



**New Hampshire Department
of Environmental Services**

**Water Conservation Plan Guidance Document
for Community Water Systems**

September 2011



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Water Conservation Plan Guidance Document for Community Water Systems

September 2011

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I. Water Conservation Plan Guidance Document for New Community Water Systems

INTRODUCTION

The purpose of this document is to provide guidance on developing comprehensive water conservation plans for new large and small community water systems. A community water system seeking authorization for a new source of water must submit a water conservation plan to the New Hampshire Department of Environmental Services (DES) for approval demonstrating how the water system proposes to comply with water conservation standards pursuant to Env-Wq 2101, *Water Conservation*, and specifically to Env-Wq 2101.04, *Requirements for New Community Water Systems*.

To ensure an expedient review process, the conservation plan submitted to DES should include the information outlined below. While some information requested in this document is not explicitly required by rule, such information will assist DES with the review process and offer the water system exposure to additional tools which can be utilized to meet water efficiency goals. Also, Env-Wq 2101 references “Manual of Water Supply Practices M36, Water Audits and Leak Detection” (American Water Works Association [AWWA], 1999). AWWA has published a new version of this document titled “Manual of Water Supply Practices M36, Water Audits and Loss Control Programs” (AWWA, 2009). DES urges the use of the 2009 manual, as reflected in the following guidance materials.

CONSERVATION PLAN OUTLINE

- I. Introduction
 - A. Contact Information
 1. Name and location of system.
 2. Owner of system and mailing address.
 3. Name and mailing address of designer of water conservation plan.
 - B. System Overview
 1. Number of connections proposed for each of the following classes:
 - a) Residential;
 - b) Industrial/commercial/institutional; and
 - c) Municipal.
 2. Description of any connections that will receive more than 20,000 gpd.
 - C. Water Use Trends / Population Trends
 1. Anticipated seasonal fluctuation in water use and reason for fluctuation.
 2. Anticipated growth in population and seasonal fluctuation in population.
- II. System Side Management
 - A. Source Meters
 1. Name designation of each water source.
 2. Meter make, model, size, and flow range for each new water source (if known).
 3. Frequency that source meters will be tested/calibrated.
 4. Frequency that source meters will be read (at least every 30 days).
 5. Statement that source meters will be selected, installed, and maintained in compliance with “Manual of Water Supply Practices M6, Water Meters-Selection, Installation, Testing, and Maintenance,” (American Water Works Association, 1999).

B. Service Meters

1. Will separate irrigation meters be installed?
2. Statement that all service connections will be metered prior to system startup.
3. Frequency that service meters will be read (at least every 90 days).
4. Description of all methods that will be used to read service meters.
5. Expected number of days needed to read all service meters.
6. Proposed rate of meter testing and/or meter change out.
7. Statement that service meters will be selected, installed, and maintained in accordance with “Manual of Water Supply Practices M6, Water Meters-Selection, Installation, Testing, and Maintenance,” (American Water Works Association, 1999). The report must reflect the recommendations of this manual and include the rate of service meter change out.

C. Water Audit

1. Frequency that the water audit will be conducted (at least annually).
2. Statement that a water audit will be calculated in accordance with “Manual of Water Supply Practices M36, Water Audits and Loss Control Programs” (American Water Works Association, 2009).
3. Statement that the water system shall prepare and submit a response plan to the department within 60 days if the percentage of non-revenue water exceeds 15 percent of the total water introduced to the water system. The response plan shall identify how the water system intends to reduce the percentage of non-revenue water to below 15 percent within two years.

D. Leak Detection

1. Will pipe material be non-metal? If yes, as leaks are difficult to acoustically detect in non-metallic systems, what additional measures will be taken to detect leaks?
2. Will zone meters be installed to assist with leak detection identification and location?
3. Will future leak detection surveys be conducted in-house or contracted out?
4. If in-house, what equipment will be used and what training will be required?
5. If in house, describe the leak detection method to be used.
6. Statement that a comprehensive leak detection survey will be conducted every two years.
7. Will leak detection be done all at one time or staggered throughout the two years? If staggered, what is the timeline and what percentage of the system will be surveyed during each initiative?
8. Statement that leak detection will be conducted in accordance with “Manual of Water Supply Practices M36, Water Audits and Loss Control Programs” (American Water Works Association, 2009).
9. Statement that leaks will be repaired within 60 days of discovery unless a waiver is obtained in accordance with Env-Wq 2101.09.

