

# ANNUAL WATER QUALITY REPORT

Reporting Year 2025



**Water**  
Community Services | Dover, NH

*Presented By*  
**Dover Water Department**

PWS ID#: 0651010

## Our Commitment

We are pleased to present to you this year's annual water quality report. This report is a snapshot of last year's water quality covering all testing performed between January 1 and December 31, 2025. Included are details about your sources of water, what it contains, and how it compares to standards set by regulatory agencies. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water and providing you with this information because informed customers are our best allies.

## Where Does My Water Come From?

The residents of Dover receive their drinking water from 10 production wells. These wells provide access to four underground aquifers of high-quality water to supply the City of Dover and its multifaceted needs. The water is treated to remove iron, manganese, and PFAS; disinfected with chlorine; and fluoridated.

## Source Water Assessment Summary

The New Hampshire Department of Environmental Services (NHDES) prepared drinking water source assessment reports for all public water systems between 2000 and 2003 to assess each public water supply source's vulnerability. The reports include a map of each source water protection area, a list of potential and known contamination sources, and a summary of available protection options. The assessment results for Dover, prepared on September 26, 2007, are noted below and can be found at [des.nh.gov/sites/g/files/ehbemt341/files/documents/dover.pdf](https://des.nh.gov/sites/g/files/ehbemt341/files/documents/dover.pdf).

SUMMARY OF SUSCEPTIBILITY RATINGS			
SOURCE INFORMATION	HIGH	MED	LOW
GPW 1 Calderwood/Hoppers	1	3	8
GPW Cummings	3	5	4
GPW Hughs Well	2	3	7
GPW Ireland Well	2	6	4
GPW Campbell/Hoppers	1	3	8
GPW Smith Well	3	4	5

Due to the time when the assessments were completed, some ratings may differ if updated to reflect current information. The complete assessment report is available for review at Pierre R. Bouchard Public Works Facility, 271 Mast Road. For more information, call Dan Lynch at (603) 516-6450 or visit the NHDES website.

## Q and A:

### 1. What is water hardness?

Most of our treated water is moderately hard. Water hardness is magnesium and calcium, which we naturally have in our water.

### 2. Why do I have slime coming from my faucet?

Most water systems get pink slime; however, there is also black or clear slime that is from the same causes: airborne bacteria growing when contacting low-chlorinated water, which can't neutralize that bacteria. The water is still safe to drink and well within any limits.

## Why We Test So Often

Drinking water is one of the most closely monitored resources in the United States. Water systems regularly test for bacteria, disinfectants, metals, organic chemicals, radioactive substances, and many other contaminants. Some tests are performed daily, while others are conducted weekly, monthly, quarterly, or annually, depending on regulatory requirements and system size. Microbiological testing for bacteria such as coliforms ensures that disinfection is working properly. Turbidity monitoring confirms effective filtration. Chemical testing verifies that treatment processes remain optimized. All certified laboratories must meet strict quality assurance requirements to ensure accurate results. When results approach regulatory limits, corrective actions are taken immediately.

## Important Health Information

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, or kidney or nervous system problems.



Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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. U.S. Environmental Protection Agency (U.S. EPA)/Centers for Disease Control and Prevention (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 (800) 426-4791 or [epa.gov/safewater](https://www.epa.gov/safewater).

**QUESTIONS?** For more information about this report, or for any questions relating to your drinking water, please call Dan Lynch, Utilities Superintendent, at (603) 516-6450.

## Lead in Home Plumbing

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. Dover Water Department 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 it is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling 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, or 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 it tested, contact Community Services at (603) 516-6450. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at [epa.gov/safewater/lead](http://epa.gov/safewater/lead).

To address lead in drinking water, public water systems were required to develop and maintain an inventory of service line materials by October 16, 2024. Developing an inventory and identifying the location of lead service lines (LSL) is the first step for beginning LSL replacement and protecting public health. The lead service inventory is available at Community Services, 271 Mast Road, (603) 516-6450. Please contact us if you would like more information about the inventory or any lead sampling that has been done.

