

Report for the City Manager Community Services Department

Date: October 15, 2026



The purpose of this document is to summarize the work for the City of Dover Community Services Department from September 1st through September 30th, 2026.

Keeping Our Waterways Clean: **Dover's MS4 Stormwater Program**

What Is the MS4 Report, and Why Does It Matter?

When rain or melting snow runs off streets, parking lots, and rooftops, it picks up oil, fertilizer, pet waste, road salt, and other pollutants. In much of Dover, that water flows into storm drains and out to local rivers and streams, usually without treatment. The network of storm drains, catch basins, pipes, and ditches that carries it is called a Municipal Separate Storm Sewer System, or MS4.

Dover is an "MS4 community" because it falls within a federally defined urbanized area. That designation means the City must follow a federal stormwater permit and show each year that it is reducing pollution from runoff. Dover is one of 46 New Hampshire communities covered by the same permit.

Each year, the City of Dover's Environmental Projects Manager (EPM) prepares an MS4 annual report describing how Dover has carried out its Stormwater Management Program (SWMP). The report is submitted to the U.S. Environmental Protection Agency (EPA), with New Hampshire Department of Environmental Services (NHDES) involvement. It documents the City's work across six Minimum Control Measures (MCMs) and assesses whether Best Management Practices (BMPs), the structures and habits that keep pollution out of the water, are working.

Where Are We in the Permit?

The current permit, the 2017 New Hampshire Small MS4 General Permit, took effect on July 1, 2018. This year's report covers July 1, 2025 to June 30, 2026, Year 8 of the permit, and the City is now in Year 9.

While the permit was designed to last five years, the EPA has "administratively continued" it, which means the existing requirements stay in force until a new permit is issued. As of this writing, EPA has not announced a draft replacement for New Hampshire. When one is proposed, there will be a public comment period, and the City will report on what changes.

Why Does EPA Write Our Permit?

While the majority of states run their own clean water permitting programs, New Hampshire does not. Unlike Maine, Vermont, Connecticut, and Rhode Island, New Hampshire (like Massachusetts)



has not taken over this federal program, so EPA's New England office writes and oversees the permit directly. That is why Dover reports to EPA, and why the nitrogen permit described below also comes from EPA.

Why Nitrogen? The Great Bay Connection

Dover's waterways drain to the Great Bay estuary. EPA has determined that the nitrogen reaching the estuary exceeds what it can absorb, which fuels algae growth and harms eelgrass and other aquatic life.

Nitrogen comes from several sources: treated wastewater, and runoff carrying fertilizer, pet waste, leaves, and grass clippings from lawns, streets, and parking lots. In 2020, EPA issued the Great Bay Total Nitrogen General Permit, effective February 1, 2021. It sets nitrogen limits for 13 wastewater treatment plants in the watershed, including Dover's. It also encourages communities to reduce nitrogen from runoff voluntarily, under an "adaptive management" approach that relies on ongoing water quality monitoring and planning. Dover, Portsmouth, and Rochester formed the Municipal Alliance for Adaptive Management to share monitoring costs and coordinate this work.

The nitrogen permit applies to wastewater plants, while stormwater is covered by the MS4 permit. The two work together. Many of the stormwater actions below, such as street sweeping, catch basin cleaning, leaf collection, pet waste programs, and fertilizer education, help keep nitrogen out of the bay.

What Has Dover Done to Stay in Compliance?

Inspection and Maintenance of Stormwater Systems

The City has started an inspection and maintenance program for all publicly owned stormwater treatment systems. The program includes:

- Inspecting all publicly owned BMPs
- Cleaning approximately 50% of the City's catch basins each year
- Creating maintenance work orders for Public Works staff or private contractors
- Updating the GIS Asset Management system as needed

This program will continue every year.

Pet Waste Education

Each year, educational brochures are mailed to Dover residents with their dog license renewal notices. The brochure explains how pet waste contaminates local waters, and it includes a map of Dover's community trails and the locations of pet waste stations. A QR code links to the Dover Pet Waste website and municipal contact information.



Fall Leaf Collection

Leaf collection runs for six weeks, from October through December. Leaves must be placed curbside in biodegradable paper leaf bags. Leaves are a significant source of nitrogen and phosphorus when they wash into storm drains.

