

About the White Rock Water System

Dear Valued White Rock Water Customers,

As you may be aware, Abenaki Water Company has been augmenting its well supplies with truckload deliveries of additional water during the past several months. There are several reasons for this which I will explain in the following summary of the system.

Overview

Abenaki's White Rock Water System is supplied by three bedrock wells piped into an arsenic removal treatment plant and then pumped into two 15,000-gallon atmospheric storage tanks. Treated water then flows through an underground piped distribution system to residences. Average daily customer demand is about 19,000 gallons per day.

The system was constructed in the 1970's by the developer to service the approximate 95 residences' of the subdivision.

Challenges to System Operation

- At the time of construction, certain substandard materials were installed such as nylon (as opposed to brass) fittings at the junction of each main and service connection as well as at property line valves.
- The distribution system, composed of mains and services, is made of plastic material, often making them difficult to locate.
- There are an insufficient number of existing main valves, making it difficult to isolate smaller sections of the distribution system for repairs and leak detection.
- The three bedrock wells have low production, amounting to about 12 gallons per minute in total, during times of drought or higher demand.

Current System Issues

- We have determined that a small leak has developed in at least one of the atmospheric storage tanks.
- Due to the nylon service fittings, which have a history of cracking and breaking, as well as the storage tank leak, there is a high lost water ratio. In White Rock's case the leak(s) in total amount to about 4-5 gallons per minute and probably are at more than one location. Being small, these leaks are difficult to detect.

- The three bedrock wells are insufficient in their production. We have explored other possible locations in the immediate area and have found nothing that will meet the needs of the system.
- Both storage tanks should be replaced. As mentioned above, we have recently discovered a leak in one of the tanks.

The above issues make it difficult to efficiently and cost effectively operate the system. Obviously, significant funds are necessary to begin to addressing the solutions to the above problems and we are fully aware of this situation. The steps in the path for the improvements will be incremental due to fiscal burdens.

In the meantime, we have applied for state funds as well as other low cost or forgivable loans, but have not been successful. This overview is intended to illustrate where we have been, where we are presently, and what we intend going forward.

All this said, please do not hesitate to call me at our office, (603) 293-8580 with your questions or comments.

Very Truly Yours.

Taylor deOgburn