Village District of Eastman

2026 Community Forum

Session 1

June 29, 2026

Welcome!

Welcome to the VDE's Initial Community Forum for 2026

- **Three forums planned to share important VDE information and address important VDE issues.**
  - **Monday, June 29**
  - **Monday, July 27**
  - **Monday, August 31**
- **All will be held here at South Cove Activity Center starting at 6pm**
- **Why Summer?**
  - **To engage more (full-time and seasonal) customers in the discussion**
  - **To inform on progress on VDE's Corrective Action Plan**
  - **To inform and take feedback on VDE major project plans**

VDE Forum Agendas

Tonight

- **What is the VDE?**
- **Change to Emergency Contact Info**
- **Discussion on Discolored Water events and history**
- **Update on Discolored Water Corrective Action Plan**
- **How customers can decide on installing a "Point of Entry' whole house water filter**
- **Consultants from Underwood Engineers available to discuss POET filter system options**
- **Customer Open Forum**

July Forum

- **Drinking Water system 101**
- **VDE Drinking Water Capital Improvement Plan: Base case and increased spending case**
- **Drinking Water rates analysis**
- **Customer feedback on Drinking Water CIP**
- **Customer Open Forum**

August Forum

- **Wastewater system 101**
- **VDE Wastewater Capital Improvement Plan: Base case and increased spending case**
- **Wastewater rates analysis**
- **Customer feedback on Wastewater CIP**
- **Customer Open Forum**

What Is and Who Are the VDE ?

- **The VDE is a Municipal Overlay District which serves portions of three towns and is completely independent of the ECA.**
- **It provides drinking water to more than 1,360 Eastman properties and wastewater service to 535 homes.**
- **Three elected Commissioners are the equivalent of a Town's Board of Selectmen.**
- **Other elected officers are the Treasurer, Clerk, and Moderator.**
- **All officers are volunteers who are not compensated.**

What Is and Who Are the VDE ?

- **In other words, the VDE is your Municipal Water and Wastewater Utility**
- **It is not a company or a corporation that earns a profit**
- **All revenues come from VDE's Drinking Water and Wastewater customers**
- **Any "net income" that is achieved at the end of an operating year is "rolled over" into the succeeding years' budgets**
- **Commissioners are keenly aware that VDE's customers and ECA's owners are the same people and bills paid to VDE and ECA "come from the same pockets"**

Pros and Cons of VDE as a Municipality?

- **The power to tax**
- **Access to low-interest "Municipal Bond Bank" financing**
- **Municipal budgeting procedures overseen by State of NH DRA**
- **Customer confusion over who to contact & responsibility**
- **All elected officials must be registered as voters within the Eastman Community boundaries**
- **ECA Board members are only required to be "owners" but not registered voters**

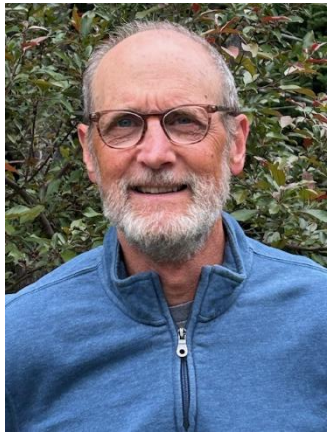
Terry Large
Commission Chair

Brad Moses
Commissioner

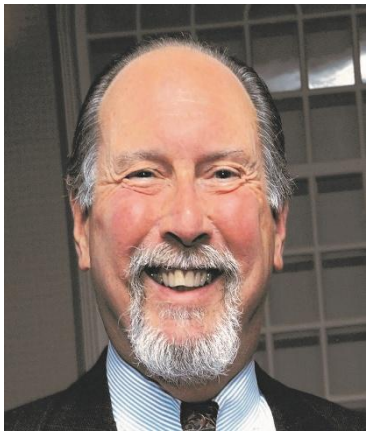
John Tomasz
Commissioner

2026 VDE Elected Officials

Bill Weeks
Clerk



Bill Samuels
Treasurer



David Cole
Moderator

2026 VDE Staff

Amy Lewis
General Manager

Sherrill Zani
Executive Assistant

Josh Ruel
Lead Operator

Seeking a third operator to replace a retired employee

TBD Operator

Steven Chervincky
Operator

Change in After Hours Contact Information

EFFECTIVE JULY 15:

