



**HAWSCO**  
**HAMPSTEAD AREA WATER SERVICES, CO.**  
Serving the Water Community for over 40 years

54 Sawyer Avenue Atkinson, NH 03811  
Tel: (603) 362-5333 Fax: (603) 362-4936  
[www.nhwaterservices.com](http://www.nhwaterservices.com)

# Emergency Action Plan

**Hadleigh Woods  
Community Water System  
EPA ID # 2542160  
Windham, NH**

**February 2021**

Certified Water System Operator: Hampstead Area Water Services Company (HAWSCO)  
54 Sawyer Ave  
Atkinson, NH 03811

## **Scope and Applicability:**

An *Emergency Action Plan (EAP)* is required by the State of New Hampshire Administrative Rule, Env-Dw 503.21 for all community public water systems.

The purpose of this plan is to act as a guide and a source of reference to help in an emergency situation.

It is a requirement to notify the Drinking Water and Groundwater Bureau (DWGB) of an emergency within twenty-four (24) Hours or sooner.

All community water systems must submit a new Emergency Action Plan at least every six years to the NH Department of Environmental Services beginning March 2003.

**Submit Your Emergency Plan To**  
Stephanie Nistico  
New Hampshire Department of Environmental Services  
Drinking Water & Groundwater Bureau  
PO Box 95  
Concord, NH 03302-0095  
(603) 271-0867  
(603) 271-5171 (fax)  
[stephanie.nistico@des.nh.gov](mailto:stephanie.nistico@des.nh.gov)

A hardcopy of this plan will be kept at TWO locations.

1. With the Hadleigh Woods Board President/Property Manager
2. A secure location at the Pump House.

This Emergency Action Plan will be a part of the NHDES Sanitary Survey Process and the EAP will be reviewed during the Survey.

All bulk water transported to a public water system must be from an approved source and the management of this system must notify the DWGB within two business days after water has been bulk delivered to any public water system.

Good communication is essential during an emergency. Each emergency will be different just as every water system is different. An emergency will be determined on a case-by-case basis by the water system owner and or the certified operator. Each emergency will be handled such that the goal will be to make sure the customer is provided with safe and reliable drinking water. This plan is designed and updated in order to provide accurate information to increase the quality and quantity of good communication.

### Vulnerability Assessment:

Loss of drinking water can be classified into two categories: A) Denial of Water and B) Contamination of Water

#### A. Denial of Water

Potential Denial	Action Recommended
Power Loss	<ol style="list-style-type: none"><li>1. On-site generator</li><li>2. Electric connection for a portable generator</li></ol>
Storage Tank Loss	<ol style="list-style-type: none"><li>1. Locked external fill cap.</li><li>2. Multiple storage tanks plumbed in parallel.</li></ol>
Delivery Loss (Main Breaks)	<ol style="list-style-type: none"><li>1. An inventory of mains</li><li>2. Repair Crew</li><li>3. Interconnection to other water systems.</li></ol>

#### B. Contamination of Water

Cause of Contamination	Action
Break-in to Station / Vandalism	<ol style="list-style-type: none"><li>1. Station Alarms</li><li>2. On call duty operator to examine the station to see if a shutdown is necessary</li><li>3. Water samples to be taken as necessary</li></ol>
Routine Sampling Detection	<ol style="list-style-type: none"><li>1. Treatment of station</li><li>2. Shut down of contaminated well.</li><li>3. Delivery of Bottled water or bulk water.</li></ol>
Phone calls of potential contamination	<ol style="list-style-type: none"><li>1. Duty operator to assess station and sample if needed.</li></ol>

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### Attachments:

- NHDES Boil Order Notice
- NHDES Boil Order Notice *precautionary*
- NHDES Bulk Water Delivery Notification Form
- NHDES Fact Sheet WD-DWGB-26-1 "*An Introduction to Water Use Management and Water Efficiency Practices*" additional water efficiency factsheets can be viewed at <http://des.nh.gov/organization/commissioner/pjp/factsheets/dwgb/index.htm>

