



The State of New Hampshire  
**DEPARTMENT OF ENVIRONMENTAL SERVICES**



**Robert R. Scott, Commissioner**

EMAIL ONLY

October 6, 2017

**Subject: Amherst – Former Textiles Coated International (TCI)  
DES Site #201605022, Project #36782**

**Amherst Waterline Extension Project**

Dear Property Owner:

In response to the discovery of perfluorooctanoic acid (PFOA) and other per- and polyfluoroalkyl substances (PFAS) in groundwater in your area over the last year, the New Hampshire Department of Environmental Services (NHDES) has been working with Textiles Coated International (TCI) and Pennichuck Water Works (PWW) to ensure that you are provided with safe, clean drinking water. NHDES has identified TCI as a potential responsible party for this contamination.

On October 6, 2017, NHDES and TCI announced that TCI will fund the extension of approximately 9,500 linear feet of water main and connection of public water services to approximately 102 properties located on Route 101A, Airline Drive, Eastern Avenue, Skyline Drive, Boston Post Road, Douglas Drive, and Hickory Drive in Amherst, New Hampshire. Construction will be initiated in October 2017. **You are receiving this letter as your property is included in the project area.**

**NHDES and PWW will host a meeting at 7 pm on October 12, 2017 at the Souhegan High School** located at 412 Boston Post Road in Amherst to discuss the project. At the meeting, eligible property owners will be asked to document their decision to connect to public water service on a form (sample copy attached). Please note that eligible property owners still need to register with PWW even if you worked with PWW during the design process earlier this year.

After your property is connected to public water, **NHDES recommends decommissioning (closing) of your drinking water well** regardless of concentrations of contaminants in your existing water supply. Proper decommissioning of your well will ensure that the well cannot be used to withdraw contaminated water from the aquifer beneath your property. This is the most effective way to limit risk and prevent exposure to these contaminants in groundwater. At the meeting, you will need to complete a form (sample attached) that documents your choice to either decommission your well or to retain the well for non-consumptive purposes.

If you can't attend the meeting, please contact the Revenue and Customer Operations Department at Pennichuck Water Works at (800) 553-151 or via email at [customer-service@pennichuck.com](mailto:customer-service@pennichuck.com) to inform them about your decisions.

Attached to this letter please find responses to Frequently Asked Questions regarding the scope of the project, well decommissioning, and other issues that NHDES has encountered during similar projects, as well as a contact list of who to contact for more information about various aspects of the project.

[www.des.nh.gov](http://www.des.nh.gov)

PO Box 95, 29 Hazen Drive, Concord, NH 03302-0095

Telephone: (603) 271-2908 Fax: (603) 271-2181 TDD Access: Relay NH 1-800-735-2964

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If you have other questions about the project, please contact me or the NHDES Project Manager, Kate Emma Schlosser at (603) 271-2910 or [KateEmma.Schlosser@des.nh.gov](mailto:KateEmma.Schlosser@des.nh.gov).

Sincerely,



Michael J. Wimsatt, P.G., Director  
Waste Management Division  
Tel: (603) 271-1997  
Email: [Michael.Wimsatt@des.nh.gov](mailto:Michael.Wimsatt@des.nh.gov)

Attn: SAMPLE: Existing Private Well Election Form  
Amherst Waterline Project Frequently Asked Questions  
Amherst Public Water System Connections Contact List

ec: Kate Emma Schlosser, P.E., Project Manager, NHDES HWRB  
Karlee Kenison, P.G., Administrator, NHDES HWRB  
Richard Skarinka, NHDES DWGB  
James Martin, Public Information Officer, NHDES  
Larry Goodhue, President, Pennichuck Corporation  
Edward Frechette, Engineering Manager, Textiles Coated International  
James O'Mara, Administrator, Town of Amherst  
Attention Health Officer, Town of Amherst

# Amherst Public Water System Connections

## Existing Private Well Election Form

Textiles Coated International is funding the connection of your property to public water because PFOA has been detected in the groundwater at concentrations greater than New Hampshire groundwater quality standards either in your well or in your neighborhood. This work will be completed at no expense to you.

