

# Consumer Confidence Report

## 2025

(2024 results)



Hidden Valley  
PWS ID# 2372020

### Introduction

As a responsible public water system (PWS), Lakes Region Water Company's mission is to provide safe and reliable water to all customers.

Aging infrastructure presents challenges for maintaining safe quality drinking water and continuous improvements are necessary. In the past year, we have detected, located, and repaired 4 water leaks in your system. In the coming year we intend to continue our best efforts to maintain the least amount of interruptions as possible.

### What is a Consumer Confidence Report?

The Consumer Confidence Report (CCR) details the quality of your drinking water, where it comes from, and how to get more information. This annual report documents all detected primary and secondary drinking water contaminants and their respective standards known as Maximum Contaminant Levels (MCLs).

### The sources of drinking water

(both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

NOW IT COMES WITH A  
LIST OF INGREDIENTS.



### Contaminants that may be present in source water include:

- **Microbial contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- **Inorganic contaminants**, such as salts and metals, which can be naturally occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.
- **Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- **Organic chemical contaminants**, including per- and polyfluoroalkyl substances, synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.
- **Radioactive contaminants**, which can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, EPA prescribe regulations which limit the amount of certain contaminants in water provided by public water systems. The US Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

### What is the source of my drinking water?

Lakes Region Water Company (LRWC) owns & operates two active Wells. Bedrock Well #1 (HVS #1) is approximately 1000 feet (ft.) deep, yields 12 gallons per minute (GPM) and is located 30 ft. southeast of the lower Pumphouse (PH). Bedrock Well #2 (Blue Well) is about 700 ft. deep, yields 6-7 gpm and is located 145 ft. east of the upper Pumphouse. Bedrock Well #2 has Sediment Filters and a UV Light Unit to ensure Water Quality.

### Why are contaminants in my water?

Drinking water, including bottled water, may reasonably be expected to contain at least some small amounts of contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791.

### Do I need to take special precautions?

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at 1-800-426-4791.

### Source Water Assessment Summary

NHDES prepared drinking water source assessment reports for all public water systems between 2000 and 2003 in an effort to assess the vulnerability of each of the state's public water supply sources. Included in the report is a map of each source water protection area, a list of potential and known contamination sources, and a summary of available protection options. The results of the assessment, prepared on 10/17/2002 are noted below.

Hidden Valley CWS		Susceptibility Factor Ratings		
Source Name	Date	Low	Med	High
Bedrock Well #1	10/17/02	8	2	2
Bedrock Well #1	10/17/02	9	2	1
Bedrock Well #2	10/17/02	9	2	1
Bedrock Well #2	10/17/02	9	2	1

Note: Due to the time when the assessments were completed, some of the ratings might be different if updated to reflect current information.

The complete Source Assessment Report is available for review at LRWC's office in Moultonborough, NH. For more information call Justin at 603-476-2348 or visit NHDES' website at: <https://www.des.nh.gov/resource-ceter/publications?keys=swp assessments&purpose=Reports &subcategory=Drinking+water>.

### Lead Service Line Inventory

A service line inventory has been prepared and can be accessed by going to [Lakesregionwater.com](http://Lakesregionwater.com), clicking on "Water Quality" at the top of the home page, then click on "Water Service Line Inventory", Then look for your Water Systems name.

How can I get involved?

For more information about your drinking water, please call the owner, Thomas Mason at (603) 476-2348 or the primary operator, Justin Benes, at (603) 476-2348. Although Lakes Region does not hold public participation meetings, you are welcome to contact us with questions and concerns. For more info concerning public participation opportunities in your community, contact your Homeowner’s Association President for dates & times of Association meetings.

**Violations and Other information:** There were no violations in 2024.

Definitions:

**Action Level or AL:** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

**Maximum Contaminant Level or MCL:** The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

**Maximum Contaminant Level Goal or MCLG:** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

Abbreviations:

mg/L: milligrams per Liter  
NA: Not Applicable

ND: Not Detectable at testing limits  
pCi/L: picoCurie per Liter  
ppb: parts per billion  
ppm: parts per million  
ug/L: micrograms per Liter

Drinking Water Contaminants:

**Lead:** Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. LRWCO is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring

replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, contact Lakes Region Water Co @ 603-476-2348. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <https://www.epa.gov/safewater/lead>.

**Health Effects of Lead** Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.

Abbreviations:

BDL: Below Detection Limit  
NA: Not Applicable  
ND: Not Detectable at testing limits  
NTU: Nephelometric Turbidity Unit  
pCi/L: picoCurie per Liter  
ppb: parts per billion OR ug/L: micrograms per Liter  
ppm: parts per million OR mg/L: milligrams per Liter  
ppq: parts per quadrillion  
RAA: Running Annual Average  
TTHM: Total Trihalomethanes  
UCMR: Unregulated Contaminant Monitoring Rule

## LEAD AND COPPER

Contaminant (Units)	Action Level (AL)	90 <sup>th</sup> percentile compliance level	Date	# of sites above AL	Violation Yes/No	Likely Source of Contamination	Health Effects of Contaminant
Copper (ppm)	1.3	0.165	01/01/2024	0	NO	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives	Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson's Disease should consult their personal doctor.
Lead (ppb)	15	6	06/30/2021	0	NO	Corrosion of household plumbing systems, erosion of natural deposits	Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems. Lead can enter your water from pipes that bring the water to your home and from your home internal plumbing. Always flush your tap by running cold water for one minute before using every morning and after you've been away from home for the day. Use only cold water for drinking and cooking. In addition, our <a href="#">GetTheLeadOutNH</a> program ensures that all K-12 schools and child care facilities in the state test for lead at every outlet where children drink the water and remediate any fixture testing at 5 ppb lead or higher.

