City of Portsmouth

Department of Public Works



Portsmouth and Pease International Tradeport Drinking Water Status Report 2023 Year in Review – January 29, 2024

Highlights of 2023

The following report provides a summary of the water system operations for the Portsmouth and Pease International Tradeport drinking water systems. Highlights from 2023 for both water systems include:

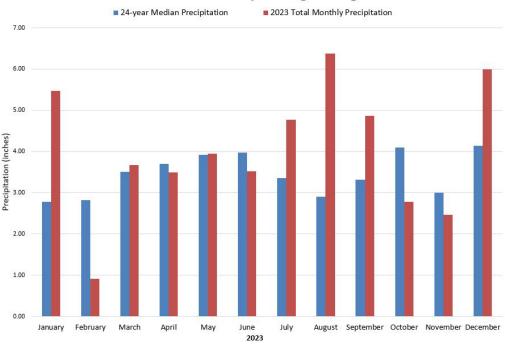
- The Portsmouth and Pease drinking water systems had no drinking water quality violations in 2023.
- Water Production:
 - o 3.7 Million Gallons Average Day
 - o 5.5 Million Gallons Maximum Day
 - o 2.5 Million Gallons Minimum Day
- Favorable weather helped recharge the surface water and groundwater system watersheds.

Water supplied to Portsmouth water system customers comes from a combination of surface water and groundwater sources. The surface water supply is the Bellamy Reservoir, which is located in Madbury and Dover. Water flows from the reservoir to the Water Treatment Facility (WTF) in Madbury, where it is treated before distribution to our regionally served water customers.

Water supplied to Pease Tradeport water system customers comes primarily from the groundwater wells located on the Tradeport (Harrison, Smith and Haven wells). Portsmouth water system can supply additional water to the Pease Tradeport water system as needed.

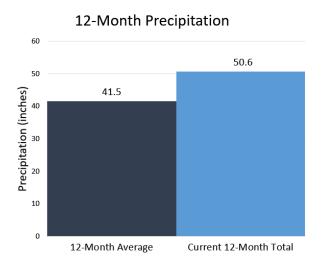
Precipitation, Weather and Water Demands

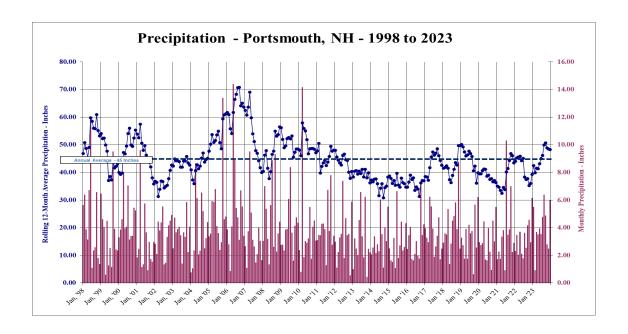
At year-end, the overall water supply conditions for the Portsmouth and Pease water systems were doing very good. The following graphics show the monthly precipitation as recorded at the Pease NOAA weather station and the cumulative precipitation through the year. January and December of 2023 were above normal. The only month that did not receive close to normal or above normal precipitation was February. The third graphic shows the rolling 12-month average precipitation, which is currently trending above average.



2023 vs. 24-Year Monthly Average Precipitation

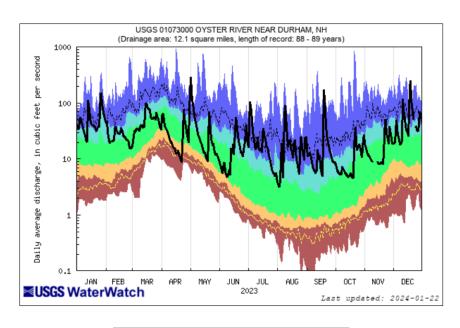




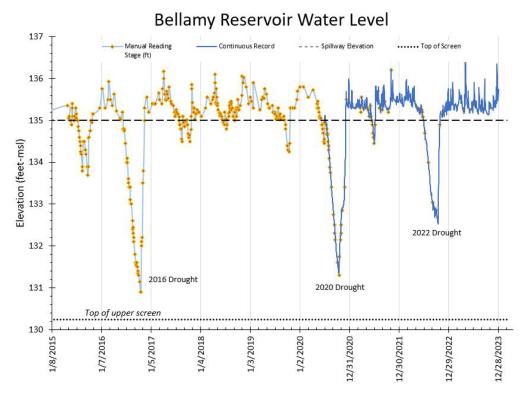


River Flows and Reservoir Levels

The following graphic shows the flow trend, according to the gauged Oyster River, which we use to assess the flow into the Bellamy Reservoir, for 2023. Normal conditions existed until April, when dry conditions lowered the flows. However, precipitations for the rest of the year resulted in normal to above normal conditions. This was also reflected in the reservoir levels, which were mostly at or above normal for the year.