## Section 1. System Identification

System EPA Number	1972080		
System Name	Hadleigh Woods		
System Address	19B Hadleigh Road		
Town	Windham, NH		
Source ID/Type/Description/Well Yield and depth	001/BRW/475' SW of pump house Inactive/can be hooked up with NHDES approval	20 gpm	
Source ID/Type/Description/Well Yield and depth	002/BRW/460' SW of pump house	20 gpm	
Source ID/Type/Description/Well Yield and depth	003/BRW/NE of pump house adjacent to 27 Flat Rock Road	20 gpm	
Source ID/Type/Description/Well Yield and depth			
Population Served/# Service Connections	# of people 93	# of connections 62	
Name, Title, E-mail and Phone Number of person responsible for maintaining this emergency plan.	Crystal Robbins Project Engineer	(603)-362-1920 (603)-362-5333 <a href="mailto:operations@hampsteadwater.com">operations@hampsteadwater.com</a>	

## Section 2. Chain-of-Command

Each person's responsibilities during an emergency

### Owner:

- A. Overall responsibility for managing water emergency.
- B. Notification to manager, operator, service/repair personnel
- C. If necessary, instruct manager to implement system user notification procedures, boil orders and water use restrictions.

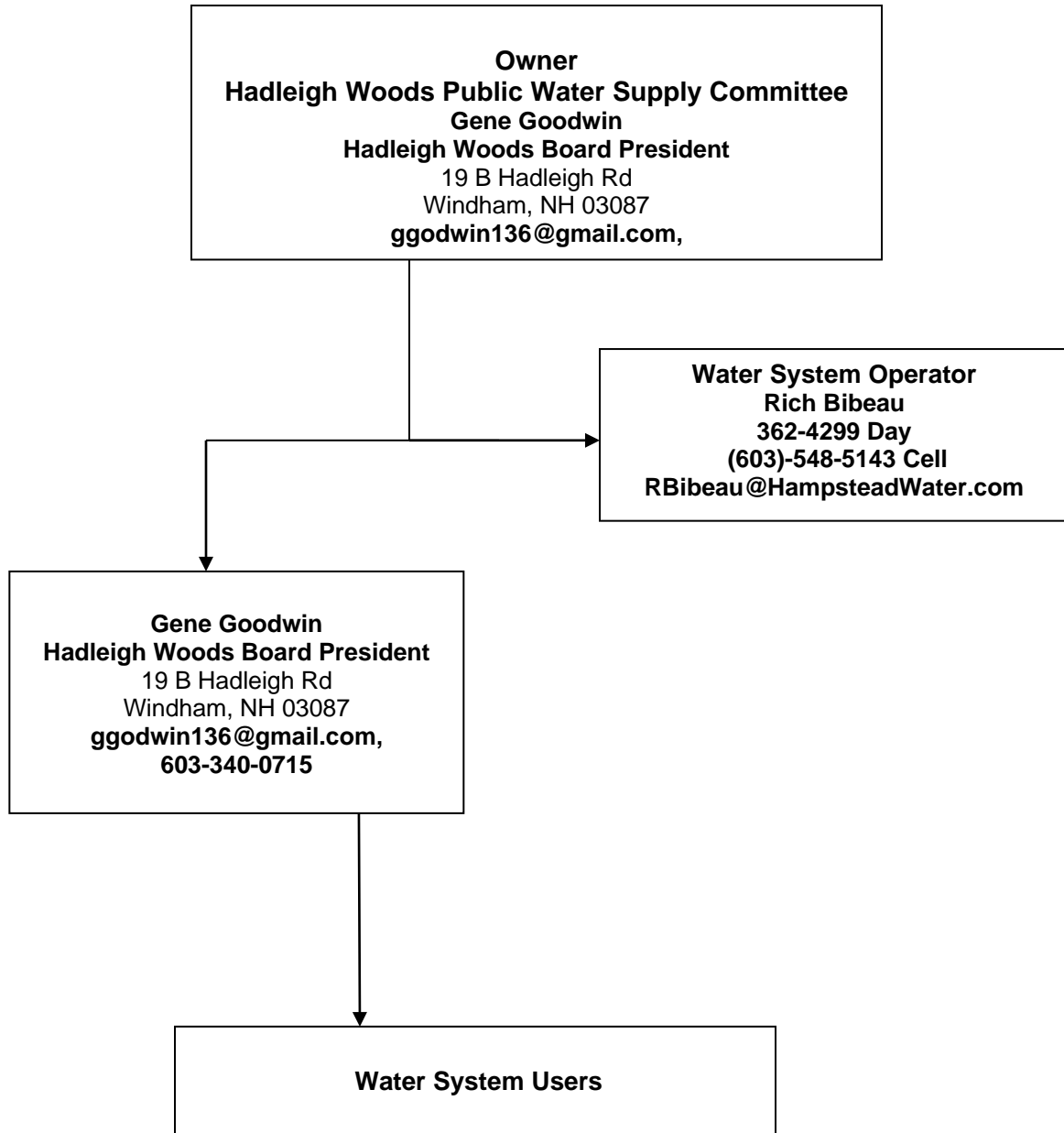
### Manager:

- A. Represent the system as a spokesperson to outside parties including media.
- B. Implement system user notification, boil orders and water use restrictions.