E. Pressure Management

1. What are the design pressures of the system?
2. How will pressure be monitored?
3. Are there proposed to be any zones in excess of 80 psi? If so, explain why and describe what method will be used to reduce pressures?

4. If pressure reduction is not feasible, please explain why and describe what additional steps the water system will take to monitor and repair leakage within these zones.

III. Consumption Side Management

A. Conservation Rate Structure and Billing

1. Description of proposed rate structure. If unknown, provide a statement that the water system will adopt a rate structure that complies with 2101.04 (o) and that DES will be notified of the new structure no later than the first billing cycle.
2. If irrigation meters are installed, will irrigation water be billed at a different rate?
3. Will a seasonal rate structure be utilized in addition to the general rate structure?
4. Proposed billing frequency (minimum is quarterly).
5. Informative billing practices to be used (ex. water use in gallons / usage history).

B. Educational Outreach Initiative

1. Informational materials that will be used.
2. Rate of dissemination.
3. Does the water system intend on becoming a WaterSense partner?
<http://www.epa.gov/watersense/>
4. Will a rebate program be offered to replace older fixtures with WaterSense certified fixtures?
5. Will customer audits be offered?
6. Other outreach plans?

IV. Zoning Ordinance / Bylaws

A. Are connections to the water system subject to any of the following water efficiency ordinances or bylaws?

1. Indoor
 - a) Water efficient fixtures beyond the existing plumbing code.
2. Landscaping
 - a) Minimum topsoil requirements.
 - b) Use of native/drought tolerant plants and grasses.
 - c) Area and slope restrictions for turf grass.
3. Irrigation System
 - a) Prohibition or restrictions to irrigation systems.
 - b) Require soil moisture sensors.
 - c) Require rain sensors.
4. Other water efficiency ordinances?

V. Water Use Restrictions

- A. What is the water system's plan relative to implementing water restrictions?
- B. Who is responsible for enforcing restrictions?

VI. Reporting and Implementation**A. Include the following statements:**

1. “The water system will submit a form supplied by DES once every three years documenting how compliance with the requirements of Env-Wq 2101 is being achieved.”
2. “Activities outlined in the water conservation plan will be completed by water system personnel under the supervision of a certified water system operator.”

Public Notification Instructions

Within seven days of submitting the conservation plan to DES, the applicant shall provide a copy of the application and report via certified mail to the governing board of the municipality in which a proposed source is located, all municipalities that will receive water from the water system (if any), all wholesale customers (if any), and the regional planning commission serving the location of the proposed source. In most cases, only the municipality and the regional planning commission will require notification. The notified entities may provide the department with written comments regarding the application within 21 days of receipt. All signed copies of the Certified Mail Return Receipt (the green card) must be forwarded to DES.

Additional Attachments

The applicant must provide the governing boards with a summary of the requirements of Env-Wq 2101, which may be found at http://des.nh.gov/organization/divisions/water/dwgb/water_conservation/index.htm, and request that the governing board amend local site planning requirements to reflect the requirements of Env-Wq 2101 or to promote water efficiency.

Contact

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II. Water Conservation Plan Guidance Document for Existing Large Community Water Systems

INTRODUCTION

The purpose of this document is to provide guidance on developing comprehensive water conservation plans for existing large community water systems. A community water system seeking authorization for a new source of water must submit a water conservation plan to the New Hampshire Department of Environmental Services (DES) for approval demonstrating how the water system proposes to comply with water conservation standards pursuant to Env-Wq 2101, *Water Conservation*, and specifically to Env-Wq 2101.05, *Requirements for Existing Large Community Water Systems*.

To ensure an expedient review process, the conservation plan submitted to DES should include the information outlined below. While some information requested in this document is not explicitly required by rule, such information will assist DES with the review process and offer the water system exposure to additional tools which can be utilized to meet water efficiency goals. Also, Env-Wq 2101 references “Manual of Water Supply Practices M36, Water Audits and Leak Detection” (American Water Works Association [AWWA], 1999). AWWA has published a new version of this document titled “Manual of Water Supply Practices M36, Water Audits and Loss Control Programs” (AWWA, 2009). DES urges the use of the 2009 manual, as reflected in the following guidance materials.