The reservoir trend also tracked similar to the weather,. The trends also show the extreme drought experienced in 2016 as well as the 2020 drought, which was almost as dry as 2016.

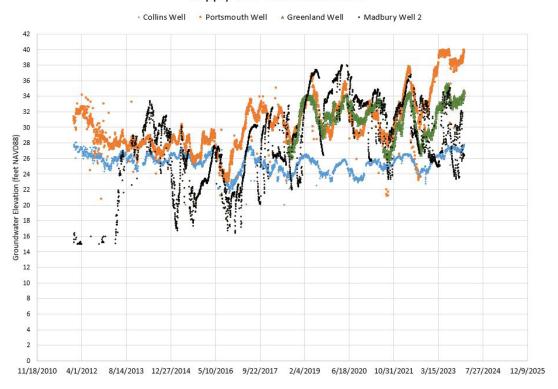


Groundwater Levels and Status

Groundwater levels in most of our water sources are as high as they have been in the last twenty years. This can be attributed to the way we received precipitation, however, it can also be attributed to our water operations staff's optimization of the use of surface water versus groundwater. Cutting back our groundwater withdrawals has allowed well levels to be maintained in a sustainable manner and more water availability for the system to meet peak demand. Each well has a continuous water level meter and the water pumped is also metered. This allows system operators the capability of assessing groundwater level trends and we are able to determine overall source of supply capability.

The following graphic shows the overall well trend of a number of the water supply sources over time:

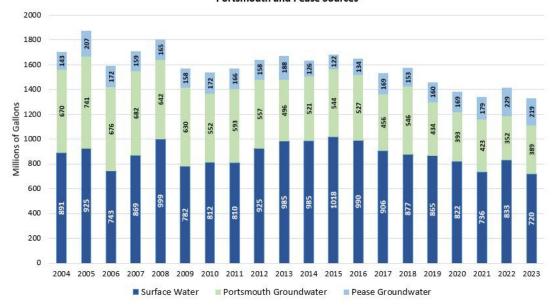
Supply Well Water Elevations

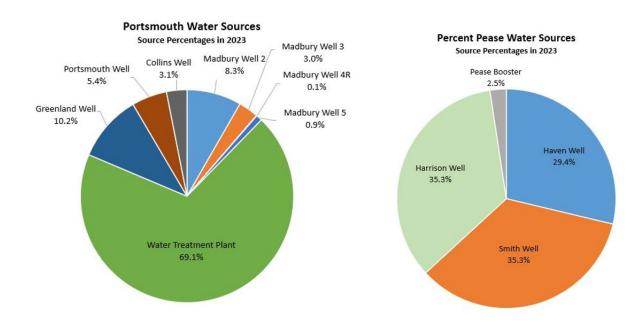


Water Production and Sales Trends

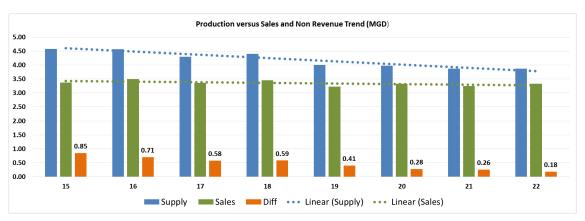
The water produced by the combined Portsmouth/Pease water system averaged 3.7 million gallons per day. This is below historical demands. We can attribute this to our water efficiency efforts, including our water efficiency rebates. We can also attribute this to our diligent management of our water distribution system and service pipelines where we have been able to identify and fix a number of leaking pipes. The reduction of water lost in these pipes has reduced the overall water production needs in the systems. It is now standard practice for our staff to continually inspect our water system for leaks. With 200 plus miles of water pipelines this is a lot of effort. The following graphics show the monthly and annual trends in water supply production for the Portsmouth and Pease Tradeport water systems. The following graphics provide a breakdown of the supply sources for our surface and groundwater systems together with graphics showing the percentage of supply sources serving Portsmouth and Pease customers. Other graphics show current water demand trends along with the trend in water produced versus water delivered through customer meters and how the balance between these two has been significantly reduced. Finally, the last graphic shows how overall water supply has decreased in the last few years:

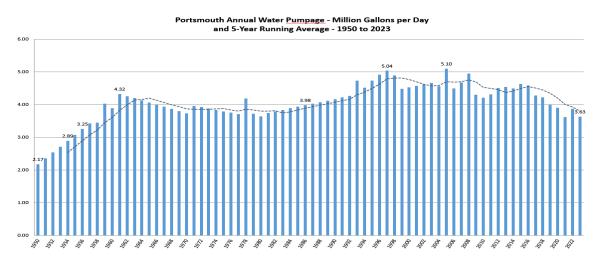
Total Water Supplied Portsmouth and Pease Sources











Water Efficiency

The City continues to offer water efficiency rebates of \$100 per low flow toilet and \$150 for the purchase of a high efficiency washing machine. These are available to all residential customers, including multi-family customers. To date, over 1,250 rebates have been issued. According to the NHDES we are currently the only public water system in New Hampshire offering these rebates.

Additional information on this program can be obtained from the City's water billing department or from the City's website:

https://www.cityofportsmouth.com/publicworks/water-efficiency-rebate-program



We intend to continue with the rebate program and expand our outreach efforts to focus on ways that customers can be more efficient with summertime water use for irrigation and cooling needs.

Portsmouth Water | Sewer | Stormwater staff attended and presented outreach materials at the 2023 Earthday celebration held at the Connie Bean Center in Portsmouth. Staff talked about source water protection, water quality sampling and water efficiency.



City Water | Wastewater | Stormwater Staff



Erich Fiedler, City Engineer - Demonstrating the amount of water flushed from an old toilet versus a low-flow toilet

Water Has a Memory - Think Blue Exhibit at Strawbery Banke Museum

The City has partnered with the Strawbery Banke Museum on their Water Has a Memory exhibit. The exhibit highlights to potential effects of sea level rise and how they are planning to respond to the effects. The city's portion includes information about the history of the water sewer and stormwater systems infrastructure. Also included is an interactive display of "Think Blue, What Can You Do?" which provides tips on best management practices for stormwater management and also information about improving water efficiency.



Water Quality Information

The Portsmouth Water Division routinely monitors water quality parameters and performs water quality sampling and analysis as directed by the Federal Safe Drinking Water Act and the New Hampshire Department of Environmental Services. Water sources are monitored for radioactive, biological, inorganic, volatile organic, or synthetic organic contaminants. Critical water treatment parameters for turbidity, pH, chlorine, orthophosphate and fluoride are continually monitored and tracked by our system operators. The regulations require us to monitor for certain substances less often than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data are reported, along with the year in which the sample was taken. Annual Water Quality Reports for both water systems detail these efforts and are mailed to each water system customer annually. They are also available on the City's website at:

https://www.cityofportsmouth.com/publicworks/water/drinking-water-quality

PFAS Water Quality Sampling and Tracking

Our efforts to track and treat the PFAS contamination at the Pease International Tradeport continue. PFAS stands for a broad group of perfluoroalkyl and polyfluoroalkyl substances, produced and found in many commercial products and also used in firefighting foam. Per- and polyfluoroalkyl substances (PFAS) are currently unregulated by the Safe Drinking Water Act. However, the EPA Health Advisory concentration standard is 70 parts per trillion (ppt) for perfluorooctane-sulfonic acid (PFOS) and perfluorooctanoic acid (PFOA). In response to the discovery of PFOS in the Haven Well in May 2014 at levels that exceeded the EPA Provisional Health Advisory (200 ppt at that time), the Haven Well was removed from service. With the completion of the new Pease Water Treatment Facility with resin and activated carbon filters, the Haven Well was reactivated in August 2021. The source of the PFAS at the Tradeport was aqueous film-forming foam that had been used to extinguish fires and in training exercises at the former Air Force Base. Since 2014, the Harrison Well and Smith Well on the Pease Tradeport water system, and Portsmouth Well #1 and Collins Well in the Portsmouth water system, have been routinely monitored for PFAS by the Air Force.