- Eliminate use of ECA Security interface during “after hours”
- VDE contracting with utility-experienced call center for after hours issue triage and forwarding to VDE on-call operator or management
- If customers have a VDE water or wastewater emergency, question, or concern, call
  - 24 hours a day, 7 days a week, **603-863-6512**
  - Office Business Hours
    - Monday-Thursday 8am to 4pm, Friday 8am to noon

Why do some Eastman homes experience discolored water events and what is VDE doing to resolve the issue?

Commissioners' Discussion

At Annual Meeting

March 5, 2026

Primary Causes of Discolored Water Events

- Latent Iron and Manganese dispersed throughout the system from operation prior to WTP in service (1998)
  - Drinking water from system wells was untreated with no removal of any elements
  - Drinking water distribution system, and all homes occupied prior to 1998 have latent Iron and Manganese in the piping
  - A physical disturbance to piping or change in flow can cause latent material to “release” from the piping walls and out of customer faucets

- Water Treatment Plant equipment issues
  - Backwash of WTP filters
- A handful of occurrences in 2025
  - Failure of filter internals
    - Late 2025 holiday period events
  - Operator Error
    - One in second quarter of 2025

Discolored Water Events

Discussed at length at many prior Annual Meetings and 2024 Community Forum

Later three quarters of '24 better than prior periods

- Aggressive distribution line flushing program reduced magnitude of events

Later three quarters of '25 and early ‘26 poorer than prior periods

- Flushing limited due to state-wide drought
- Isolated equipment issues at Water Treatment Plant
- Occasional significant but highly localized releases

Why hasn’t this been corrected before?

Priority had been given to assuring Drinking Water was available, regardless of Iron and Manganese content

“one of the few things worse than discolored water is no water”

Engineering assessments in 2022 and 2024 identified many weaknesses in the VDE Drinking Water Distribution system

Inferior construction methods - no municipal standards applied during system development starting in 1970’s

Inferior materials used in several locations - thin walled and brittle plastic pipe installed in several areas

No backup infrastructure putting all customers at risk of a single point of failure

Failures result in major water leaks, threatening water supply to entire community

Failure of carbon steel “saddles”, the connections from the VDE Distribution Line to the customers' lines serving their residences

While smaller in volume, many undetected little leaks add up to more significant water losses

Actions taken focused on reliability of supply

- **Replace known sections of inferior pipe**
  - **Hummingbird Hill/Barn Owl Overlook - 2024**
  - **Segment of Longwood Drive - 2018**
  - **Fernwood Drive - 2025**
  - **West Cove A&D - 2026**

- **Add distribution system redundancy to reduce impact of a single point of failure**
  - **Parallel water main on Wellfield Road – 2024/25**
  - **Interconnection of distribution system from Moose Run/Clearwater Drive to Bogie Place - 2024/25**

- **Add new supply source to the system - 3 Glenwood wells - 2026**

What to do about it?

- Only “immediate” remedy when a release of Iron and Manganese occurs is to flush it out either through the home or at a distribution line flushing hydrant, if one is available.
  - Once it is in the pipe, there is no other way to get it out

- Prevent Iron and Manganese from getting into the system
  - Repair of failed equipment at the WTP
  - Improvements to WTP systems, especially backwash operation

- Test/implement removal of Iron and Manganese deposits in system piping, or accelerate prioritized replacement of distribution lines

What's the plan from here?

