



WATER DEPARTMENT
P.O. BOX 385
CHARLESTOWN, NH 03603

Tel: (603) 826-5387
Fax: (603) 826-3709

www.charlestown-nh.gov

Charlestown Water System Facts!

1. All water quality issues should be reported to the Water Department.
2. Charlestown has three water wells Bull Run 1 Bull Run 2 and Claybrook.
3. Bleach is not added to the water.
4. Food grade Sodium Hypochlorite 25% is diluted to 2% and feed in mg/l.
5. Food grade Sodium Hydroxide 25% is added to Claybrook well water for pH Control.
6. All Sodium Hypochlorite injection points are monitored 24 hours a day 7 days a week by computer systems.
7. Inline analyzers monitor our dosage in mg/l of chlorine and we add just enough to keep the public safe.
8. If you smell Chlorine !! then you can be assured there is no bacteria and or viruses alive in your water.
9. EPA Requires a minimum mg/l of disinfectant.
10. Water can be moved in the system for up to 5 days before reaching your home from the Well house. Transported in Ductile Pipe and PVC Pipe and Copper Pipe and sometimes Lead Pipes.
11. We store 950,000 gallons at any given time for fire protection and leaks or large use.
12. We test the water daily for Additives.
13. We test the water monthly in two locations for Bacteria and Viruses.
14. We test the water yearly for Minerals, Compounds, Nitrates, Uranium, Radium 226, Gross Alpha group chemicals, and many more.
15. Yes your water has Minerals in it! If it didn't you would dye of thirst.
16. Chloride, Sulfate, Barium, Copper, Manganese, Iron, Calcium, Sodium, are all natural minerals in water and we monitor them and make sure they are within State mandated levels.
17. When you operate a Humidifier cold water wick or boil water or condense water in anyway the minerals are left behind and will become more concentrated as you add more water without cleaning the unit and the cold wick. Concentrated minerals leave deposits, stains, and if left alone grow bacteria witch will flow out with the cold air and become air born.

The Town of Charlestown prohibits discrimination on the basis of race, color, national origin, sex, sexual orientation, religion, age, disability, marital or family status.

The Town of Charlestown is an equal opportunity employer



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18. Bull Run Well #2 came on line in January 2016, We had to operate with a high mg/l of Sodium Hypochlorite to insure disinfection thou out the system for the first few months then we had to take time to reduce it to the now 0.35mg/l at the well and 0.15 mg/l at our Main Street test site and 0.20mg/l at our storage tank.
19. The levels of disinfectant mentioned in # 18 are very low but safe for the public to consume the water without worry of sickness.
20. I as a human being believe we should be suppling safe water before anything else.
21. Charlestown meets and exceeds water quality standards for the State of New Hampshire.
22. All records and reports are available for the public to see and review.
23. Yes Charlestown your water system has changed over the years Growth, Regulations, Water Testing Methods, New Well, Some new lines, and more.
24. Water quality from the new well is very good a pH of 7.40su means we no longer need to feed as much Sodium Hydroxide and utilities less Sodium Hypochlorite.
25. The Water Department is open Monday thru Friday 6:00am – 2:30pm 826-5387, 187 Lower landing Road. email dduquette@charlestow-nh.gov.
26. Town employees do not respond to social media or web sites this is just for your info because without facts you have nothing.

We are always willing to hear what is going on in the system so we can improve the situation and educate the public to the systems workings.

David P. Duquette