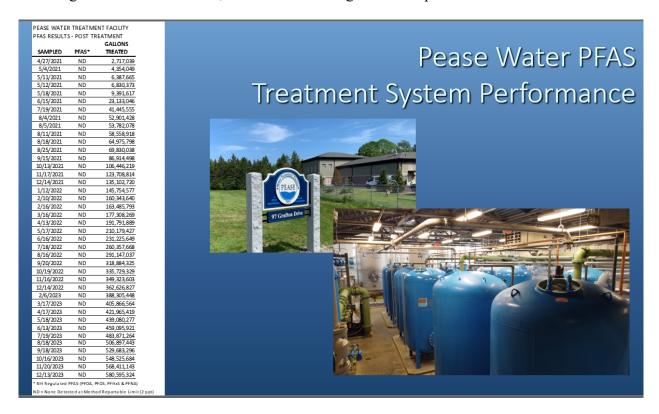
Activated carbon filters treated the Harrison and Smith wells at Pease from 2016 to 2021 while an entirely new treatment facility was constructed to treat those two wells together with the reactivation of the Haven well. PFAS tracking of the other Portsmouth surface and groundwater drinking sources continues on a quarterly basis and all data is posted on the city's website.

The State of New Hampshire promulgated maximum contaminant level (MCL) regulations for four compounds in 2019 – PFOA, PFOS, PFHxS and PFNA. The City has been sampling quarterly according to these regulations and periodically posts that data on the City's website at: www.cityofportsmouth.com/publicworks/water. The following graphic provides a summary of the rolling average of the quarterly sampling of the Portsmouth water supply sources:

PFAS Average – 12 Month Rolling												
New Hampshire Regulated Compounds												
- All Sourc	- All Sources In Compliance (Jan. 2023-Dec. 2023)											
	PPT)			NISHED	11.2	113	L 4R	11.5	WELL	=	ELL	
	Parts Per Trillion (PPT)	NH MCL	RAW*	MADBURY WTP FINISHED	MADBURY WELL	MADBURY WELL 3	MADBURY WELL 4R	MADBURY WELL 5	PORTSMOUTH WELL	COLLINS WELL	GREENLAND WELL	PEASE WTP
	Parts Per	-		MADBUR	MADE	MADE	MADB	MADE	PORTS	100	GREEI	8
PFHxS	ng/L	18	0	0	0	0	0	0	7	1	0	0
PFOS	ng/L	15	0	0	0	0	0	0	5	4	3	0
PFOA	ng/L	12	1	1	3	3	2	3	6	3	4	0
PFNA	ng/L	11	0	0	0	0	0	0	0	0	0	0

All of these water sources meet the current New Hampshire standards and are in compliance, however, should the EPA's soon to be promulgated standards of PFOA and PFOS be lowered to 4 parts per trillion, this will effect the Greenland, Portsmouth and Collins wells. To prepare for this potential the City is currently designing a system to treat the Greenland well and is also doing a preliminary design of treatment for the Portsmouth/Collins wells, which are on the southern edge of the Pease aquifer. Should treatment be necessary for these wells, we will look to the Air Force to reimburse the expense. The Madbury wells have PFOA that is nearing the 4 ppt, but that well water is blended with the Madbury surface water treatment system, so levels will be below that standard.

The Pease Tradeport's dual treatment system of ion exchange and granular activated carbon continues to perform very well. The graphic below shows the summary of water quality results since that system went on line in April 2021. After nearly three years of operation and nearly 600 million gallons of water treated, the levels of the regulated compounds remain Non Detect.



Pease Water PFAS Treatment System Performance

- Treatment System Online Since April 2021
- 589 Million Gallons Treated
- 6 of 12 Ion-Exchange Resin Vessels Media Replaced 2023
- 1 of 3 Granular Activated Carbon (GAC) Vessels Media Replace 2023
- No Regulated PFAS Detected in Treated Water
- · Resin Media Pilot Testing is Ongoing
- Resin and GAC Media Replacement Schedule for 2024





Total Trihalomethanes (TTHMs)

Total Trihalomethanes (TTHMs) are disinfection byproducts (DBPs) which are created when natural organic matter in the water. On average, the Water Treatment Facility in Madbury removes about 71% of the total organic carbon (TOC) through the treatment process. The EPA Disinfectants and Disinfection Byproducts Rules (Stage 1 and Stage 2) requires TOC removal of 50% for the type of water that is typical from the Bellamy Reservoir. The TOC that remains in the water after treatment reacts with the chlorine and creates DBPs. Historically the TTHM concentration in the Portsmouth Water System had averaged 56 parts per billion (ppb).

A storage tank mixer and aeration system were installed at the Newington Booster Pumping Station as part of the upgrade to that facility. These systems became operational in September 2019. These improvements were designed to reduce the concentrations of trihalomethanes in the water distribution system. The highest average TTHM in the distribution system in 2023 was 36 ppb. The Pease system has almost non-detections for TTHM due to the source water quality and the Pease Water Treatment system which includes granular activated carbon.