CONSERVATION PLAN OUTLINE

- I. Introduction
 - A. Contact Information
 - 1. Name and location of system.
 - 2. Owner of system and mailing address.
 - 3. Name and mailing address of designer of water conservation plan.
 - B. System Overview
 - 1. Reason for new source.
 - 2. Number of existing and proposed connections for each of the following classes:
 - a) Residential.
 - b) Industrial/commercial/institutional.
 - c) Municipal.
 - 3. Description of any connections that currently receive or will receive more than 20,000 gpd.
 - C. Water Use Trends and Supporting Data / Population Trends:
 - 1. Existing and anticipated seasonal fluctuation in water use and reason for fluctuation.
 - 2. Anticipated growth in population and seasonal fluctuation in population.
 - 3. Maximum day yield of existing sources based on 24-hour pumping.
 - 4. Average daily water use.
 - 5. Maximum daily water use.
 - 6. Minimum hourly flows (if available).
- II. System Side Management
 - A. Source Meters

1. Name designation of each water source.
2. Meter make, model, size, flow range, and date of last calibration for each existing source meter.
3. Meter make, model, size, and flow range for each new water source (if known).
4. Frequency that source meters will be tested/calibrated.
5. Frequency that source meters will be read (at least every 30 days).
6. Statement that source meters will be selected, installed, and maintained in compliance with “Manual of Water Supply Practices M6, Water Meters-Selection, Installation, Testing, and Maintenance,” (American Water Works Association, 1999).

B. Service Meters

1. How many un-metered connections exist?
2. Proposed timeframe for installing meters on un-metered connections (no later than three years from source water approval).
3. Will separate irrigation meters be installed?
4. Frequency that service meters will be read (at least every 90 days).
5. Description of all methods that will be used to read service meters.
6. Expected number of days needed to read all service meters.
7. Proposed rate of meter testing and/or meter change out
8. Statement that service meters will be selected, installed, and maintained in accordance with “Manual of Water Supply Practices M6, Water Meters-Selection, Installation, Testing, and Maintenance,” (American Water Works Association, 1999). The report must reflect the recommendations of this manual and include the rate of service meter change out.

C. Water Audit

1. Most recent water audit, differentiating between apparent and real losses, and estimate of non-revenue water and the year it was estimated.
2. Frequency that water audit will be conducted (at least annually).
3. Statement that the water audit will be calculated in accordance with “Manual of Water Supply Practices M36, Water Audits and Loss Control Programs” (American Water Works Association, 2009).
4. Statement that the water system shall prepare and submit a response plan to the department within 60 days if the percentage of non-revenue water exceeds 15 percent of the total water introduced to the water system. The response plan shall identify how the water system intends to reduce the percentage of non-revenue water to below 15 percent within two years.

D. Leak Detection

1. Summary of findings for the most recent leak detection surveys including the following information:
 - a) Year(s) conducted.
 - b) Number of leaks found.
 - c) Estimated losses recovered.
 - d) Percent of system surveyed.
2. Are pipe locations known? If not, include a statement that a pipe location survey will be conducted in order to perform leak detection.

3. Breakdown of pipe material, age, and length.
4. Availability of contact points and adequacy of spacing.
5. Is pipe material non-metallic? If yes, as leaks are difficult to acoustically detect in non-metallic systems, what additional measures will be taken to detect leaks?
6. Will zone meters be installed to assist with leak detection identification and location?
7. Will future leak detection surveys be conducted in-house or contracted out?
8. If in-house, what equipment will be used and what training will be required?
9. If in house, describe the leak detection method to be used.
10. Statement that a comprehensive leak detection survey will be conducted every two years.
11. Will leak detection be done all at one time or staggered throughout the two years? If staggered, what is the timeline and what percentage of the system will be surveyed during each initiative?
12. Statement that leak detection will be conducted in accordance with “Manual of Water Supply Practices M36, Water Audits and Loss Control Programs” (American Water Works Association, 2009).
13. Statement that leaks will be repaired within 60 days of discovery unless a waiver is obtained in accordance with Env-Wq 2101.09.