### Operator:

- A. Be available to provide hands-on knowledge of system.
- B. Repair system components as needed.

**Chain-of-Command Flow Chart for Hadleigh Woods**



## **Responsibilities**

### **Hadleigh Woods Board President**

1. Determine the need to implement any water system conservation measures as well as to determine when water conservation measures can be lifted.
2. Authorize as needed an expenditure of Association funds to procure needed supplies to eliminate or, on a temporary basis, mitigate the water emergency.

### **Hadleigh Woods Board President/Property Manager**

1. Overall responsibility for managing a water emergency at this CWS.
2. Notify Board of Directors of the existence of an emergency.
3. Contact Hampstead Area Water Services Company the certified operator.
4. If necessary, immediately notify local and state emergency agencies, such as police, fire, ambulance, health, and DES Drinking Water and Groundwater Bureau.
5. Be available as contact persons for local and state emergency agencies.
6. Implement system user notification procedures, boil order procedures, alternate water procedures, water use restrictions and service/repair notification procedures as necessary.
7. Be available to provide hands on knowledge of system components.
8. Make available and coordinate use of system equipment such as keys, maps, tools, spare parts, vehicles, and backhoe during an emergency.
9. Identify appropriate staff or contractor to complete service/repair efforts.
10. Oversee and coordinate the return to normal operation.
11. Be responsible for and maintain up-to-date notification lists and notification tree contacts.

### **Primary Operator**

1. Maintain availability to provide knowledge of system components.
2. Oversee service/repair efforts by either system personnel or by outside contractors.
3. Oversee and coordinate returning the water system to normal operations.
4. Take all necessary water samples as required by NHDES and transport said samples to a certified laboratory for analysis.
5. Assist with the implementation of any "boil" order or any other necessary notification processes relating to any system emergency.

### **Hadleigh Woods Water System Users**

1. Immediately notify Hadleigh Woods Board President/Property Manager and or Hampstead Area Water Services Company of the presence of a water emergency.

## **Section 3. Emergency Notification Procedures**

### **3A. Water System Users**

Hadleigh Woods Board President/Property Manager is responsible for implementing notification to the water system user. Currently, Hadleigh Woods CWS has 62 service connections, or one connection per household. Telephone, hand delivery or mail will be used. Door to door postings will be used if the situation warrants this type of action. Postings will also be placed in common areas where available. Hadleigh Woods Board President/Property Manager is responsible for updating and maintaining a list of all Hadleigh Woods water customers.

### **3B. Unique System Users**

At the present time, this CWS does not have a water system user that requires potable water for medical reasons or any other special needs.

### **3C. Service/ Repair**

Hampstead Area Water Services Company, (HAWSCO) will be available for both distribution and water supply repair emergencies. Most replacement parts for both distribution system and the supply system are available via Hampstead Area Water Services Company's inventory of replacement parts, and 24-hour contacts for water system parts suppliers. Additionally, each service truck is well equipped with replacement parts for common water distribution and water supply repairs. HAWSCO employees will complete the majority of service/repairs. A list of service/repair contractors is included in section 3G.

### **3D. Local and State Agencies**

Hadleigh Woods Board President/Property Manager is responsible for implementing notification to local and state agencies. A list of local and state agencies and phone numbers is included in section 3G. Hadleigh Woods Board President/Property Manager will use this list to contact appropriate agencies. If an emergency occurs at this CWS, Hadleigh Woods Board President/Property Manager is responsible for notifying NHDES within twenty-four (24) hours. Hadleigh Woods Board President/Property Manager is also responsible for maintaining an up-to-date local and state notification list.

### **3E. Abutting Public Water Systems**

There are no nearby water systems that should be contacted in the event of an emergency.