- In January 2026 VDE submitted a Corrective Action Plan to NHDES and it was accepted
- NHDES is monitoring VDE's progress in fulfilling the elements of the plan, with an anticipated completion date of December 31, 2026
- The elements of the plan and progress achieved to date is as follows:

Corrective Action Plan

Water Treatment Plant

- Repair/Maintain/Upgrade existing WTP filters –
  - Completed February 2026
- Replace filter media in all three WTP filters –
  - Completed February 2026
- Design/install improvements to WTP backwash process –
  - Weston & Sampson Engineers have provided initial findings and developed recommendations to WTP improvements
  - Design 2026, install late ’26 or early ‘27
- Examine effectiveness of adding “secondary filtration” to existing WTP process – underway
  - Weston & Sampson Engineering recommends against installing secondary filtration

Distribution System Lines

On Parallel paths:

- Examine experimental approaches to physically scour Iron and Manganese deposits from VDE water lines -
- Several possible options reviewed
- “Roto-rooter” process appears most beneficial at least cost
- Plan to test one option in Fall ’26 as demonstration of effectiveness
- Prioritize construction in near-term Distribution Line replacements targeting areas most impacted by latent Iron and Manganese deposits – underway
- Subsurface examination of Glenwood Rd. Winding Wood Rd, and Brookridge/Moose Run underway as preliminary work for design

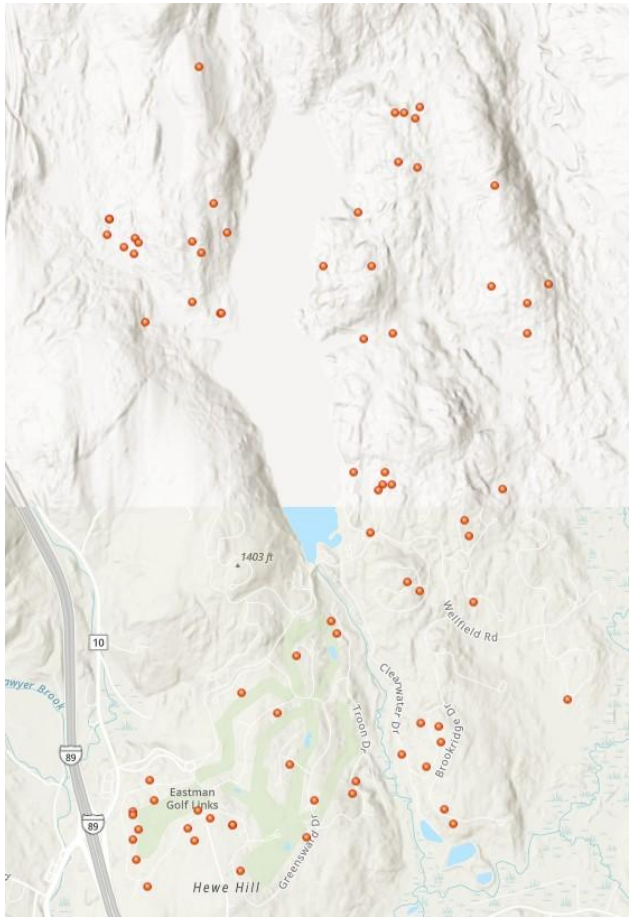
Corrective Action Plan

- Add contract personnel to expand system-wide flushing program to 32 weeks following spring thaw –
  - Spring system wide flushing program completed on May 21
  - Targeted area flushing program began June 19, to focus on key distribution lines with historic issues.
  - Fall system wide flushing program to begin early- to mid-October
- Add Glenwood Wells supply source to VDE system - 3 wells producing approximately 100 gpm (+35% total system yield) anticipated in later 2026
  - Have conditional approval from NHDES, awaiting final tests
  - KA Stevens has begun construction with several key milestones complete
- Clean and reline Hilltop Water Storage Tank -
  - Underwood Engineers assigned with scope currently under consideration
  - Actual work to be performed Fall 2026
- Research/propose to VDE customers options for “Point of Entry” whole-house water filtration systems
  - Underwood Engineers provided comprehensive report
  - UE staff available here tonight to discuss recommended options directly with customers