Please select one of the following options regarding your private well:

### Decommission the Well

This option will:

- Permanently terminate use of the private well as water source in any manner.
- Require removal of the pump, grouting of the well and disconnection of the power to the pump at no expense to the property owner.

### Retain the Well for Non-consumptive Use

This option will:

- Have the well available for use for non-consumptive water only.
- Require a plumber to reconnect the well line to an outside spigot(s) and/or irrigation system at no cost to the property owner.

### Refuse Connection to Public Water

This option will:

- Leave your well as the source of water to your residence or property.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

*By signing this document, I certify that I am the owner(s) of record of the residence or property as referenced above in the Town of Amherst. I/We have been advised of the potential risks associated with the ingestion of PFOA, and understand that by electing any option other than "Decommission the Well", I/We have elected to maintain current or future access to the well to which this notice applies.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Joint Owner Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# Amherst Waterline Project Frequently Asked Questions

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## ***What is the scope of the project?***

The objective of the public waterline project is to eliminate your exposure to PFAS from drinking water. The project includes:

- installation of water main below the road
- installation of a service pipe from the main into the building on your property
- connection to the existing building piping system and disconnection of the private water supply well service to the building
- closure (decommissioning) of the water supply well or exterior connection of the water supply well for non-potable use
- restoration of disturbed areas of the property (e.g., placing loam and seed, planting trees and shrubs removed by the work)
- construction of new pavement over the new water main.

## ***When will this work take place?***

The water main construction is expected to begin in October 2017, and the service connections will start as the main is installed. The main and service connections are anticipated to be completed before June 1, 2018.

The road paving schedule depends on the pace of progress and weather conditions; however, it is expected that temporary paving patches are likely over the 2017-2018 winter months, with the first paving course completed in spring 2018. Well decommissioning is anticipated to occur in late 2017 (as properties are connected) and early 2018.

## ***Will a contractor enter my house during the project?***

Yes. A New Hampshire-licensed plumber will need to complete the interior plumbing work.

## ***Will my lawn, driveway, gardens, trees, etc. be disturbed?***

Pennichuck Water Works (PWW) designed the service connection piping to be the least intrusive to vegetated and developed areas of your property, as feasible; at the October 12<sup>th</sup> meeting, you will be able to review the proposed placement of the service connection piping with the PWW representatives. The construction contracts require that the work be completed to restore to existing or better condition.

***After connection to public water, what happens to my drinking water well?***

The plumbing to the existing water supply well will be disconnected when your property is connected to public water. You need to decide between two options for management of your well, either of which will be completed at no cost to you:

- 1) Decommission (close) the well so that the well can no longer be used.

Well decommissioning well is completed by a NH-licensed water well contractor, and involves: disconnecting the interior electrical and plumbing connections; removing the pump, piping, and wires from the well; sealing the well by filling with a concrete-like material (such as bentonite clay or cement grout); cutting the well casing off below the surface of the ground, and covering the former well with soil.

- 2) Retain your well for non-consumptive purposes.

Wells retained for non-consumptive purposes can be connected to an exterior spigot or irrigation system to allow for exterior use of non-potable water for activities such as watering the grass and washing your car. A sign will be posed at the spigot to clearly mark that the water should be used only for non-consumptive purposes. NHDES does not recommend watering edible plants with water from the well.

NHDES strongly recommends that your drinking water well is decommissioned (regardless of concentrations of contaminants) after your property is connected to public water. Proper decommissioning of your well will ensure that the well cannot be used to withdraw contaminated water from the aquifer beneath your property. This is the most effective way to minimize risk and prevent exposure to these contaminants in groundwater.

***What happens if I choose to retain my well for non-consumptive purposes?***

Despite the recommendation to decommission your well, NHDES recognizes that some property owners may wish to keep a well in service. The presence of a functioning well on your property, even if designated for non-consumptive uses, presents a risk of inadvertent exposure. Property owners may elect to keep their wells in service under the following conditions:

- 1) The well shall be directly plumbed to an exterior spigot or irrigation fixture and shall be completely separated from the indoor plumbing that provides potable water to the property.
- 2) Owners shall ensure that the well is not used for consumptive purposes. A non-potable warning sign will be posted at the spigot. Allowable non-consumptive uses include irrigation of plants that are not intended for consumption, such as watering lawns.
- 3) Owners must understand and acknowledge that in the future, if the well is determined by the local health officer, in consultation with NHDES, to pose a risk to public health, you could be required to decommission the well at your own expense. Further, if you wish to sell your home, NH law RSA 331-A:25:b requires your realtor to disclose the presence of a contaminated well in use at the property.