### **3F. Boil Orders**

If needed, Hadleigh Woods Board President/Property Manager will implement a boil order notification at this CWS. Hadleigh Woods Board President/Property Manager will use telephone, mail, newspaper, television and hand deliveries as necessary to notify the system users of a boil order. Hadleigh Woods Board President/Property Manager will refer to NHDES and/or Town Health Officer to make decisions requiring or canceling a boil order. Copies of both NHDES Boil Order Notice as well as NHDES Boil Order Notice *Precautionary* are attached at the end of this document.



### 3G. State and Local Emergency Contact List

Facility	Contact Person (if necessary)	Address	Phone Number(s)	24 Hour Contact
<b>Local Emergency Officials</b>				
Windham Fire Department		1 Scribner Rd	911 or Windham Police	Same
Windham Police Department	Police Chief	1 Scribner Rd	911 or 895-4222	Same
Ambulance Services			911	Same
Office of Emergency Management			Windham Police	Same
Health Department	Town Officials		895-7020	Windham Police
Power Company	Public Service of New Hampshire		1-800-662-77641	Same
Eastern Propane		Epsom, NH	603-332-2080	same
<b>State Notification Contacts</b>				
State Police		Hazen Dr, Concord	1-800-525-5555	Same
Drinking Water and Groundwater Bureau		Hazen Dr, Concord	271-2513 or 271-3503	State Police
Bureau of Emergency Management		Hazen Dr, Concord	271-2231 or 1-800-852-3792	State Police
Health and Human Services		Hazen Dr, Concord	271-4496	State Police
<b>Media Notification</b>				
Local Radio Station	NHPR	2 Pillsbury Street Concord, NH 03301	228-8910	Same
Local News Paper	Union Leader	100 Williams Loeb Dr Manchester, NH	668-4321	Same
<b>All Water Related Service/ Repair: HAWSCO 1-603-362-5333</b>				
Electrician	Sweet Electric		603-378-2120	Same
Plumber	HAWSCO	54 Sawyer Ave Atkinson, NH	603-362-5333	Same
Pump Specialist	R.E. Prescott	10 Railroad Ave, Exeter, NH	800-479-4320	Same
Excavator	HAWSCO	54 Sawyer Ave Atkinson, NH	603-362-5333	Same
Equipment Rental	EastCoast Lumber	3 Colonial Drive East Hampstead, NH	603-329-5322	Same
Standby Generator & ATS	Power Up Generator Service	8 Priscilla Lane Auburn, NH 03032	603-657-9080	Same
Mutual AID, NHPWMA			877-731-9908	Same
Chemical Spill / Waste Cleanup	Clean Harbors		1-800-645-8265	1-800-645-8265
Laboratory Nelson Analytical	Andy Nelson	490 E Industrial Park Dr, Manchester, NH	622-0200	622-0200
Bulk Water Delivery, Francoeur Brothers Inc.	Jim Francoeur	220 Derry Road Hudson, NH 03051	883-9444	231-0494
Bulk Water Delivery, Lawrence Tank	David Albetski	26 Wendell Street Lawrence, MA	978-685-5924	216-7383
Bulk Water Delivery, Milford Truck	Gordon "Butch" Taylor	312 Mason Road Milford, NH	620-6601	

### 3H. Mutual Aid

Currently Hadleigh Woods CWS is not part of a Mutual Aid association.

## Section 4. System Components

The major components of the Hadleigh Woods water supply system are described in this section.

### 4A. System Equipment

1. Bedrock well #001 – 475 feet southwest of pump house – 28,800 gallons per day maximum 24-hour production. Inactive/can be hooked up for emergencies after getting NHDES approval.
2. Bedrock well #002 – 460 feet southwest of pump house – 28,800 gallons per day maximum 24-hour production.
3. Bedrock well #003 - adjacent to 27 Flat Rock Road
4. Single well control Pump house and storage facility on the east side of Hadleigh Road.
5. One – 25,000-gallon atmospheric storage tank equipped with a capped and fill pipe connection inside the pump house.
6. Two 7.5 hp VFD controlled pumps (80 gpm at 180' TDH) operate continuously to maintain system pressure. 2 HP jockey pump 2hp. Designed to run first up to 29 gpm.
7. Water Treatment Unit (Cationic) for removal of Hardness and Manganese.
8. One - backup generator in the pump house to maintain the system during any power failure.
9. One spare motor

The system currently only has 2 shut off valves for isolation in case of an emergency.

### 4B. System Treatment

Water Treatment Unit (Cationic) for removal of Hardness and Manganese.