TTHM Running Average – 2024 – Portsmouth Water System

DATE	SITE		TTHM	HAA5
10/26/2023	Quarter IV 2023	MCL's =>	80/64	60/48
ID#		Reference	ppb	ppb
			Locational	Locational
Q4	Running	Running		
			Average	Average
321	30 SPINNAKER WAY		35	46
325	1550 WOODBURY PLAZA		31	42
323	120 SPAULDING TURNPIKE		25	38
324	WATER STREET		36	47

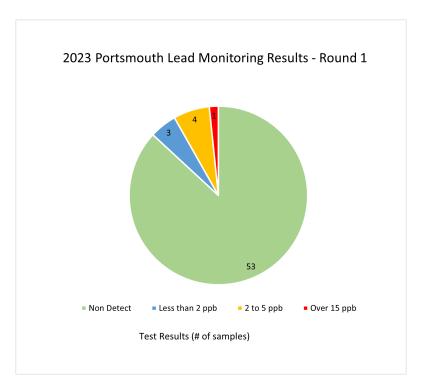
TTHM Running Average – 2024 – Pease Water System

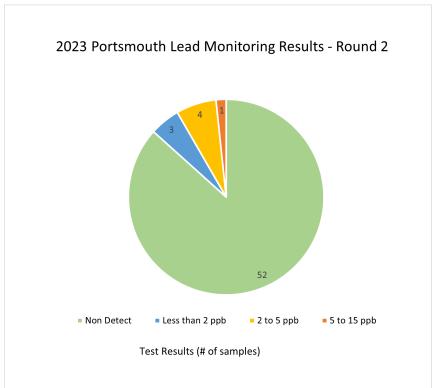
DATE	SITE		TTHM	HAA5
10/26/2023	Quarter IV 2023	MCL's =>	80/64	60/48
ID#		Reference	ppb	ppb
			Locational	Locational
Q4	Running	Running		
			Average	Average
321	135 CORPORATE DRIVE		ND	ND
322	14 MANCHESTER SQUARE		1	ND

Lead Sampling

The City of Portsmouth implemented a Lead & Copper Corrosion Control Program in 2003 and has been in compliance with its requirements ever since. The general purpose of the Corrosion Control Program is to minimize the potential for water supplied by the City to leach potentially harmful metals such as lead and copper from pipes, fixtures and solder containing lead. The primary source of lead and copper in drinking water comes from internal household plumbing systems, plumbing components within other privately owned buildings, and the service lines feeding these properties. The City of Portsmouth water supply sources do not contain measurable quantities of lead.

Sampling conducted in 2023 throughout the Portsmouth water system found 16 locations with measurable concentrations of lead out of 121 residential locations. Of these 16 detections, only one exceeded the action level concentration of 15 parts per billion (ppb), while another was measured at 9 ppb, and the remaining tested below 4 ppb. This left a total of 105 water samples with no traces of lead (see figures below).



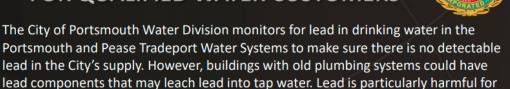


Lead is not present in the water when it leaves our treatment and well facilities, or in the water mains that run below the streets. However, lead can be present in old service line connections that tie homes to the water system or plumbing inside homes and businesses. Due to the age of many homes in Portsmouth and surrounding towns, and the associated potential for leaded plumbing components, we encourage customers to have their water tested by a certified

laboratory, especially if there are children under six or pregnant women in the household. We actively adjust the water chemistry at the treatment facility and well facilities according to our Corrosion Control Program, to reduce the potential for lead in households to dissolve into the water and end up at the tap. But if lead is present in your plumbing system, and is in contact with water, some risk remains. Information about our Corrosion Control Program can be accessed online: cityofportsmouth.com/publicworks/water.

In cooperation with the City's Safe Water Advisory Group, the City's Water Division started offering free lead water testing kits available to Portsmouth water customers, while supplies last. To request a kit, residents can contact Mason Caceres, Water Quality Specialist II, at (603) 312-3804 or mecaceres@cityofportsmouth.com for the one-time code that allows them to retrieve the kit. Full instructions on use are included and the results will be reported to the homeowner.

FREE WATER TESTING FOR QUALIFIED WATER CUSTOMERS



PORTSMOUTH WATER CUSTOMERS MAY QUALIFY FOR FREE TESTING

The City is contracting with an accredited laboratory to provide one sample kit (per residential customer) to test for lead in drinking water for customers served by the Portsmouth and Pease Tradeport Water Systems.