Street Sweeping

The City has increased street sweeping to twice a year, in spring and fall, with a focus on areas that have the potential for high pollutant loads.

Salt Reduction Plan

The City tracks all salt applied to municipally owned and maintained surfaces and reports its salt use to NHDES through the NHDES Annual Salt Usage Report Form. Winter maintenance and salt reduction practices include:

- **Plowing before de-icing:** Removing as much snow as possible mechanically reduces the need for salt and other chemicals.
- **Roadway anti-icing:** Designated roads are pre-treated with brine before precipitation so snow and ice do not bond to the pavement.
- **Monitoring road surface temperatures:** Salt is applied only when pavement temperatures are above 15°F, guided by the NH Road Salt Application Rates charts.

Green SnoPro Certification

Green SnoPro is an NHDES training program that teaches private snow and ice contractors how to reduce salt use while keeping people safe. Dover has already been certified as a Municipal Green SnoPro community for the 2026-2027 season.

Lawn Fertilizer Education

The City encourages residents to use and dispose of grass clippings properly and to choose slow-release, phosphorus-free fertilizers.

What You Can Do

Stormwater protection works best when everyone helps. Here are some ways to make a difference:

- **Pick up after your pet.** Bag pet waste and put it in the trash, or use one of the City's pet waste stations along community trails.
- **Use paper bags for leaves.** During fall leaf collection, place leaves at the curb in biodegradable paper leaf bags only.
- **Keep leaves and debris out of the street and storm drains.** They can clog the storm drain system and add nutrients to our waterways.



- **Go easy on lawn fertilizer.** Choose slow-release, phosphorus-free products, and follow the label directions. Keep grass clippings on your lawn or dispose of them properly, not in the street or storm drains.
- **Use less salt at home.** Shovel or plow first, and apply salt only where you need it. More salt does not mean more melting, and extra salt washes into streams and groundwater.
- **Hire a Green SnoPro-certified contractor.** If you use a private snow and ice contractor, ask whether they are Green SnoPro certified, which means they are trained to reduce salt use while keeping surfaces safe.
- **Keep oil, chemicals, and wastewater out of storm drains.** Dispose of motor oil, paint, and other household chemicals properly, and never wash them into the street.
- **Ask questions.** Contact the City with any questions about stormwater, the MS4 program, or to report a problem such as dumping or a clogged catch basin.

Staff Spotlight

Jason Forbes, Working Foreman in Water Treatment joined the City of Dover Community Services team in September 2026. He brings 12 years of water experience, alongside multiple certifications in water treatment, distribution and wastewater. Jason specializes in backflow testing, water main taps and the overseeing of well upgrades and water main projects.

Staff News

Community Services Education:

The following Staff attended the 2026 New Hampshire Salt Symposium, presented by SIMA and NHDES in Concord, NH.

- Jillian Semprini, City Engineer;
- John Storer, Director of Community Services;
- Kevin Sullivan, Public Works Supervisor;
- Tim Puls, Environmental Projects Manager;

The following Staff attended the Finance 101 Workshop, presented by New Hampshire Municipal Association in Concord, NH.

- Jerrica Morey, Engineering Secretary;
- Wendy Roy, Bookkeeper;

The following Staff are completing a series of Road Safety Advocacy Program (RSAP) webinars offered by the UNH Technology Transfer Center on how to use crash data, identify roadway risks, and implement proven safety measures.

- Jillian Semprini, City Engineer;
- Matt Gibbons, Deputy City Engineer;



Planning Board (Ken Mavrogeorge):

In September 2026, the Dover Planning Board held two regular meetings on the 8th and the 22nd. Items discussed include:

- 6 Brick Road, proposal to construct 6 townhouse style residential units in two buildings.
- Public hearing on the proposed Amendments regarding Chapter 170 (Zoning Ordinance). Topics include Transfer of Development Rights, Conditional Use Permit Criteria, Customary Home Occupations, Accessory Dwelling Units and others.
- 53 Cataract Ave, proposal for a minor subdivision creating one new lot.

Dover Utilities Commission (Krystian Kozlowski):

The DUC held a meeting on September 21st. Topics Included:

- New water sources that the City is investigating, as well as drought conditions. While they have improved slightly, we are still experiencing a moderate drought.
- Concerns about letters/notices being received via mail from private companies. Residents are encouraged to review the sender and contact the city directly if they have questions about whether a communication is an official City notice.