E. Pressure Management

1. Existing minimum distribution pressure.
2. Existing maximum distribution pressure.
3. How is pressure monitored and how will pressure continue to be monitored?
4. What method will be used to reduce pressures in zones found to be in excess of 80 psi?
5. What will be the timeframe for reduction (at least within 1 year of source water approval)?
6. If pressure reduction is not feasible, please explain why and describe what additional steps the water system will take to monitor and repair leakage within these zones.

F. Intentional Water Loss

1. Are there “bleeders” used within the system at dead ends to improve water quality or prevent freeze-up? If yes, what looping opportunities exist?
2. Are storage tanks intentionally allowed to overflow because of system hydraulics or water quality concerns? If yes, what opportunities exist for the installation of altitude valves or tank mixing systems?

III. Consumption Side Management

A. Conservation Rate Structure and Billing

1. Description of proposed rate structure and timeline for implementation (no later than 5 years from source water approval). If unknown, provide a statement that the water system will adopt a rate structure that complies with 2101.05 (o) and that DES will be notified of the new structure no later than the first billing cycle after source water approval.
2. If irrigation meters are installed, will irrigation water be billed at a different rate?
3. Will a seasonal rate structure be utilized in addition to the general rate structure?

4. Proposed billing frequency (minimum is quarterly).
5. Informative billing practices to be used (ex. water use in gallons / usage history).

B. Educational Outreach Initiative

1. Informational materials that will be used.
2. Rate of dissemination.
3. Does the water system intend on becoming a WaterSense partner?
<http://www.epa.gov/watersense/>
4. Will a rebate program be offered to replace older fixtures with WaterSense certified fixtures?
5. Will customer audits be offered?
6. Other outreach plans?

IV. Zoning Ordinance / Bylaws

A. Are connections to the water system subject to any of the following water efficiency ordinances or bylaws?

1. Indoor
 - a) Water efficient fixtures beyond the existing plumbing code.
2. Landscaping
 - a) Minimum topsoil requirements.
 - b) Use of native/drought tolerant plants and grasses.
 - c) Area and slope restrictions for turf grass.
3. Irrigation System
 - a) Prohibition or restrictions to irrigation systems.
 - b) Require soil moisture sensors.
 - c) Require rain sensors.
4. Other water efficiency ordinances?

V. Water Use Restrictions

- A. What is the water system's plan relative to implementing water restrictions?
- B. Who is responsible for enforcing restrictions?

VI. Reporting and Implementation

- A. Include the following statements:
 1. "The water system will submit a form supplied by DES once every three years documenting how compliance with the requirements of Env-Wq 2101 is being achieved."
 2. "Activities outlined in the water conservation plan will be completed by water system personnel under the supervision of a certified water system operator."

Public Notification Instructions

Within seven days of submitting the conservation plan to DES, the applicant shall provide a copy of the application and report via certified mail to the governing board of the municipality in which a proposed

source is located, all municipalities that will receive water from the water system (if any), all wholesale customers (if any), and the regional planning commission serving the location of the proposed source. In most cases, only the municipality and the regional planning commission will require notification. The notified entities may provide the department with written comments regarding the application within 21 days of receipt. All signed copies of the Certified Mail Return Receipt (the green card) must be forwarded to DES.

Additional Attachments

The applicant must provide the governing boards with a summary of the requirements of Env-Wq 2101, which may be found at http://des.nh.gov/organization/divisions/water/dwgb/water_conservation/index.htm, and request that the governing board amend local site planning requirements to reflect the requirements of Env-Wq 2101 or to promote water efficiency.

Contact:

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III. Water Conservation Plan Guidance Document for Existing Small Community Water Systems and Certain Landlord Owned Water Systems

INTRODUCTION

The purpose of this document is to provide guidance on developing comprehensive water conservation plans for existing small community water systems and certain landlord owned water systems. A community water system seeking authorization for a new source of water must submit a water conservation plan to the New Hampshire Department of Environmental Services (DES) for approval demonstrating how the water system proposes to comply with water conservation standards pursuant to Env-Wq 2101, *Water Conservation* and specifically to Env-Wq 2101.06, *Requirements for Existing Small Community Water Systems and Certain Water Systems Owned by Landlords*.