HOW CAN I TAKE ADVANTAGE OF THIS OPPORTUNITY?

Contact Mason Caceres, Water Quality Specialist II, at (603) 312-3804 or <u>mecaceres@cityofportsmouth.com</u> for a one-time code that will allow you to obtain a sample kit. Detailed instructions will be provided.

* The city has budgeted \$2,500 for this program. Kits will be distributed while supplies last.

Safe Water Advisory Group (SWAG)

children under 6 years old.

The Safe Water Advisory Group was created with the approval of City Council on October 5, 2020. Its mission is to review and communicate the latest science on the health and environmental effects of drinking water contaminants (with a heavy focus on PFAS), to monitor federal and state level legislative changes, and to anticipate policy changes that could impact the city of Portsmouth. The SWAG met four times in 2023, and covered a variety of topics, received quarterly updates from the City water department, received legislative updates from elected officials, and hosted several guest speakers.

Video recordings, information, meeting agendas and minutes, and annual reports of the SWAG are posted on the City's website and YouTube channel:

https://www.cityofportsmouth.com/citycouncil/safe-water-advisory-group

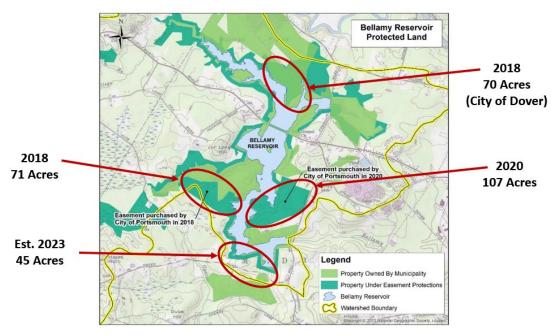
The 2024 Portsmouth City Council voted to reinstate the SWAG for two more years. The public is invited to attend meetings and encouraged to be involved with the community and informed of all aspects of the City's water supply.

Source Water Protection

Bellamy Reservoir

The City continues to work with the communities of Madbury and Dover to monitor and track the land within the Bellamy Reservoir watershed. The City of Portsmouth's water division either owns or has easements around the entire reservoir. This provides a protective water quality buffer for the surface water that is piped to and treated at the Madbury Water Treatment Facility. In addition to these buffers, the water division, in cooperation with the Town of Madbury and the New Hampshire Department of Environmental Services, has historically restricted activities in and around the reservoir. The following activities are not permitted; swimming, motor boats and campfires. Kayaks, canoes and other non-motorized boats are permitted on the reservoir.

Portsmouth – Bellamy Reservoir Source Water Protection Efforts



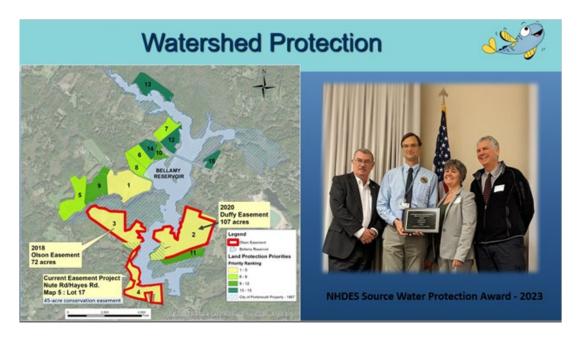
The City has acquired conservation easements in 2018 and 2020 of properties that abut the Bellamy Reservoir. Easements on these parcels, totaling 179 acres, were obtained through the combined efforts of the City, Southeast Land Trust and the Town of Madbury to coordinate due

diligence activities and prepare the easement documents. The City received approximately \$487,000 in grant funds for these easements from the New Hampshire Groundwater and Drinking Water Trust Fund and approximately \$14,500 from the Great Bay Resource Protection Partnership. We are currently working on acquiring a 45 acre parcel near our surface water intake.