***My house has Point-of-Entry (POE) treatment system that was installed under agreement with TCI. What happens to the POE after I connect to public water? Can I keep the POE and use my well water instead of connecting to public water?***

The POE treatment systems are an interim measure until public water connections are provided. TCI will hire a contractor to disconnect and remove the POE treatment system from your property at no cost to you. NHDES highly recommends that you have the POE treatment system disconnected and removed from your property.

If you choose to keep the POE system, then you are responsible for operation and maintenance of the POE system, including routine testing, which is recommended to demonstrate that the system continues to remove contaminants. TCI and NHDES are not responsible for the POE system, either for maintenance, or routine testing. If you opt to keep the POE, NHDES wishes to remind you that these systems must be properly maintained if they are to work as intended. Over time, if not maintained, the following problems could occur:

- Sediment buildup and clogging
- Bacterial growth within the system
- Desorption, whereby the carbon becomes saturated with chemical contaminants. Even though the concentrations of these contaminants coming into the system may be very low, they potentially can be released at higher concentrations in the water at the faucet due to this desorption.

Proper maintenance following the manufacturer's recommendations will help prevent these conditions from occurring. The supplier can provide information about the frequency and typical costs associated with maintaining the treatment system.

***I currently receive bottled water – how long will the deliveries continue?***

You will receive bottled water until the service connection is complete. NHDES will confirm with Pennichuck that your property is connected to public water and that you are actively receiving service, and then NHDES will instruct Monadnock Spring Water to cease bottled water delivery to your property. Note that if you choose not to connect to public water, bottled water deliveries will not be available after the public water connection project is complete.

If you need to schedule a delivery of bottled water, please contact Monadnock Spring Water at (603) 654-2728.

***Do I have to pay for the water main, water service connection, or well decommissioning?***

No. If you choose to connect to public water at this time, TCI is funding the costs for project scope outlined herein.

***Do I have to pay for water use (e.g., utility bills)?***

After your property is connected to public water, you will be responsible for payment of water fees. This project includes extension of public water to the existing internal plumbing at your

property. This project does not include water usage costs or replacement of existing internal plumbing.

***Is Pennichuck Water safe to drink?***

Pennichuck Water Works is a regulated water supply that maintains a rigorous water quality sampling and reporting program. Water from Pennichuck meets all applicable federal and state standards for water quality and is safe to drink.

Pennichuck has tested its water supplies for perfluorooctanoic acid (PFOA) and perfluorooctane sulfonate (PFOS). Results have ranged from non-detect to 13 nanograms per liter (ng/L), which are equivalent to parts per trillion (ppt). Results have typically been around 6 ppt. Test results are available on the DES website at

<https://www.des.nh.gov/organization/commissioner/documents/pfoa-public-water-results-20170503.pdf>.

***Do I have to connect to public water and participate in this project?***

The objective of the project is to eliminate your exposure to PFAS from drinking water. NHDES recommends that all eligible properties connect to public water; however, connection to public water is voluntary, and property owners are free to decline the offer to be connected to public water.

If an eligible property chooses not to connect to public water at this time, NHDES will consider that TCI, through its offer to connect your home to public water at no cost to you, has satisfied its responsibility to make safe public water available to you. Consequently, TCI will no longer be responsible for costs associated with connecting your property to public water or providing and maintaining a point-of-use or point-of-entry treatment system.

If you choose not to connect to public water, a service line stub and valve (a curb stop) will be installed at the water main. Should you or any subsequent owner wish to connect to public water in the future, any costs associated with such a connection would not be the responsibility of TCI, NHDES or the Town of Amherst.

***If I don't connect to public water, will someone continue to test my well?***

No. Monitoring of water quality may be completed in the area as part of other site investigation and remediation activities; however, monitoring of water quality in your well is not planned at this time.