## Community Participation

The Dover Utilities Commission meets in the Pierre R. Bouchard Public Works Facility, at 271 Mast Road, on the third Monday of each month at 6:00 p.m. Meetings are open to the public.

## Fluoridation Information

Your public water supply is fluoridated. According to the CDC, if your child under the age of six months is exclusively consuming infant formula reconstituted with fluoridated water, there may be an increased chance of dental fluorosis. Consult your child's health-care provider for more information.

## Substances That Could Be in Water

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily mean that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Safe Drinking Water Hotline at (800) 426-4791 or visiting [epa.gov/safewater](http://epa.gov/safewater).

The sources of drinking water (both tap water and bottled water) come from 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. The water can also pick up and transport substances resulting from the presence of animals or from human activity.

Contaminants (any physical, chemical, biological, or radiological substance or matter in water) 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 occur naturally in the soil or groundwater or may result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming;
- Pesticides, generally, any substance or mixture of substances intended for preventing, destroying, repelling, or mitigating any pest;
- Herbicides, any chemical(s) used to control undesirable vegetation;
- Organic Chemical Contaminants, including per- and polyfluoroalkyl substances (PFAS), synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production and can also come from gas stations, urban stormwater runoff, and septic systems; and
- Radioactive Contaminants, which can be naturally occurring or the result of oil and gas production and mining activities.

To protect public health, the U.S. EPA and the State of New Hampshire prescribe regulations that limit the amount of certain contaminants in tap water provided by public water systems. US Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.



## Water Treatment Process

The treatment process consists of a series of steps. First, raw water is drawn from our water source and sent to an aeration tank, which allows for oxidation of high iron levels. The water then goes to a mixing tank, where polyaluminum chloride and soda ash are added. The addition of these substances causes small particles called floc to adhere to one another, making them heavy enough to settle into a basin from which sediment is removed. Chlorine is then added for disinfection. At this point, the water is filtered through layers of fine coal and silicate sand. As smaller suspended particles are removed, turbidity disappears and clear water emerges.

Chlorine is added again as a precaution against any bacteria that may still be present. (We carefully monitor the amount of chlorine, adding the lowest quantity necessary to protect the safety of your water without compromising taste.) Finally, soda ash (used to adjust the final pH and alkalinity), fluoride (used to prevent tooth decay), and a corrosion inhibitor (used to protect distribution system pipes) are added before the water is pumped to sanitized underground reservoirs and water towers and into your home or business. Corrosion control efforts consist of addition of zinc orthophosphate (0.70 part per million, or ppm) during finished water production and the addition of sodium hydroxide for pH adjustment of 7.3.

## Water Conservation Tips

You can play a role in conserving water and saving yourself money in the process by becoming conscious of the amount of water your household is using and by looking for ways to use less whenever you can. It is not hard to conserve water. Here are a few tips:

- Automatic dishwashers use 15 gallons for every cycle, regardless of how many dishes are loaded. So get a run for your money and load it to capacity.
- Turn off the tap when brushing your teeth.
- Check every faucet in your home for leaks. Just a slow drip can waste 15 to 20 gallons a day. Fix it and you can save almost 6,000 gallons per year.
- Check your toilets for leaks by putting a few drops of food coloring in the tank. Watch for a few minutes to see if the color shows up in the bowl. It is not uncommon to lose up to 100 gallons a day from an invisible toilet leak. Fix it and you save more than 30,000 gallons a year.
- Use your water meter to detect hidden leaks. Simply turn off all taps and water using appliances. Then check the meter after 15 minutes. If it moved, you have a leak.

## Q&A

### Why can tap water have a taste?

Taste in drinking water is usually related to naturally occurring minerals, disinfectants, or seasonal changes in source water. While these characteristics may affect taste, they do not typically indicate a health risk.