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SOURCE WATER PRO	OTECTION												
LAND AND EASEME	NT PURCHASE RECORD												
SOURCE	PARCEL/ PROJECT NAME	DATE PROTECTED	PROTECTION	PORTSMOUTH ROLE	BOOK & PAGE	ACRES	PROXIMITY TO SOURCE	CITY FUNDS	DWGTF	GBRPP	OWNER FUNDS	TOWN FUNDS	TOWN
Harrison Well	Sherburne Rd Property	5/21/2003	City Property	Owner	4035-2172	4.34	Adjacent to Harrison Well Parcel						
Bellamy Reservoir	Souther Property	3/15/2018	Dover Owned	None	1506-295	69.3	Adjacent to Reservoir	\$0				\$125,000	Dover
Bellamy Reservoir	Olson Easement	12/18/2018	Conservation Easement	Easement Holder	4624-0179	70.8	Adjacent to Reservoir	\$223,130	\$200,000				Madbury
Bellamy Reservoir	Haley-Rubinstein-Goodwill	2/21/2020	Conservation Easement	None	4735-874	210	Watershed	\$10,000	?			?	Barrington
Bellamy Reservoir	Duffy Easement	12/29/2020	Conservation Easement	Easement Holder	4851-456	107	Adjacent to Reservoir	\$271,403	\$283,600	\$11,504	\$1,000	\$0	Madbury
Greenland Well	Chick Property	11/6/2020	Portsmouth Property	Owner	6191-124	3.11	Within 400 ft SPA of Well	\$220,000					Greenland
Bellamy Reservoir	Fernald Property		Conservation Easement	Easement Holder		45	Adjacent to Reservoir						Madbury

The protection of the Bellamy Reservoir is a high priority for the City of Portsmouth because the Reservoir is the primary water supply for the City. The Bellamy surface water is treated at the City's Water Treatment Facility in Madbury and delivered to regional communities around the seacoast. Conserving land within the watershed and areas that abut the reservoir and surrounding wetlands, rivers, and streams, protect the water quality from the pressures of development and helps the municipal water system provide quality drinking water.

The City was recognized for these efforts by the NHDES in 2023 when they were presented with their Source Water Protection Award.



The City of Dover continues to update our water system staff about their efforts to track and remediate their closed landfill, which is in the Bellamy Reservoir watershed. Dover must comply with EPA and DES requirements regarding the level of remediation they need to perform to

protect all water sources around their site. Recent sampling by Dover has included more watershed delineation of contaminants of concern. City staff continue to be in communication with Dover staff and their consultants regarding these results and Dover's response.

Water System Operations and Infrastructure Projects

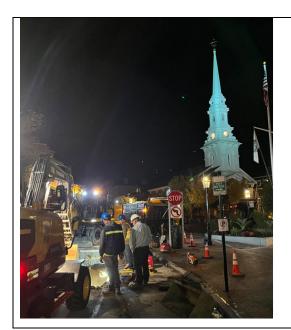
Water System Operations

Other daily staffing items regarding work performed in 2023 are shown in the following table:

Water System Activity	FY23
DigSafe Tickets (locating)	3077
DigSafe Labor Hours	1219
Backflow Testing Total	2484
Meter Testing Total	375
Small Meters (5/8" - 2")	301
Large Meters (> 2") TOOMEY	74
Meter Installations/Swaps Total	983
Radio Read System Total	128
Tagged	986
Leak Code	438
Access for Meter/Reader Change	482
Leak Explained at Visit	50
New Customer Applications Total	218
Water Service (Domestic/Fire)	141
Sewer Connections	76
Meter Work Orders	3967
Customer Tags Total	259
Shutoff Notice	154
Final Notice	100
Customer's Shut off	5
Number of water main breaks	13
Leaks Detected and Repaired	4
Hydrant Flushing Weeks (Spring/Fall)	10

System Maintenance and Improvements

The City continues to invest in water system capital improvement programs. Every year projects are identified to replace aging infrastructure. Water mains were replaced as part of the Islington and Union Street projects. System staff also performed continual maintenance on the system, including replacing non-operable valves on Market Street. Doing this project in-house and at night took a lot of coordination and saved a considerable amount of money and time with their efforts.





Market Square Water Valve Replacement Project 2:37 AM – October 13, 2023

New Water Transmission Main Under Little Bay

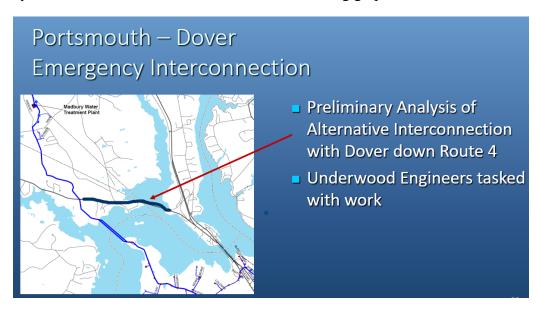
The ongoing project to add a third water line under the Little Bay from Durham to Newington went out to bid in August of 2023. Unfortunately, only one bid was received and it was well over the engineer's estimate and the budget. Therefore, this bid was rejected and the project has since been split into two phases; the first phase will replace the valves on both sides of the bay and also tap the existing water main to allot for future connection of the third water line. The valve project went out to bid in late 2023 and SUR construction was awarded the project, which will commence this spring. The second phase, to add the third water line, is currently in redesign after a constructability review. We are also in discussion with the regulators regarding their providing a larger window of time for the in-water construction. The bid for this phase is anticipated to go out in late spring/early summer.



