2026 Consumer Confidence Report

**Data contained in the report based on 2025 sample results.*

Laconia Water Works PWS ID#1281010

Introduction

As a responsible public water system (PWS), our mission is to meet and exceed standards set by the State of New Hampshire and the United States EPA. Aging infrastructure presents challenges for maintaining safe quality drinking water and continuous improvements are necessary. Over the past year, we have completed several important projects, including replacing an outdated raw water pump, upgrading the electrical systems serving our raw water pumps to improve resiliency during power outages, installing Knox Boxes at all facilities to assist the fire department, inspecting the Briarcrest storage tank, participating in a cybersecurity assessment, and completing a Sanitary Survey with the New Hampshire Department of Environmental Services (NHDES).

In the coming year, we plan to install a backup generator at our Weirs station, rehabilitate equipment at the Weirs station, much of which dates back to the late 1980s, and conduct a source water assessment of Paugus Bay, among other initiatives.

These investments along with on-going operation and maintenance costs are supported by water rates. When considering the high value placed on quality drinking water, it is truly a bargain to have water service that protects public health, fights fires, supports businesses and the economy, and ensures high-quality drinking water is always available at your tap.

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 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 that may be present in source water include:

- **Contaminant**, any physical, chemical, biological, or radiological substance or matter in water.
- **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 storm water 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, 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.

To protect public health, EPA and the State of New Hampshire prescribe regulations which limit the amount of certain contaminants in tap 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?

Customers of the Laconia Water Department receive their drinking water from Paugus Bay, a surface water source. The water is treated and filtered at our Water Treatment Facility located at 117 Stark Street.

To ensure safe, high-quality drinking water, we utilize the following treatment chemicals: Sodium Hypochlorite (disinfection), Sodium Hydroxide (pH adjustment), Aluminum Sulfate (coagulation), Sodium Fluoride (dental health), and Zinc Orthophosphate (corrosion control).

Why are contaminants in my 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 contacting the Environmental Protection Agency by calling the Safe Drinking Water Hotline (800-426-4791) or visiting the website *epa.gov/safewater.*

Fluoridated Water System:

Your public water supply is fluoridated. According to the Centers for Disease Control and Prevention (CDCP), if your child under the age of 6 months is exclusively consuming instant formula reconstituted with fluoridated water, there may be an increased chance of dental fluorosis. Consult your child's health care provider for more information.

All infant formulas, either concentrated or ready-to-feed, have some fluoride, but most infant formula manufacturers develop their products to ensure low levels of fluoride. A recent study by the American Dental Association (ADA) confirmed that fluoride concentrations in commercially available infant formulas are very low. It is not possible to remove this small amount of fluoride by filtering or boiling the formula; however, at normal consumption amounts, infant formula alone does not contain fluoride at levels that would be higher than the daily upper limit established by the Institute of Medicine. In liquid or powdered infant formula concentrate, most of the fluoride comes from the water used to mix the formula. Some parents may choose bottled water. To learn more, check out the FDA's website
http://www.fda.gov/ForConsumers/ConsumerUpdates/ucm203620.htm

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 (800-426-4791) or on EPA's website *epa.gov/safewater.*

Lead Service Line Inventory

A service line inventory has been prepared and can be accessed by sending an inquiry to the Laconia Water Works Project Manager Nick Schwarz at nschwarz@laconianh.gov. Corrosion control efforts at the Laconia Water Works consist of the addition of a corrosion inhibiting chemical Zinc Orthophosphate. Residuals of this chemical are monitored with monthly field samples.

Source Water Assessment Summary

NHDES prepared drinking water source assessment reports for all public water systems between 2000 and 2003 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 which we inspect on a tri annual basis, and a High-Medium-Low susceptibility rating for our raw water source. The ratings were low = 5, and high = 3. The three high susceptibility areas were two for MTBE detection (recreational watercraft within our wellhead protection area) and roadways within 1,000 feet of our intakes (the possibility of accidental spills). The main purpose of this report is to show us what vulnerabilities are within our source waters and what we can do to minimize them. Being that the report is extensive, we will keep a record of it at our business office at 988 Union Avenue for customers to look over as well as on the NHDES website.

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

How can I get involved?

The Laconia Water Department's Board of Water Commissioners generally meet each 1st and 3rd Monday of each month at 5:30 PM at the Water Treatment Facility located at 117 Stark Street. These meetings are open to the public.