### Why is water sometimes called the “original energy drink”?

Water helps regulate body temperature, supports digestion, and keeps joints moving—without sugar, calories, or caffeine.

### Can weather affect drinking water quality?

Heavy rain, drought, or seasonal changes can influence source water conditions. Water systems adjust treatment processes as needed to maintain water quality during changing environmental conditions.

### Why is maintaining water infrastructure important?

Pipes, pumps, and treatment facilities are critical for delivering safe drinking water. Regular maintenance and upgrades help prevent leaks, breaks, and service disruptions.

### What can customers do to help protect water quality?

Customers can help by reporting leaks, avoiding cross-connections, maintaining household plumbing, and staying informed through their annual water quality report.

## Microplastics in Drinking Water

Microplastics are tiny plastic particles smaller than a grain of rice that are now being detected in oceans, rivers, soils, and even the air. Scientists have also identified microplastics in drinking water supplies worldwide. These particles come from the breakdown of larger plastic products, synthetic clothing fibers, tire wear, and many everyday consumer items. Because plastics degrade slowly, microplastics are becoming increasingly widespread in the environment. Modern water treatment processes, including filtration and sedimentation, remove a large portion of microplastics from source water. Advanced treatments such as granular activated carbon and membrane filtration can further reduce microplastic levels. Consumers interested in minimizing microplastic exposure can use certified drinking water filters, reduce single-use plastic consumption, and support responsible plastic recycling and waste reduction efforts.



## Test Results

Our water is monitored for many different kinds of substances on a very strict sampling schedule, and the water we deliver must meet specific health standards. Here, we only show those substances that were detected in our water (a complete list of all our analytical results is available upon request). Remember that detecting a substance does not mean the water is unsafe to drink; our goal is to keep all detects below their respective maximum allowed levels.

The state recommends monitoring for certain substances less than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data is included, along with the year in which the sample was taken.

### Reporting UCMR5 Data

We participated in the fifth stage of the U.S. EPA's Unregulated Contaminant Monitoring Rule (UCMR5) program by performing additional tests on our drinking water. UCMR5 sampling benefits the environment and public health by providing the U.S. EPA with data on the occurrence of contaminants suspected to be in drinking water to determine if it needs to introduce new regulatory standards to improve drinking water quality. Unregulated contaminant monitoring data is available to the public, so please feel free to contact us if you are interested in obtaining that information. If you would like more information on the U.S. EPA's Unregulated Contaminant Monitoring Rule, please call the Safe Drinking Water Hotline at (800) 426-4791.

### REGULATED SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL [MRDL]	MCLG [MRDLG]	Hughes Well		Dover Pudding Hill Well-DPH1		Pudding Hill Water Treatment Plant		VIOLATION	TYPICAL SOURCE
				AMOUNT DETECTED	RANGE LOW-HIGH	AMOUNT DETECTED	RANGE LOW-HIGH	AMOUNT DETECTED	RANGE LOW-HIGH		
<b>Barium</b> (ppm)	2025	2	2	0.008	NA	NA	NA	NA	NA	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
<b>Combined Radium</b> (pCi/L)	2022	5	0	1.4	NA	NA	NA	NA	NA	No	Erosion of natural deposits
<b>Fluoride</b> (ppm)	2025	4	4	0.48	NA	0.52	NA	NA	NA	No	Erosion of natural deposits; Water additive that promotes strong teeth; Discharge from fertilizer and aluminum factories
<b>Nitrate</b> (ppm)	2025	10	10	1.1	NA	0.92 <sup>2</sup>	NA	0.49	NA	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
<b>Perfluorohexanesulfonic Acid [PFHxS]</b> (ppt)	2022	18	0	NA	NA	4.17 <sup>3</sup>	NA	NA	NA	No	Discharge from industrial processes; Wastewater treatment; Residuals from firefighting foam; Runoff/leachate from landfills and septic systems
<b>Perfluorooctanesulfonic Acid [PFOS]</b> (ppt)	2022	15	0	NA	NA	2.71 <sup>3</sup>	NA	NA	NA	No	Discharge from industrial processes; Wastewater treatment; Residuals from firefighting foam; Runoff/leachate from landfills and septic systems
<b>Perfluorooctanoic Acid [PFOA]</b> (ppt)	2022	12	0	NA	NA	6.13 <sup>3</sup>	NA	NA	NA	No	Discharge from industrial processes; Wastewater treatment; Residuals from firefighting foam; Runoff/leachate from landfills and septic systems