## DETECTED WATER QUALITY RESULTS

Radioactive Contaminants							
Contaminant (Units)	Level Detected*	Date	MCL	MCLG	Violation YES/NO	Likely Source of Contamination	Health Effects of Contaminant
Compliance Gross Alpha (pCi/L)	2.7	09/13/2016	15	0	NO	Erosion of natural deposits	Certain minerals are radioactive and may emit a form of radiation known as alpha radiation. Some people who drink water containing alpha emitters in excess of the MCL over many years may have an increased risk of getting cancer.
Uranium (ug/L)	1.7	11/15/2024	30	0	NO	Erosion of natural deposits	Some people who drink water containing uranium in excess of the MCL over many years may have an increased risk of getting cancer and kidney toxicity.
Combined Radium 226 + 228 (pCi/L)	0.1	09/12/2016	5	0	NO	Erosion of natural deposits	Some people who drink water containing radium 226 or 228 in excess of the MCL over many years may have an increased risk of getting cancer.

# Inorganic Contaminants

Contaminant (Units)	Level Detected*	Date	MCL	MCLG	Violation YES/NO	Likely Source of Contamination	Health Effects of Contaminant
Arsenic (ppb)	<b>SOURCE TAP /BRW 2M:</b> .00087 .0022 .00084 <b>AVG= 0.18</b>  <b>SOURCE TAP /BRW 2S/PREV 2372030:</b> .0028 .0026 .0024 .0024 <b>AVG=1.6</b>	04/03/2024 07/01/2024 11/15/2024  02/14/2024 04/03/2024 07/01/2024 11/15/2024	5	0	NO	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes	(2.5 ppb through 5 ppb) While your drinking water meets EPA's standard for arsenic, it does contain low levels of arsenic. EPA's standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. EPA continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems. (Above 5 ppb) Some people who drink water containing arsenic in excess of the MCL over many years could experience skin damage or problems with their circulatory system and may have an increased risk of getting cancer.
Barium (ppm)	0.0033	01/16/2023	2	2	NO	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits	Some people who drink water containing barium in excess of the MCL over many years could experience an increase in their blood pressure.
Nitrate (as Nitrogen) (ppm)	0.5	10/24/2017	10	10	NO	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits	(5 ppm through 10ppm) Nitrate in drinking water at levels above 10 ppm is a health risk for infants of less than six months of age. High nitrate levels in drinking water can cause blue baby syndrome. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant, you should ask for advice from your health care provider. (Above 10 ppm) Infants below the age of six months who drink water containing nitrate in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue baby syndrome.

## SECONDARY CONTAMINANTS

Secondary MCLs (SMCL)	Level Detected	Date	Treatment technique (if any)	SMCL	50 % AGQS (Ambient groundwater quality standard)	AGQS (Ambient groundwater quality standard)	Specific contaminant criteria and reason for monitoring
Chloride (ppm)	4.6 & 19	10/22/2020	N/A	250	N/A	N/A	Wastewater, road salt, water softeners, corrosion
Fluoride (ppm)	0.67 & 0.12	10/22/2020	N/A	2	2	4	SEE BELOW
Iron (ppm)	0.17	10/22/2020	N/A	0.3	N/A	N/A	Geological
PH (ppm)	7.5 & 7.06	10/22/2020	N/A	6.5-8.5 (Normal Range)	N/A	N/A	Precipitation and geology
Sodium (ppm)	9.8 & 17	11/16/2023	N/A	100-250	N/A	N/A	We are required to regularly sample for sodium
Sulfate (ppm)	3.8 & 8	10/22/2020	N/A	250	250	500	Naturally occurring
Zinc (ppm)	0.77 & 0.096	01/16/2023	N/A	5	N/A	N/A	Galvanized pipes

This is an alert about your drinking water and a **cosmetic** dental problem that might affect children under 9 years of age. At low levels, fluoride can help prevent cavities, but children drinking water containing more than 2.0 milligrams per liter (mg/L) of fluoride may develop cosmetic discoloration of their permanent teeth (dental fluorosis). Fluoride contamination is rarely due to human activity, since it occurs naturally in some areas and is found in elevated concentrations in the aquifer in our source water. **This is NOT an emergency.** If it had been, you would have been notified immediately. However, dental fluorosis, in its moderate or severe forms may result in a brown staining and/or pitting of the permanent teeth. This problem occurs only in developing teeth, before they erupt from the gums. Children under nine should be provided with alternative sources of drinking water or water that has been treated to remove the fluoride to avoid the possibility of staining and pitting of their permanent teeth. You may also want to contact your dentist about the proper use by young children of fluoride-containing products. Older children and adults may safely drink the water. Drinking water containing more than 4.0 mg/L of fluoride (the US Environmental Protection Agency's drinking water standard) can increase your risk of developing bone disease. Your drinking water **does not** contain more than 4.0 mg/L of fluoride, but we are required to notify you when we discover that the fluoride levels in your drinking water exceed 2.0 mg/L because of this cosmetic dental problem. You may want to consult your dentist or doctor and show him/her this notice to determine if an alternative source of water low in fluoride should be used, about whether to avoid dental products containing fluoride. General health related questions may be directed to Dave Gordon of the DES Environmental Health Program at (603) 271-4608. Some home water treatment units are also available to remove fluoride from drinking water. To learn more about available home water treatment units, you may call NSF International at 1-877-8-NSF-HELP.