For more information about Laconia's drinking water, please call Benjamin Crawford, Superintendent, at 524-0901 or Eric Messier, Water Quality Control Supervisor at 524-1096.

Violations and Other information:

The Laconia Water Works has 0 violations.

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. Laconia Water Works 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 formulas, 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 Laconia Water Works at 524-1096. 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.

Lead In Schools: Per RSA 485:17-a, all NH schools and licensed childcare facilities must test for lead at all drinking water outlets where children can drink the water and to remediate any outlets testing at or above 5 ppb. Three rounds of testing at least 6 months apart are required. A comprehensive list of facilities and results are available at www.gettheleadoutnh.org or direct link here: View Results | NH Department of Environmental Services.

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.

Maximum Residual Disinfectant Level or **MRDL:** 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.

Maximum Residual Disinfectant Level Goal or **MRDLG:** 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.

Treatment Technique or **TT:** A required process intended to reduce the level of a contaminant in drinking water.

Abbreviation

NA: Not Applicable

NTU: Nephelometric Turbidity Unit

pCi/L: picoCurie per Liter

ppb: parts per billion OR µg/L: micrograms per Liter

ppt: parts per trillion OR ng/L: nanograms per Liter

ppq: parts per quadrillion

ppm: parts per million OR mg/L: milligrams per Liter

RAA: Running Annual Average

TTHM: Total Trihalomethanes

UCMR: Unregulated Contaminant Monitoring Rule

Recognition:

We wanted to take a moment to recognize all the personnel and certified operators that come together and give their full efforts each day to ensure we all have clean, safe, and reliable drinking water when we open our faucets. A sincere thank you to the following. *Joanie B, Vinnie B, Adam B, Wendy B, Benjamin C, Jason M, Michael M, Stacey P, Raymond S, Nick S, Clay S, Seth S, Todd A, Christopher H, Don W, Alyson V, & Eric M.* Your efforts and contributions are greatly appreciated, and we are fortunate to have you on the team. The pride that you all take in your work is what this business is all about. You all hold yourselves accountable and to the highest standards.

System Name: Laconia Water Works PWS ID: 1281010
2026 Report (2025 Data)

LEAD & COPPER RESULTS

Likely Source of Contamination (Copper): Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.

Health Effects of Contaminant (Copper): 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.

Likely Source of Contamination (Lead): Corrosion of household plumbing systems, erosion of natural deposits.

Health Effects of Contaminant (Lead): (15 ppb in more than 5%) Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested and flush your tap for 30 seconds to 2 minutes before using tap water. Additional information is available from the Safe Drinking Water Hotline (800-426-4791).
(Above 15 ppb) Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.

Contaminant (Units)	**Action Level (AL)**	**90th percentile sample value**	**Range of tap sampling results**	**Date**	**# of sites above AL**	**Action Level Exceedance YES/NO**
Copper (ppm)	1.3	0.034	0.0022 - 0.052	2023	0	No
Lead (ppb)	15	4	0 – 0.0079	2023	0	No

DETECTED WATER QUALITY RESULTS

Microbiological Contaminants

Contaminant (Units)	Level Detected mg/L	Date	MCL	MCLG	Violation YES/NO	Likely Source of Contamination
Total Organic Carbon	1.3 1.8 1.5 1.5	Q1 2025 Q2 2025 Q3 2025 Q4 2025	TT	N/A	NO	Naturally present in the environment

Health Effects of Contaminant (Total organic carbon (TOC): Total organic carbon itself does not have direct health effects. However, it can act as a precursor to the formation of disinfection byproducts during water treatment. These byproducts, including trihalomethanes (THMs) and haloacetic acids (HAAs), may pose health concerns when present above the Maximum Contaminant Level (MCL). Long-term exposure to elevated levels of these compounds may result in adverse health effects, including liver or kidney problems, impacts to the nervous system, and an increased risk of cancer.

Turbidity (NTU)	Highest Monthly AVG Turbidity = 0.05 Highest Recorded Turbidity = 0.07	2025	TT	N/A	NO	Soil runoff

Inorganic Contaminants

Contaminant (Units)	Level Detected	Date	MCL	MCLG	Violation YES/NO	Likely Source of Contamination
Barium (ppm)	0.0050	8/21/25	2	2	NO	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits

Health Effects of Barium: Some people who drink water containing barium in excess of the MCL over many years could experience an increase in their blood pressure.