Dover/Portsmouth Water System Emergency Interconnection

The New Hampshire DOT bid the replacement bridge project for the General Sullivan bicycle/pedestrian bridge in the summer of 2023. They received only one bid and it was rejected because the cost was too high. Part of this project included a new pipe to provide an emergency interconnection between the Portsmouth and Dover drinking water systems. Funding had been obtained from the state's Drinking Water and Groundwater Trust Fund to pay for the design. Additional congressional funding has also been acquired for payment of the waterline, with Dover and Portsmouth each contributing 25% to the project.

As an alternative, the City has engaged the services of an engineering consultant to explore the potential for an interconnection with the Dover system via the Route 4 corridor. This will connect Portsmouth to Dover via the Madbury water transmission main and connect with Dover's system at the traffic circle as shown in the following graphic.



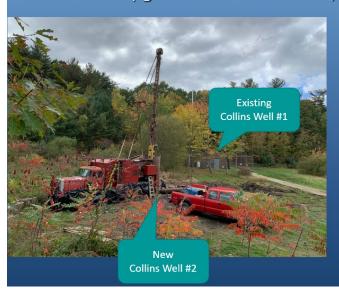
Collins Well #2

After investigating the geology in the area of the existing Collins Well through the drilling and construction of test wells, a hydrogeologically favorable location was identified for the construction of a new well, Collins Well #2. This well is intended to provide mechanical redundancy to the existing source as well as allow the water yield capacity to be recovered to the 450 gallons per minute that were originally available from the Collins Well. Over time the withdrawal rate from the Collins Well has declined and routine cleaning of the well screen and redevelopment of the gravel pack has resulted in only moderate recovery of the well yield.

Collins Well 2 has been drilled and constructed, and the City's consultant, Emery & Garrett Groundwater Investigations (EGGI), conducted a pumping test in October 2022. The results of this test have been submitted to the NHDES for their evaluation in the permitting process. Final

design of the infrastructure will occur in tandem with whatever might be necessary for treatment of the Portsmouth/Collins wells for PFAS compliance.

Collins Well Upgrades and Portsmouth/Collins PFAS Treatment System



- New well complete and well screen installed
- Pump test report submitted to DES
- Design for construction of pumps and pipelines to follow
- Preliminary design underway to assess a potential treatment site and infrastructure for PFAS treatment.
 Full system construction pending final EPA MCLs for PFOA and PFOS.
- Have been in communication with Air Force to fund since these wells are on the edge of the Pease southern wellfield

Master Planning Update and Seacoast Drinking Water Commission Regional Interconnection Study

The City has engaged the services of an engineering consultant to assess potential infrastructure needs to meet water flow needs for the southern portion of the system, together with the Greenland town area. An update of the entire water system's hydraulic pipeline flow model will also be performed to guide future infrastructure capital needs.

Master Planning – 2023/2024

- Currently Under Way with Haley Ward Engineers
 - Tank Inspections and Cleaning
 - Completed during summer of 2023
 - Hydraulic Assessment of Southern Portion of System and Greenland Area Pressure
 - Currently under way
 - Update the Entire Water System Hydraulic Model
 - Will occur in 2024 (Weston & Sampson)

Seacoast Interconnection Study

Underwood Engineers has been selected by the Seacoast Drinking Water Commission's Advisory Committee (chaired by Brian Goetz) to perform an interconnection assessment of all the Seacoast drinking water systems. This work will commence in early 2024 and continue throughout the year. Analysis of each water system's customer demographics, supply capabilities, water quality and water demands will be performed. Projections for future needs along with the infrastructure improvements that would be required to further interconnect water systems will be performed.

Further Updates and Information

This information will be distributed electronically on the City of Portsmouth's website in the Department of Public Works > Operations > Water section. If anyone needs additional information or has questions contact Al Pratt, Water Supply Operations Manager at 520-0622 or Brian Goetz, Deputy Director of Public Works at 766-1420.