incubation periods, diagnostic procedures, and extended times for water sampling and analysis. The determination that these protozoans are present in the water supply frequently depends on collection of circumstantial evidence. A safe approach under these circumstances is to issue a boil water advisory when there is reasonable suspicion of contamination of the water supply.

Boil water advisories can be lifted by NHDES when system corrections have been completed and water quality indicators are acceptable. In the case of fecal coliform presence, the boil water advisory typically remains in effect until a minimum of two consecutive sets of samples show the absence of coliform and any outstanding system defects have been corrected.

Experience at NHDES has shown wide variation in circumstances where boil water advisories are necessary. Notification of the public leads to numerous inquiries regarding uses that require prior boiling, boiling procedure, and corrective action taken by the water supply owner. Restaurants, health clinics, and hospitals are especially affected. Close communication among staff of NHDES, the Division of Public Health Services, and local officials has been essential.

#### **For More Information**

Please contact the Drinking Water and Groundwater Bureau at (603) 271-2513 or [dwgbinfo@des.nh.gov](mailto:dwgbinfo@des.nh.gov) or visit our website at [des.nh.gov](http://des.nh.gov).

Note: This fact sheet is accurate as of July 2019. Statutory or regulatory changes, or the availability of additional information after this date may render this information inaccurate or incomplete.



# Community Public Water System Acute Contaminant Notification and Response Requirements

*NHDES-Drinking Water and Groundwater Bureau*

## 1. Public Notice

- ◆ Receive notice of acute contamination (E. coli or nitrate/nitrite) from your laboratory, operator or DWGB.
- ◆ Notify DWGB within 24 hours at **(603) 271-2513** (business hours) or **(603) 223-4381** (after hours).
- ◆ Notify water consumers as soon as possible, and no later than 24 hours. **Get help and designate staff** for notification, sampling and correcting the contamination. Perform the following notification tasks:
  - Contact the Town Health Officer to inform how it is being addressed. The Town often receives inquiries also.
  - Develop a list of Frequently Asked Questions (FAQs) or use factsheets [DWGB-4-12 "Boil Order FAQs"](#), [DWGB-3-9 Nitrate / Nitrite](#).
  - Complete and distribute [public notice forms](#) with the FAQs or applicable NHDES fact sheet. Community water systems may have pre-printed forms in their Emergency Plans.
  - Community water systems must distribute the public notice through (1) broadcast media (radio or TV); (2) daily newspaper for three days; (3) door-to-door notices; or (4) Reverse 911 provided that current phone numbers are known for **all** service connections and a receipt mechanism confirms that notice was received within 24 hours of transmittal.
- ◆ Additional delivery methods for large public water systems include internet and website postings and delivery of public notices to schools, apartments, large private employers and organizations. Record phone voicemail message for resident calls.
- ◆ Contact critical customers such as health care facilities, dialysis centers, schools, daycares, restaurants, as they may need to implement additional precautions.
- ◆ Once public notice is distributed, sign the certification and return the certification and a copy of the public notice to [dwmonitoring@des.nh.gov](mailto:dwmonitoring@des.nh.gov).

- ◆ Set time-frame expectations and provide regular updates to customers, DWGB and Town Health Officer throughout the advisory.

