

April 3, 2025

RE: Water Distribution Project Beginning April 2025

Dear Resident,

L & M Service Contractors, Inc. was selected to complete the Water distribution Improvements Project with construction scheduled to begin on April 28th. The tentative Construction Schedule is included and can also be found on the Town's project page. <https://hanovernh.org/794/Capital-Water-Distribution-Replacement-R>

- **Please sign up** on the Town website news flash page, (Water Distribution Improvement Project) to receive periodic updates on the project status or check back periodically to the link above. We will post traffic impacts, schedule modification, and outages, etc. that may impact you. We will also use other forms of communications for direct impacts when as necessary. If you have tenants, please share this information with them so they can sign up for the notifications as well.
- **Streets in project areas 1 and 4 (map attached) will be reclaimed this year.** Reclamining is a process where the pavement is broken up into a gravel-like surface. This will allow the contractor to work faster, is less expensive, and provide a more uniform road when the work is complete. Prior to the work beginning the Town and the Contractor will be marking areas where digging will occur to identify buried utilities. There will also be tree pruning during this period.
- **Project limits have been reduced due to limits in funding.** Areas 1 and 4 will be constructed during 2025. Area 3 will be constructed in 2026 as well as a portion of Area 2 (Rope Ferry Rd). All other area, including the balance of Area 2 will likely occur in subsequent project(s).
- **Many of the services in the project areas have lead goose necks** (the portion of service lines that connect homes to the water mains). We have been treating the water for over 20 years to prevent any potential leaching of lead as well as perform periodic testing to ensure that no lead reaches customers. We have had no instances of lead exceeding EPA limits during this period. As we replace the water mains, we will remove all existing services including any that may contain lead goose necks to the Right of Way (curb stop) as well as replace any brass water service to the water meter.
- **In most instances it will be necessary for customers to be provided a connection to a temporary water main.** There may be disturbance to existing service lines that could dislodge deposits, including portions of your existing service, that may contain lead. **The Town will provide information on how to get the water tested** as well as conduct our own testing. **We will also make available water pitchers with cartridge filters** to concerned customers as well as replacements cartridges for up to 6-months.
- **For customers with brass service lines** in the Project, we will replace your water service line to your water meter and will cover the cost of the line replacement and normal restoration costs. Please schedule an appointment ASAP for the Contractor to perform an inspection of the interior piping before your meter and arrange a plumber to complete the work. This will be your opportunity to review and concur with the proposed work.

For questions and to set appointments please contact Christina Hall, Christina.hall@hanovernh.org or 603-640-3384.

Thank you,

*Christina B. Hall, P.E.
Deputy Director of Engineering & Utilities
Town of Hanover
Public Works Dept.
603-640-3384 office
603-266-8802 cell*