## Definitions

**90th %ile:** The levels reported for lead and copper represent the 90th percentile of the total number of sites tested. The 90th percentile is equal to or greater than 90% of our lead and copper detections.

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

**Herbicide:** Any chemical(s) used to control undesirable vegetation.

**MCL (Maximum Contaminant Level):** 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.

**MCLG (Maximum Contaminant Level Goal):** 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.

**MRDL (Maximum Residual Disinfectant Level):** The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

**MRDLG (Maximum Residual Disinfectant Level Goal):** The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

**NA:** Not applicable.

**pCi/L (picocuries per liter):** A measure of radioactivity.

**Pesticide:** Generally, any substance or mixture of substances intended for preventing, destroying, repelling, or mitigating any pest.

**ppb (parts per billion):** One part substance per billion parts water (or micrograms per liter).

**ppm (parts per million):** One part substance per million parts water (or milligrams per liter).

**ppt (parts per trillion):** One part substance per trillion parts water (or nanograms per liter).

**SMCL (Secondary Maximum Contaminant Level):** These standards are developed to protect aesthetic qualities of drinking water and are not health based.

				French Cross Water Treatment Plant		Lowell Water Treatment Plant		Calderwood Chemical Bldg			
SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL [MRDL]	MCLG [MRDLG]	AMOUNT DETECTED	RANGE LOW-HIGH	AMOUNT DETECTED	RANGE LOW-HIGH	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Barium (ppm)	2025	2	2	NA	NA	NA	NA	0.0094	NA	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Combined Radium (pCi/L)	2022	5	0	NA	NA	NA	NA	NA	NA	No	Erosion of natural deposits
Fluoride (ppm)	2025	4	4	0.61 <sup>2</sup>	NA	NA	NA	0.75 <sup>1</sup>	0.61–0.75 <sup>1</sup>	No	Erosion of natural deposits; Water additive that promotes strong teeth; Discharge from fertilizer and aluminum factories
Nitrate (ppm)	2025	10	10	0.081	0.076–0.081	0.26	NA	0.72	NA	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Perfluorohexanesulfonic Acid [PFHxS] (ppt)	2022	18	0	NA	NA	NA	NA	NA	NA	No	Discharge from industrial processes; Wastewater treatment; Residuals from firefighting foam; Runoff/leachate from landfills and septic systems
Perfluorooctanesulfonic Acid [PFOS] (ppt)	2022	15	0	NA	NA	NA	NA	NA	NA	No	Discharge from industrial processes; Wastewater treatment; Residuals from firefighting foam; Runoff/leachate from landfills and septic systems
Perfluorooctanoic Acid [PFOA] (ppt)	2022	12	0	NA	NA	NA	NA	NA	NA	No	Discharge from industrial processes; Wastewater treatment; Residuals from firefighting foam; Runoff/leachate from landfills and septic systems

Tap water samples were collected for lead and copper analyses from sample sites throughout the community

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AL	MCLG	AMOUNT DETECTED (90TH %ILE)	RANGE LOW-HIGH	SITES ABOVE AL/ TOTAL SITES	VIOLATION	TYPICAL SOURCE
Copper (ppm)	2025	1.3	1.3	0.10	0.0226–0.3073	0/67	No	Corrosion of household plumbing systems; Erosion of natural deposits
Lead (ppb)	2025	15	0	1.4	ND–55.9	1/67	No	Corrosion of household plumbing systems; Erosion of natural deposits