Contaminant (Units)	Level Detected	Date	MCL	MCLG	Violation YES/NO	Likely Source of Contamination
Distribution System Chlorine (ppm)	0.418 (RAA)	2025	MRDL = 4	MRDLG = 4	NO	Water additive used to control microbes
Health Effects of Contaminant Chlorine: Some people who use water containing chlorine well in excess of the MRDL could experience irritating effects to their eyes and nose. Some people who drink water containing chlorine well in excess of the MRDL could experience stomach discomfort.						
Fluoride (ppm)	0.69 (RAA)	2025	4.0	4.0	NO	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Health Effects of Contaminant Fluoride: Some people who drink water containing fluoride in excess of the MCL over many years could get bone disease, including pain and tenderness of the bones. Fluoride in drinking water at half the MCL or more may cause mottling of children's teeth, usually in children less than nine years old. Mottling, also known as dental fluorosis, may include brown staining and/or pitting of the teeth, and occurs only in developing teeth before they erupt from the gums.						
Volatile Organic Contaminants						
Contaminant (Units)	**Level Detected**	**Date**	**MCL**	**MCLG**	**Violation YES/NO**	**Likely Source of Contamination**
Haloacetic Acids (HAA) (ppb)	15 (RAA) Range: 8 - 19	2025	60	N/A	NO	By-product of drinking water disinfection
Health Effects of Haloacetic Acids: Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.						
Total Trihalomethanes (TTHM) (ppb)	60 (RAA) Range: 28 - 74	2025	80	N/A	NO	By-product of drinking water chlorination
Health Effects of Trihalomethanes: Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.						

SECONDARY CONTAMINANTS							
Secondary MCLs (SMCL)	**Level Detected, Average & Range**	**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)	24	8/21/25	N/A	250	N/A	N/A	Wastewater, road salt, water softeners, corrosion
Fluoride (ppm)	0.71	8/21/25	N/A	2	2	4	
pH	7.7	8/21/25	N/A	6.5-8.5 (Normal Range)	N/A	N/A	Precipitation and geology
Sodium (ppm)	18	8/21/25	N/A	100-250	N/A	N/A	We are required to regularly sample for sodium
Sulfate (ppm)	7.2	8/21/25	N/A	250	250	500	Naturally occurring
Zinc (ppm)	0.22	8/21/25	N/A	5	N/A	N/A	Galvanized pipes

PER- AND POLYFLUOROALKYL SUBSTANCES (PFAS) CONTAMINANTS						
Contaminant (Units)	**Level Detected NG/L**	**Date**	**MCL**	**MCLG**	**Violation YES/NO**	**Likely Source of Contamination**
Perfluorohexane sulfonic acid (PFHxS) (ppt)	0.722	8/15/24	18	0	NO	Discharge from industrial processes, wastewater treatment, residuals from firefighting foam, runoff/leachate from landfills
Health Effects of PFHxS: Some people who drink water containing perfluorohexane sulfonic acid (PFHxS) in excess of the MCL over many years could experience problems with their liver, endocrine system, or immune system, or may experience increased cholesterol levels. It may also lower a woman's chance of getting pregnant.						
Perfluorononanoic acid (PFNA) (ppt)	0.584	8/15/24	11	0	NO	Discharge from industrial processes, wastewater treatment, residuals from firefighting foam, runoff/leachate from landfills and septic systems.
Health Effects of PFNA: Some people who drink water containing perfluorononanoic acid (PFNA) in excess of the MCL over many years could experience problems with their liver, endocrine system, or immune system, or may experience increased cholesterol levels.						
Perfluorooctane sulfonic acid (PFOS) (ppt)	1.23	8/15/24	15	0	NO	Discharge from industrial processes, wastewater treatment, residuals from firefighting foam, runoff/leachate from landfills and septic systems.
Health Effects of PFOS: Some people who drink water containing perfluorooctane sulfonic acid (PFOS) in excess of the MCL over many years could experience problems with their liver, endocrine system, or immune system, may experience increased cholesterol levels, and may have an increased risk of getting certain types of cancer. It may also lower a woman's chance of getting pregnant.						
Perfluorooctanoic acid (PFOA) (ppt)	1.67	8/15/24	12	0	NO	Discharge from industrial processes, wastewater treatment, residuals from firefighting foam, runoff/leachate from landfills and septic systems.
Health Effects of PFOA: Some people who drink water containing perfluorooctanoic acid (PFOA) in excess of the MCL over many years could experience problems with their liver, endocrine system, or immune system, may experience increased cholesterol levels, and may have an increased risk of getting certain types of cancer. It may also lower a woman's chance of getting pregnant.						