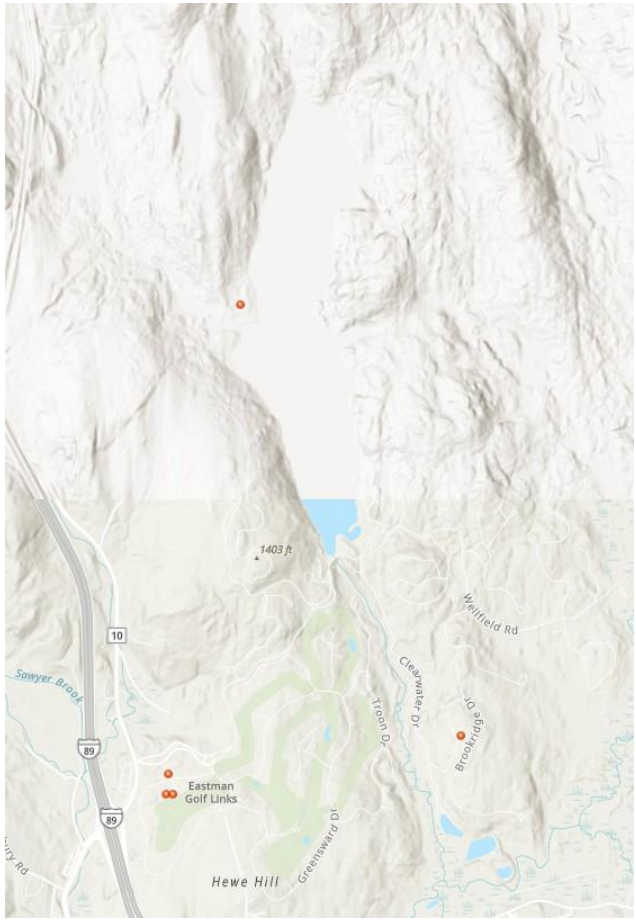
Progress is being made, but no quick or easy path to eliminate all discolored water events

- **Rectifying issues at the Water Treatment Plant is complete with positive results already being experienced**
- **Current removal of iron is 98%, manganese 99%**
- **Improvements to backwash process and efficiency will further ensure that water quality from the plant remains at its best**
- **Adding the new Glenwood Wells will significantly enhance water source reliability in both quantity and quality**
- **However, latent Iron and Manganese in the distribution piping and in customers' residences will still cause some discolored water events to occur in the future**

Progress is being made, but no quick or easy path to eliminate all discolored water events



January-February



May-June

Progress is being made, but no quick or easy path to eliminate all discolored water events

- However, latent Iron and Manganese in the distribution piping and in customers' residences will still cause some discolored water events to occur in the future

Questions to ask when considering adding a “whole house” filter system to your home