To ensure an expedient review process, the conservation plan submitted to DES should include the information outlined below. While some information requested in this document is not explicitly required by rule, such information will assist DES with the review process and offer the water system exposure to additional tools which can be utilized to meet water efficiency goals. Also, Env-Wq 2101 references “Manual of Water Supply Practices M36, Water Audits and Leak Detection” (American Water Works Association [AWWA], 1999). AWWA has published a new version of this document titled “Manual of Water Supply Practices M36, Water Audits and Loss Control Programs” (AWWA, 2009). DES urges the use of the 2009 manual, as reflected in the following guidance materials.

CONSERVATION PLAN OUTLINE

(Note* Not all of the information requested below is required of new landlord owned systems. Items related to existing infrastructure, existing methods, and historical data is not applicable to new landlord owned system and should not be provided.)

- I. Introduction
 - A. Contact Information
 1. Name and location of system.
 2. Owner of system and mailing address.
 3. Name and mailing address of designer of the water conservation plan.
 - B. System Overview
 1. Reason for new source.
 2. Number of connections existing and proposed for each of the following classes:
 - a) Residential;
 - b) Industrial/commercial/institutional; and
 - c) Municipal.
 3. Description of any connections that currently receive or will receive more than 20,000 gpd.
 - C. Water Use Trends and Supporting Data / Population Trends

1. Existing, if applicable, and anticipated seasonal fluctuation in water use and reason for fluctuation.
2. Anticipated growth in population and seasonal fluctuations in population.
3. Maximum day yield of existing sources based on 24-hour pumping.
4. Average daily water use.
5. Maximum daily water use.
6. Minimum hourly flows (if available).

D. Source Meters

1. Name designation of each water source.
2. Meter make, model, size, flow range, and date of last calibration for each existing source meter.
3. Meter make, model, size, and flow range for each new water source (if known).
4. Frequency that source meters will be tested/calibrated.
5. Frequency that source meters will be read (at least every 30 days).
6. Statement that source meters will be selected, installed, and maintained in compliance with “Manual of Water Supply Practices M6, Water Meters-Selection, Installation, Testing, and Maintenance,”(American Water Works Association, 1999).

II. System Side Management

For system side management, existing small systems and landlord owned systems may choose to either comply with metering and water accounting requirements (Option A) or conduct a comprehensive leak detection survey of the system every 2 years (Option B). The plan should include a statement identifying which option is being chosen.

A. Option A: Metering and Water Accounting

1. Service Meters

- a) How many un-metered connections exist?
- b) Will separate irrigation meters be installed?
- c) Statement that all service connections will be metered within 3 years for existing systems and prior to system startup for new landlord owned systems.
- d) Frequency that service meters will be read (at least every 90 days).
- e) Description of all methods that will be used to read service meters.
- f) Expected number of days needed to read all service meters.
- g) Proposed rate of meter testing and/or meter change out.
- h) Statement that service meters will be selected, installed, and maintained in accordance with “Manual of Water Supply Practices M6, Water Meters-Selection, Installation, Testing, and Maintenance,” (American Water Works Association, 1999).

2. Water Audit

- a) Most recent water audit, differentiating between apparent and real losses, and estimate of non-revenue water and the year it was estimated.
- b) Frequency that water audit will be conducted (at least annually).
- c) Statement that water audit will be calculated in accordance with “Manual of Water Supply Practices M36, Water Audits and Loss Control Programs” (American Water Works Association, 2009).

d) Statement that the water system shall prepare and submit a response plan to the department within 60 days if the percentage of non-revenue water exceeds 15 percent of the total water introduced to the water system. The response plan shall identify how the water system intends to reduce the percentage of non-revenue water to below 15 percent within two years.

3. Conservation Rate Structure and Billing

a) Description of proposed rate structure and timeline for implementation (no later than 5 years from source water approval for existing systems and prior to system startup for landlord owned systems). If unknown, provide a statement that the water system will adopt a rate structure that complies with 2101.04 (o) and that DES will be notified of the new structure no later than the first billing cycle.

b) If irrigation meters are installed, will irrigation water be billed at a different rate?

c) Will a seasonal rate structure be utilized in addition to the general rate structure?

d) Proposed billing frequency (minimum is quarterly).

e) Informative billing practices to be used (ex. water use in gallons / usage history).

B. Option B: Leak Detection

1. Summary of findings for the most recent leak detection surveys including the following information:

a) Year(s) conducted.

b) Number of leaks found.

c) Estimated losses recovered.

d) Percent of system surveyed.