### 4C. System As-Built Plan/ Distribution Map

The distribution system starts at the CWS pump house and then extends throughout the Hadleigh Woods development and feeds 62 units. The As-built for the water system has not been created to date.

### 4D. System Demand

Hadleigh Woods CWS water system supplies water to 62 units. Below is a table of the water system demand for this CWS. The meter readings are based off a Calculation and not real on-site water usage.

What is the total production capacity of this system?	<b>57,600 gallons per day</b>
What is the total storage capacity of this system?	<b>25,000 gallons</b>
What is the average daily demand of this system?	<b>18,600 gallons per day</b>
What is the maximum daily demand of this system?	<b>37,000 gallons per day</b>
Estimated Available Water (divide total storage capacity by average daily demand)	<b>1.3 days</b>

## **Section 5. Alternate Water Source**

If Well 1 cannot meet the demands of the water system or provide water of sufficient quality, the CWS will utilize bulk truck water delivery to provide drinking water during a prolonged emergency. The phone number of area bulk water providers is provided in the notification list in section 3G. A copy of the Bulk Water Delivery Notification form is attached. Pursuant to the requirements of Env-Dw 304 Emergency Bulk Water Supply for Public Water Systems, this form must be filled out and submitted to NHDES within two business days after any bulk water is delivered to customers of a public water system. If necessary bottled water will be purchased and utilized by any of the water system customers with special needs.

## **Section 6. Alternate Power Supply**

The Hadleigh Woods CWS has one standby generator with ATS (LPG) 45 KW/200A located inside the pump house. The generator can run the pumps and treatment system for both wells for an unlimited amount of time. The generator is maintained and tested periodically.

## **Section 7. Water Use Restrictions**

The CWS will implement the following water conservation measures as necessary in the event of a water system emergency:

1. Irrigation will be restricted at a minimum or banned entirely.
2. Washing vehicles will be restricted at a minimum or banned entirely.
3. Using water from a hose to rinse or clean sidewalks, driveways, decks, etc. will be restricted at a minimum or banned entirely.
4. Residents will be required to follow water use restrictions adopted from DES Fact Sheets specifically; *Water Efficiency Practices* that list water efficiency practices for indoor domestic water use. An example of one of these factsheets, *WD-DWGB-26-1* is attached at the end of the plan.
5. In a prolonged or dire emergency requiring reliance on bulk water, rationing will be implemented.

If an emergency necessitates shutting down the source production well, bulk water haulers will transport water to supply this CWS. Hadleigh Woods CWS Board President/Property Manager will implement at its discretion water conservation measures during an emergency. Hadleigh Woods CWS Board President/Property Manager will decide whether measures 1 and 2 will be restrictions or bans. System demand at this CWS is greatest in the summer months; therefore, if an emergency occurs in the summer, implementing measures 1 and 2 as bans would immediately reduce average daily summer demands. Additional demand restrictions would be achieved by implementing step 4. Water conservation options are more limited during a winter emergency although this is balanced by the lower overall daily demand.

input from NHDES. The Hadleigh Woods CWS Property Manager will have the responsibility of overseeing the return to normal operation of the system components. HAWSCO will do any additional water sampling that may be necessary to assess the system conditions before returning to normal operation. All water system users will be notified using the same notice posting system described earlier when the system has been returned to normal operation.

## Section 9. Plan Readiness and Training

Hadleigh Woods CWS will take the following steps to ensure Emergency Action Plan readiness:

1. Each person listed on Hadleigh Woods CWS chain-of-command is aware of the existence of this plan.
2. A hardcopy of the most recent plan will be kept in the community water system pump house.
3. A hardcopy of the most recent EAP will also be kept with Hadleigh Woods CWS Property Manager
4. The cover of this EAP is brightly colored in order to make it easy to find.
5. Previous versions of this Community Water System's EAP will be discarded.
6. Hadleigh Woods led by the Hadleigh Woods CWS Property Manager will update the plan as required, at a minimum annually.

## Section 10. Signatures

The owner and operator of the system must sign and date below. These signatures attest that all information provided is true and accurate and that both the owner and primary operator have read and understand this plan.

Owner Signature <i>Gene Goodwin</i>	Date <i>2/24/2021</i>
Operator Richard Bibeau	Date 2/24/2021
System representative signature/title <i>Crystal Robbins</i> / Project Engineer	Date 2/24/2021
System representative signature/title	Date