***What are the risks of keeping my well?***

Groundwater contamination in the project area is impacted by perfluorooctanoic acid (PFOA), and to a lesser extent, perfluorooctane sulfonate (PFOS). NHDES has established an Ambient Groundwater Quality Standard (AGQS) of 70 nanograms per liter, which is equivalent to parts per trillion (ppt) for these compounds, whether found separately or combined. Groundwater that

contains these substances at concentrations exceeding AGQS should not be used for consumptive purposes.

The 70 ppt AGQS is based on the Lifetime Health Advisories for PFOA and PFOS issued by the U.S. Environmental Protection Agency in May 2016. USEPA's Lifetime Health Advisories are based on the best available peer-reviewed studies of the effects of PFOA and PFOS on laboratory animals, and are also informed by studies of human populations that have been exposed to these contaminants. These studies indicate that exposure to PFOA and PFOS over certain levels may result in adverse health effects, including: developmental effects to fetuses during pregnancy or to breastfed infants (e.g., low birth weight, accelerated puberty, skeletal variations); cancer (e.g., testicular, kidney); liver effects (e.g., tissue damage); immune effects (e.g., antibody production and immunity); thyroid effects; and other effects (e.g., cholesterol changes). USEPA's Lifetime Health Advisories are intended to provide all people, including the most sensitive populations, with a margin of protection from a lifetime of exposure to PFOA and PFOS from drinking water. More information about these health advisories and the New Hampshire PFAS investigation is available on NHDHES' website at [www.des.nh.gov](http://www.des.nh.gov) (click on the investigation link at the top of the home page).

The best way to eliminate your exposure to these chemicals through your water is to connect to public water and decommission your well.



# Amherst Public Water System Connections Contact List

Textiles Coated International (TCI) is funding the connection of your property to public water at no cost to you because PFOA and PFOS have been detected in groundwater at concentrations greater than New Hampshire groundwater quality standards either in your well or in your neighborhood.

<b>I have questions about:</b>	<b>Who do I contact?</b>
<ul style="list-style-type: none"><li>• the project in general</li><li>• the extent of contamination</li><li>• remediation of contamination</li><li>• when my well will be decommissioned</li></ul>	Kate Emma A. Schlosser, P.E. NHDES Project Manager (603) 271-2910 <a href="mailto:KateEmma.Schlosser@des.nh.gov">KateEmma.Schlosser@des.nh.gov</a>
<ul style="list-style-type: none"><li>• the construction schedule</li><li>• when my property will be connected</li><li>• when my exterior spigot/irrigation system will be connected</li><li>• the quality of work completed at my property</li></ul>	Revenue and Customer Operations Department Pennichuck Water Works (800) 553-151 <a href="mailto:customer-service@pennichuck.com">customer-service@pennichuck.com</a>
<ul style="list-style-type: none"><li>• Bottled water deliveries</li></ul>	Nathan Curtis Monadnock Mountain Spring Water (603) 654-2728 <a href="mailto:monadnock9@tds.net">monadnock9@tds.net</a>
<ul style="list-style-type: none"><li>• Coordination issues with the bottled water supplier</li></ul>	Andrew C. Fulton, P.G. NHDES Hydrogeologist (603) 271-7376 <a href="mailto:Andrew.Fulton@des.nh.gov">Andrew.Fulton@des.nh.gov</a>
<ul style="list-style-type: none"><li>• General health risks from exposure to groundwater contaminated by PFOA and other PFAS</li></ul>	NHDES Environmental Health Program (603) 271-4664
<ul style="list-style-type: none"><li>• Specific health risks from exposure to PFOA, other PFAS, and/or other environmental contaminants</li></ul>	Please contact your healthcare provider.
<ul style="list-style-type: none"><li>• Blood testing</li></ul>	NH Department of Health and Human Services (DHHS) (603) 271-4499 <a href="https://www.dhhs.nh.gov/dphs/pfcs/blood-testing.htm">https://www.dhhs.nh.gov/dphs/pfcs/blood-testing.htm</a> <i>Blood testing is not managed by NHDES.</i>

**For other inquiries, please contact: Jim Martin, NHDES Public Information Office (603) 271-3710**  
<https://www4.des.state.nh.us/nh-pfas-investigation/>