2. Are pipe locations known? If not, include a statement that a pipe location survey will be conducted in order to perform leak detection.

3. Breakdown of pipe material, age, and length.

4. Availability of contact points and adequacy of spacing.

5. Is pipe material non-metallic? If yes, as leaks are difficult to acoustically detect in non-metallic systems, what additional measures will be taken to detect leaks?

6. Will zone meters be installed to assist with leak detection identification and location?

7. Will future leak detection surveys be conducted in-house or contracted out?

8. If in-house, what equipment will be used and what training will be required?

9. If in house, describe the leak detection method to be used.

10. Statement that a comprehensive leak detection survey will be conducted every two years.

11. Will leak detection be done all at one time or staggered throughout the two years? If staggered, what is the timeline and what percentage of the system will be surveyed during each initiative?

12. Statement that leak detection will be conducted in accordance with "Manual of Water Supply Practices M36, Water Audits and Loss Control Programs" (American Water Works Association, 2009).

13. Statement that leaks will be repaired within 60 days of discovery unless a waiver is obtained in accordance with Env-Wq 2101.09.

In addition to Option A and B, all conservation plans should include the information below:

C. Pressure Management

1. Existing minimum distribution pressure (anticipated pressure for new landlord owned systems).
2. Existing maximum distribution pressure (anticipated for new landlord owned systems).
3. How is pressure currently monitored and how will pressure continue to be monitored?
4. What method will be used to reduce pressures in zones found to be in excess of 80 psi?
5. What will be the timeframe for reduction (at least within 1 year of source water approval)?
6. If pressure reduction is not technically feasible, please explain why and describe what additional steps the water system will take to monitor and repair leakage within these zones?

D. Intentional Water Loss

1. Are there “bleeders” used within the system at dead ends to improve water quality or prevent freeze-up? If yes, what looping opportunities exist?
2. Are storage tanks intentionally allowed to overflow because of system hydraulics or water quality concerns? If yes, what opportunities exist for the installation of altitude valves or tank mixing systems?

III. Consumption Side Management

A. Educational Outreach Initiative

1. Informational materials that will be used.
2. Rate of dissemination.
3. Does the water system intend on becoming a WaterSense partner?
<http://www.epa.gov/watersense/>
4. Will a rebate program be offered to replace older fixtures with WaterSense certified fixtures?
5. Will customer audits be offered?
6. Other outreach plans?

IV. Zoning Ordinance / Bylaws

A. Are connections to the water system subject to any of the following water efficiency ordinances or bylaws?

1. Indoor
 - a) Water efficient fixtures beyond the existing plumbing code.
2. Landscaping
 - a) Minimum topsoil requirements.

- b) Use of native/drought tolerant plants and grasses.
 - c) Area and slope restrictions for turf grass.
 - 3. Irrigation System
 - a) Prohibition or restrictions to irrigation systems.
 - b) Require soil moisture sensors.
 - c) Require rain sensors.
 - 4. Other water efficiency ordinances?
- V. Water Use Restrictions
 - A. What is the water system's plan relative to implementing water restrictions?
 - B. Who is responsible for enforcing restrictions?
- VI. Reporting and Implementation
 - A. Include the following statements:
 - 1. "The water system will submit a form supplied by DES once every three years documenting how compliance with the requirements of Env-Wq 2101 is being achieved."
 - 2. "Activities outlined in the water conservation plan will be completed by water system personnel under the supervision of a certified water system operator."

Public Notification Instructions

Within seven days of submitting the conservation plan to DES, the applicant shall provide a copy of the application and report via certified mail to the governing board of the municipality in which a proposed source is located, all municipalities that will receive water from the water system (if any), all wholesale customers (if any), and the regional planning commission serving the location of the proposed source. In most cases, only the municipality and the regional planning commission will require notification. The notified entities may provide the department with written comments regarding the application within 21 days of receipt. All signed copies of the Certified Mail Return Receipt (the green card) must be forwarded to DES.

Additional Attachments

The applicant must provide the governing boards with a summary of the requirements of Env-Wq 2101, which may be found at http://des.nh.gov/organization/divisions/water/dwgb/water_conservation/index.htm, and request that the governing board amend local site planning requirements to reflect the requirements of Env-Wq 2101 or to promote water efficiency.

Contact

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