### SECONDARY SUBSTANCES

				Hughes Well		Dover Pudding Hill Well- DPH1		French Cross Water Treatment Plant		Calderwood Chemical Bldg			
SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	SMCL	MCLG	AMOUNT DETECTED	RANGE LOW-HIGH	AMOUNT DETECTED	RANGE LOW-HIGH	AMOUNT DETECTED	RANGE LOW-HIGH	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Chloride (ppm)	2025	250	NA	40	NA	46	NA	NA	NA	24	NA	No	Runoff/leaching from natural deposits
Copper (ppm)	2025	1.0	NA	0.0054	NA	NA	NA	NA	NA	NA	NA	No	Corrosion of household plumbing systems; Erosion of natural deposits
Iron (ppb)	2025	300	NA	112	NA	NA	NA	NA	NA	NA	NA	No	Leaching from natural deposits; Industrial wastes
Manganese (ppb)	2025	50	NA	0.0072	NA	216.3	NA	NA	NA	NA	NA	No	Leaching from natural deposits
pH (units)	2025	6.5–8.5	NA	5.94	NA	7.79	NA	NA	NA	7.72	NA	No	Naturally occurring
Sodium (ppm)	2025	100–250	NA	23.1	NA	37.1	NA	NA	NA	33.0	NA	No	Naturally occurring
Sulfate (ppm)	2025	250	NA	7.9	NA	24	NA	NA	NA	51	NA	No	Runoff/leaching from natural deposits; Industrial wastes
Zinc (ppm)	2025	5	NA	0.058	NA	0.35	NA	NA	NA	0.160	NA	No	Runoff/leaching from natural deposits; Industrial wastes

## UNREGULATED SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	Hughes Well		Pudding Hill Water Treatment Plant		French Cross Water Treatment Plant		Lowell Water Treatment Plant		Calderwood Chemical Bldg		TYPICAL SOURCE
		AMOUNT DETECTED	RANGE LOW-HIGH	AMOUNT DETECTED	RANGE LOW-HIGH	AMOUNT DETECTED	RANGE LOW-HIGH	AMOUNT DETECTED	RANGE LOW-HIGH	AMOUNT DETECTED	RANGE LOW-HIGH	
<b>Bromodichloromethane</b> (ppb)	2025	NA	NA	NA	NA	0.9	NA	2.5	0.50–2.5	NA	NA	NA
<b>Bromoform</b> (ppb)	2025	NA	NA	NA	NA	NA	NA	1.3	NA	NA	NA	NA
<b>Chloroform</b> (ppb)	2025	NA	NA	NA	NA	0.8	NA	1.0	0.50–1.0	NA	NA	NA
<b>Dibromochloromethane</b> (ppb)	2025	NA	NA	NA	NA	0.6	NA	3.7	0.7–3.7	NA	NA	NA
<b>Hardness, Total [as CaCO<sub>3</sub>]</b> (ppm)	09/03/2025	22.0	NA	NA	NA	NA	NA	NA	NA	78.2 <sup>1</sup>	NA	NA
<b>Perfluorobutanoic Acid [PFBA]</b> (ppt)	2025	NA	NA	6.11	5.30–6.99	NA	NA	NA	NA	NA	NA	NA
<b>Perfluorohexanoic Acid [PFHxA]</b> (ppt)	2025	NA	NA	1.40	NA	NA	NA	NA	NA	NA	NA	NA
<b>Perfluoropentanoic Acid [PFPeA]</b> (ppt)	2025	NA	NA	3.18	1.00–3.18	NA	NA	NA	NA	NA	NA	NA

<sup>1</sup> Sampled in 2025.

<sup>2</sup> Sampled in 2021.

<sup>3</sup> Well was not being used at this time as part of the drinking water system.

<sup>4</sup> Sampled on 08/28/2025.

