



The State of New Hampshire
Department of Environmental Services

Robert R. Scott, Commissioner



January 6, 2020

Peter Corey
Town of Whitefield
Board of Selectmen
56 Littleton Road
Whitefield, NH 03598
administrativeassistant@whitefieldnh.org

Transmitted via Email

**Subject: Water Conservation Plan and Waiver Approval
Whitefield – Whitefield Water Department (PWS ID#: 2501010)
Water Conservation Plan, NHDES # 003577**

Dear Mr. Corey:

On December 10, 2019, the New Hampshire Department of Environmental Services (“DES”) Drinking Water and Groundwater Bureau received a Water Conservation Plan (the “WCP”), signed on December 9, 2019, for the Whitefield Water Department, located in Whitefield, New Hampshire. Pursuant to RSA 485:61 and Env-Wq 2101, community water systems seeking permits from DES for new sources of groundwater shall submit a water conservation plan to DES. Based on review of the WCP, DES has determined the WCP complies with Env-Wq 2101, *Water Conservation* rules.

Pursuant to Env-Wq 2101, the Town of Whitefield and the North Country Council were provided a copy of the WCP, along with other required materials. On December 26, 2019, DES received the certified mail return receipts for those mailings.

On December 3, 2019, DES received a waiver request, signed on December 2, 2019, in accordance with Env-Wq 2101.23, as follows:

1. A waiver to Env-Wq 2101.06(c) *Reading Service Meters Quarterly* has been requested.
2. A waiver to Env-Wq 2101.11(d) *Billing Customers Quarterly* has been requested.

The waivers have been requested to provide time for the water system to hire and train an additional employee to assist with service meter reading and billing, to adjust the budget to cover the costs of the additional meter reading and customer billing, and to put a new rate structure in place.

DES approves the WCP and the waiver requests based on the following conditions:

1. No later than source activation, all source meters, distribution meters, meters measuring water consuming processes, and any transfer meters and data loggers shall be installed.
2. Source meters and any other meters measuring water consuming processes prior to distribution shall be read at least monthly.
3. The system shall continue reporting monthly source production volumes to the DES Water Use Registration and Reporting Program on a quarterly basis.

4. Meters shall continue to be installed on all service connections and points of transfer to consecutive water systems and privately owned redistribution systems that are added to the system.
5. Service meters shall continue to be read at least twice a year until quarterly service meter reading practices are established or this waiver approval expires, whichever is earlier.
6. All meters shall be installed per the manufacturer's instructions or American Water Works Association standards.
7. All meters shall be tested and maintained based on the schedule proposed in the WCP.
8. A water balance—the difference between the system input volume and the metered authorized consumption—shall be reported annually to DES. The water balance shall be reported by March 1 for the prior year using the online reporting tool. The first water balance will be due on March 1, 2021 for calendar year 2020.
9. A conservation rate structure shall continue to be implemented. Customers shall be charged based on the amount of water each connection uses, and the rate for residential connections shall be structured so that the cost per gallon(s) is either constant or increasing with the amount of water used.
10. Customers shall continue to be billed at least twice a year until quarterly billing practices are established or this waiver approval expires, whichever is earlier.
11. Within one year of source approval, a leak detection and repair program shall be implemented in accordance with the WCP.
12. Leaks shall be repaired within 60 days of discovery.
13. From the date of this approval, all non-metallic pipes installed in the system shall be outfitted with detectable tracer tape or detectable tracer wire, or be GPS located and maintained in a GIS system.
14. A water conservation outreach and education program shall be implemented in accordance with the WCP, including becoming a WaterSense partner and promoting the WaterSense program.
15. Every three years from the date of this approval, a *Water Conservation Plan Ongoing Compliance Reporting Form* shall be submitted to DES documenting how the system has maintained compliance with the WCP. The following records shall be maintained by the water system to include with the report:
 - a. A leak log including the date a leak was discovered, the date a leak was repaired, the type of leak (ex. water main, service line, hydrant, valve), the approximate size of the leak (gpm), and the nearest address to the leak.
 - b. A summary of the water efficiency outreach activities.
 - c. Date of installation and replacement of all system-side meters as well as testing and calibration records.
 - d. Dates and summaries of leak detection activities.

16. The waiver shall be valid for no more than four years from the date of this approval. Prior to the expiration of the waiver, a waiver request shall be sought in order to be considered an extension of the original waiver approval.

17. Proposed changes to the WCP shall not be implemented unless approved by DES.

The online *Annual Water Balance Reporting Form* and the *Water Conservation Plan Ongoing Compliance Reporting Form* may be located by going to the DES website (www.des.nh.gov), clicking on the “A-Z List” in the top right corner of the page, clicking “Water Conservation,” and scrolling down to “Forms/Applications.”

Please feel free to contact me with any questions at (603) 271-0659 or via e-mail at kelsey.vaughn@des.nh.gov.

Sincerely,



Kelsey Vaughn
Water Conservation Program
Drinking Water and Groundwater Bureau

cc: Robert Larson, Fredrick Ingerson II; Town of Whitefield
Joel Banaszak; Horizons Engineering, Inc.
North Country Council
Andrew Koff, Stacey Herbold; DES