## 2. Sampling & Alternate Water Source

- ◆ Maintain at least 8 spare bacteria sample bottles and 2 nitrate/nitrite bottles on hand for acute response follow-up. Rotate bottle inventory to prevent container expiration.
- ◆ DWGB technical staff will contact you to begin troubleshooting, provide instructions for sampling, and to schedule a site inspection Level 2 Assessment for response to E. coli bacteria.
- ◆ For boil orders, three "repeat" bacteria samples from the distribution system and a "triggered" raw sample from each active well source are required within **24 hours** of the notice of a positive bacteria result, BEFORE chlorinating the system. More repeat samples may be needed to better isolate the problem or for larger service populations. Discuss and agree on the locations for the repeat and triggered samples over the phone with DWGB staff.
- ◆ Within 24 hours of receiving first notification, collect the required samples (nitrate confirmation samples if required, or bacteria repeats and triggered monitoring samples) and deliver to the laboratory within 24 hours. You must use sample forms from your Master Sampling Schedule (the "repeat" and "triggered" for bacteria, or the chemical form for nitrate/nitrite – checkmark the "Confirmation" sample type on the form). You may find your schedule and all associated sampling forms on the NHDES [OneStop website](#) with your 7-digit PWS ID.
- ◆ Contact your laboratory to confirm that they will promptly process your samples, and request at least 8 additional sample bottles (for lifting the boil later). Some laboratories do not accept bacteria samples after noon on Fridays. Request your laboratory to call you as soon as results are available as this impacts follow-up actions needed to return to normal operation.
- ◆ Consider providing an alternative water source such as bottled water (this is not required by the state but may be helpful to your customers and reduce complaints).

### 3. Assessment & Correction

- ◆ A system inspection is required for all Boil Orders. DWGB staff will contact you to schedule completion of a "Level 2 Bacteria Assessment" with a water system representative. [Click here for bacteria assessment forms.](#)
- ◆ Any issues identified that must be corrected in order to address the contamination will be listed on the bacteria assessment report. A tear sheet "Inspection Report" will be issued to the water system representative present at the time of the site inspection, with copy emailed to the system owner. The standard time frame to correct the identified issues and notify DWGB in writing, with photos, is within 30 days of the inspection. Additional time may be granted and approved in writing by DWGB if requested and justified by the water system representative.
- ◆ LIFTING THE ADVISORY
  - BACTERIA: **Once the assessment and corrective actions are completed** you must collect 2 consecutive sets of at least 3 samples per set (DWGB staff will indicate if more are required) at least 24 hours apart, with chlorine <0.1 mg/L for systems without disinfection. These "Lift" samples must be submitted on the General System Evaluation sampling forms from your Master Sampling Schedule (**repeat samples described above can count as first lift set if all are clean**), and MUST list the chlorine residual at <0.1 mg/L on the chain of custody form and the lab report. Therefore, you must sample your water for chlorine immediately before collecting the samples, and only collect samples if chlorine is below 0.1 mg/L. Low-level chlorine test strips for swimming pools are acceptable to test for low chlorine concentrations.
  - NITRATE: The number of samples to lift a Nitrate Advisory will be determined by DWGB technical staff, and nitrate concentrations must be < 10 mg/L.
  - BOTH: Contact DWGB to request an Approval to Lift the Notice when all required samples show "Absent" for both Total Coliform and E. coli, and <10 mg/L for nitrate. DWGB will notify the system in writing when the Notice may be lifted. Follow procedures listed in the Notice until you have received the authorization to Lift.



**HAWC**  
**2020 Payroll Proforma Adjustments**

**Staff 3-8**

Employee	2019	YTD Pay 8/21/20	2020 Projected 18 Weeks	2020 Projected	2020 Full Year	Payroll Proforma Adjustment
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Totals	376,431.78	291,545.78	151,524.00	443,069.78	524,152.43	147,720.65

Employee Employ Name	Prior Year Gross Pay	Pay Group
Begin redacted		
		ADMIN
		ADMIN
		ADMIN
		ADMIN

Sub-Total 88,542.45\*

		FIELD
		FIELD
		FIELD
		FIELD
		FIELD
		FIELD
		FIELD
		FIELD
		FIELD

Sub-Total 358,739.59\*

Report Totals: 447,282.04\*



November 19, 2019

Mr. John Sullivan  
Controller  
Hampstead Area Water Company  
54 Sawyer Ave.  
Atkinson, NH 03811

Dear Mr. Sullivan,

Raftelis is pleased to submit this engagement letter to the Hampstead Area Water Company (HAWC) to assist in its upcoming rate filing with the New Hampshire Public Utilities Commission (NH PUC). This document will serve to provide you with an overview of our firm, our approach to this project as well as a scope of work, and a proposed price.

