

FAQs

Frequently Asked Questions

Water Service Connections Funded by the MtBE Remediation Bureau

Note: These FAQs are specific to those properties that have been impacted by MtBE contamination and have been determined as eligible for water service connection under this project.

Question #1: Am I required to connect to the Town Potable Water System?

Answer #1: No, connection to the Town Potable Water System is at the owner's discretion. However, please bear in mind that funding for water service connections is limited and may not be available at a future date.

Question #2: If I do decide to connect to the Town Potable Water System, am I required to contribute financially for the water service connection?

Answer #2: No, the cost of the water service connection and the Town's connection fee will be funded by the New Hampshire Department of Environmental Services (NHDES) MtBE Remediation Bureau (MtBERB), including internal plumbing changes in your building's basement.

Question #3: If I choose not to connect now, can I connect at any time in the future and will the MtBERB pay for that connection?

Answer #3: Yes, you can connect in the future, however, due to budget constraints and the many competing requests for assistance, the MtBERB cannot commit to funding water service connections related to this project beyond calendar year 2022. It is strongly recommended that you arrange to have the service connection completed under this current project.

Question #4: How is the water service connected to my building?

Answer #4: There is a curb stop off the main water line located approximately at the property/street boundary. A ¾" or 1" diameter water pipe will be laid approximately 4-5 feet underground from the curb stop to the building. A hole will be drilled through the foundation wall to accommodate the new water pipe. That hole will be sealed and watertight. New interior pipe, fittings, valves, backflow preventer, flow meter and expansion tank will be provided and plumbed into the exiting potable water supply system.

Question #5: May I choose the route of the pipe from the curb stop to my home and the location of the interior piping?

Answer #5: All reasonable request will be considered and should be discussed with the Town's representative.

Question #6: Once I have connected to the Town's Potable Water System, will I then be responsible for water usage fees? If so, what is the approximate cost and at what intervals will I be billed?

Answer #6: Yes, you will be responsible for water usage fees. Please refer to the Town's Potable Water Fee Schedule, found on the Water Department's page of the Town's website www.plaistow.com.

Question #7: Can I keep my private well or does it need to be decommissioned?

Answer #7: *Although not specifically required, the MtBERB very strongly recommends decommissioning of your existing private water supply well at the time of the water service connection for the following reasons:*

- *If you continue to operate your existing MtBE impacted well for non-potable use, such as irrigation, it may contaminate other drinking wells in the area creating liability issues for you;*
- *Separate plumbing will be required for the MtBE impacted well, the costs of which will not qualify for MtBERB funding;*
- *If your existing well falls out of use and is eventually improperly abandoned, it could threaten other drinking water supplies by providing open conduits to aquifers. Furthermore, an improperly abandoned well will likely become an issue at the time of a property resale; and*
- *Funding from the MtBERB to decommission your well may not be available after completion of this project.*

Question #8: If the NHDES funded installation, operation, and maintenance (O&M) of a point of entry (POE) water treatment system for petroleum contamination for my property, and I decline funding from the MtBERB for a water service connection, can I keep the POE?

Answer #8: *The property owner may keep the POE, however, given that a waterline connection is a more cost-effective solution, NHDES will discontinue funding the POE operations and maintenance. Accordingly, please carefully noted the following:*

- *As NHDES owns the POE, the property owner would need to contact the NHDES POE Program Manager, Andrew Fulton, at 603-271-7376 or via email at Andrew.C.Fulton@des.nh.gov to discuss the details of transferring ownership from NHDES to the property owner;*
- *The property owner would be responsible for all future O&M costs to maintain proper operation of the POE.*

Question #9: If a Responsible Party (RP) was reimbursed by the New Hampshire Petroleum Reimbursement Fund (Fund) for the installation, operation, and maintenance of a POE for petroleum contamination for my property, and I decline funding from the MtBERB for a water connection service, can I keep the POE?

Answer #9: The property owner may keep the POE, however, as in Answer #8 above, given a waterline connection is a more cost effective solution, the Fund will no longer reimburse the RP for the POE operations and maintenance costs. Accordingly, please carefully note the following:

- As the RP owns the POE, the property owner would need to contact the RP to determine if it can remain in place;*
- If the POE remains in place, the RP will need to provide a letter to the NHDES project manager documenting who (i.e., the RP or property owner) will be responsible for future O&M costs necessary to maintain proper operation. For more information, please contact NHDES Petroleum Contaminated Sites at 603-271-7372 to speak with a project manager.*

Question #10: If I have questions or require further information regarding sampling and contamination to my private well, who do I contact?

Answer #10: Please contact Tal Hubbard, NHDES-MtBERB at:

*Talcott Hubbard, P.E.
MtBE Remediation Bureau
New Hampshire Department of Environmental Services
PO Box 95
Concord, NH 03302-0095
Email: Talcott.Hubbard@des.nh.gov
Telephone: 603-271-2014
Facsimile: 603-271-7053*

Question #11: If I have questions for the Town, who do I contact?

Answer #11: Please contact Dee Voss, Special Projects Coordinator

*Dee Voss
Special Projects Coordinator
145 Main St
Plaistow, NH 03865
Email: dvoss@plaistow.com
Telephone: 603-382-5200 X202*