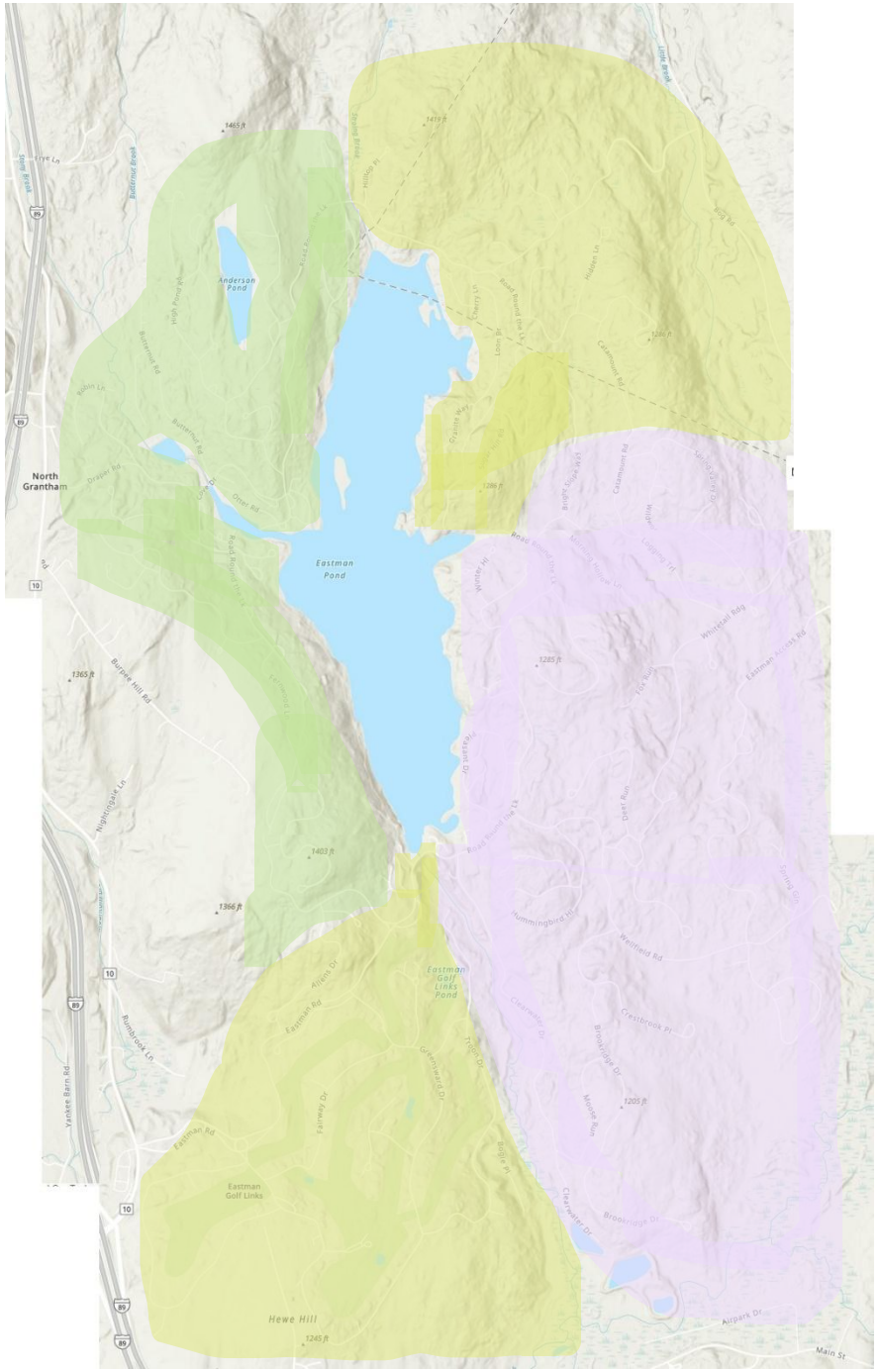
A “Point of Entry Treatment” (POET) whole-house water filter system can be thought of like an emergency electric generator used when the power goes out. If you want power available every day, an emergency generator adds that level of security.

Similarly, a POET filter system maximizes your ability to prevent discolored water events in your home.

Questions to ask when considering adding a “whole house” filter system to your home

- Questions to consider:
  - History of discolored water events (prior to fall of 2025)
  - Topography = Is your residence in a low-lying area on your street?
    - Latent Iron and Manganese tends to settle in the water distribution piping in low areas
  - Dead End water service line?
    - Dead ends have more limited flow to scour the line
  - Geography = See Distribution System Map
    - Areas nearer to the Water Treatment Plant have greater concentrations of latent Iron and Manganese in the distribution piping

Questions to ask when considering adding a “whole house” filter system to your home



- After storage tank
- Gravity/WTP feed
- Before storage tank

OPEN FORUM

Customer questions are welcome.