#### **FIRM OVERVIEW**

Raftelis has the largest consulting practice in the nation focusing on financial, rate, and management consulting for water, wastewater, and stormwater utilities. In 1993, Raftelis was founded to provide services that help utilities function as sustainable organizations while providing the public with clean service at an affordable price. With this goal in mind, Raftelis has grown to become the largest and one of the most respected utility financial and management consulting practices in the nation. Raftelis has experience providing these services to hundreds of utilities across the country and abroad, allowing us to provide our clients with innovative and insightful recommendations that are founded on industry best practices. Throughout our history, we have maintained a strict focus on the financial and management aspects of utilities, building a staff with knowledge and skills that are extremely specialized to the services that we provide, and thus allowing us to provide our clients with independent and objective advice.

#### **PROPOSED SCOPE OF SERVICES**

We have developed the following scope of services based on our initial understanding HAWC's needs. We can certainly adjust this as needed.

We will arrange a kick-off meeting to further discuss the project in order to ensure we understand HAWC's needs and expectations. We will use this meeting to gather background data needed for the study including recent annual reports, test year financial data, customer usage information, and system operating records. Also at this meeting, Raftelis will facilitate a pricing objectives exercise to understand what HAWC's goals and objectives are such that rates and fees may be designed in accordance with accomplishing those goals and objectives.

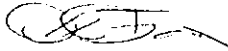
Once all data are collected, we will incorporate test year revenue requirements, including all known and measurable or inflationary adjustments, into a rate model along with fixed asset and depreciation data. Using this information, along with the results of our pricing objectives exercise, we will prepare a cost of service analysis using methodologies outlined in the AWWA's M1 Manual: Principles of Water Rates, Fees, and Charges. We will then calculate updated rates to be included in HAWC's filing. Along with user charges, Raftelis will also calculate new miscellaneous fees to also be included in HAWC's filing with the NH PUC. We will then prepare exhibits and supporting schedules presenting all rate year revenue requirements, cost of service allocations, and resulting rate design along with prefiled written testimony that can be submitted to the NH PUC.

We propose to complete the scope of work outlined above for a not-to-exceed amount of [REDACTED]. It is very likely that Raftelis will not need the entire budget associated with this scope of work, and subsequently all remaining budget will be passed onto HAWC in the form of savings. Given the uncertainty of the exact level of effort to provide services after the initial filing, this proposal does not detail or include any time or budget for post-filing efforts. As needed, Raftelis will be available to provide responses to data requests, intervenor

testimony reviews, oral testimony, and case coordination. We will bill HAWC on a monthly basis for services based on our hourly rates presented in Exhibit A.

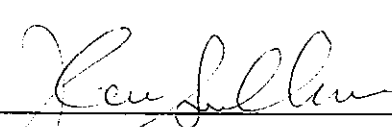
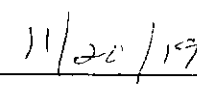
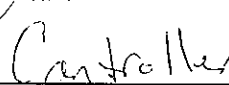

We look forward to working with you on this engagement. Should you have any questions, please do not hesitate to contact me at (774) 243-0619. If the provisions of this engagement letter are acceptable, please sign and return one copy of the letter for our files. We are delighted to have this opportunity to work with you and HAWC.

Sincerely,  
**RAFTELIS FINANCIAL CONSULTANTS, INC.**




**Dave Fox, Manager**

We accept the terms of this engagement letter:

	
Signature	Date
	
Title	Name of authorized agent

**Exhibit A – Raftelis' 2019 Standard Hourly Billing Rates**

<u>Position</u>	<u>Hourly Billing Rate **</u>
Chair	
Chief Executive Officer/President	
Executive Vice President	
Vice President/Principal Consultant	
Director of Governmental Services	
Senior Manager	
Director of Florida Operations	
Manager	
Director of Data Services	
Senior Consultant	
Consultant	
Creative Director	
Associate	
Graphic Designer	
Analyst	
Administration	
Technology/Communications Charge*	

\* Technology/Communications Charge – this is an hourly fee charged monthly for each hour worked on the project to recover telephone, facsimile, computer, postage/overnight delivery, conference calls, electronic/computer webinars, photocopies, etc.