Transportation Advisory Commission (Jillian Semprini):

TAC met on September 28th, 2026. The commission discussed request, including but not limited to:

- Request for stop signs on Birch Drive
- Safety Concerns on Atlantic Ave and Oak Street
- Parking Ordinance Request for 141 Central Avenue
- Crosswalk Request for Washington and Young Street
- City Crosswalk Policy Update

Technical Review Committee (Jillian Semprini):

The Technical Review Committee met two times in the month of September. Topics Included:
September 3rd:

- Site Plan for 795 Central Ave, (Proposal is to construct a 3,098 SF building addition to support Wentworth Home with (6) additional memory care beds.)
- Site Plan for 21 Spur Road, (Proposal is to add one (1) additional single-family home via TDR to the property.)
- Site Plan for 12 Lincoln Street, (Proposal is for the addition of a third floor to the existing structure with (8) additional units, for a total of (19) residential units.)

September 17th:

- Site Plan for 77 Long Hill Road, (Proposal is to improve drainage under parking lot, directing flow toward water treatment area; regrade, repave, and reline parking lot, install new site lighting.)
- Site Plan for 91 and 103 Court Street, (Proposal is to merge the two subject lots (91 and 103 Court Street) and develop the property in coordination with the previously approved Farm



Gate Drive development (SITE-2024-0012). Four (4) additional residential units are proposed, in addition to the existing single-family residential unit, for a total of (10) residential units on the proposed merged lot.)

Seacoast Stormwater Coalition (SSC) (Tim Puls):

The SSC met on September 16th, 2026. Topics included:

- MCM #1
 - Community Clips, create new resources (Tighe and Bond)
 - Training modules for MCM #3 and #6
 - MCM #6 Municipal Good Housekeeping
 - Need photos of CB cleaning, BMP maintenance, etc.
 - MCM #3 IDDE 101
 - Year 8 Pet Waste Pledge
 - Go to PREP for a tool to reach community members
 - Used as a metric.
 - MS4 Septic System Flyer
 - Septic System social media posts
 - Stormwater Awareness Week, stormwaterawareness.org lots of resources.
- Clean water SRF
- Lake Phosphorus Control Plan – NA for Dover
- Year 8 annual report check in
 - Due September 29, 2026 11:59PM
- No updates on the Year 9 draft MS4 permit.
- 9/17 and 10/6 Snow fighters Seminar
- 10/1 and 11/5 Snow fighters Seminar for municipal
- UNH General T² Calendar

Customer Service

Community Services works hard to live up to the department's name by receiving and responding to Service Requests as quickly as possible. For example, Solid Waste and Recycling staff routinely field service requests for missed trash pickups, overflowing bins, and other recycling center related questions and concerns. The below table is a summary of Service Requests across the various Divisions of Community Services:



Service Calls - September 2026				
Division	Logged Service Calls	Resolved Service Calls	Created Work Orders	Closed Work Orders
Engineering	19	10	8	4
<i>Year to date</i>	168	143	119	104
Facilities, Grounds & Cemeteries	113	87	138	106
<i>Year to date</i>	1018	974	1068	1022
Solid Waste	92	59		
<i>Year to date</i>	690	657		
Streets and Stormwater	38	27	49	32
<i>Year to date</i>	694	669	371	310
Utilities	18	12	134	86
<i>Year to date</i>	361	347	1570	1325
Water Treatment	5	3	46	38
<i>Year to date</i>	17	14	462	439
Wastewater Treatment			356	346
<i>Year to date</i>			3475	4278

Note: Utilities Division had many service calls associated with the ongoing Water Service Line Inventory project.

Dover NH Community Services now has a Facebook Page! We're excited to launch this page as another way to connect with residents, businesses, and visitors. Like and follow us for updates on Community Services projects, utilities, recycling services, road construction, community events, seasonal reminders, and much more.

Our goal is to keep you informed about the essential services that help keep Dover running every day. Whether it's a paving project, water system improvement, snow operations update, or a fun community event, you'll find the latest information on our page.

We look forward to serving our community and sharing what's happening throughout the City of Dover!





Figure 1: 9/11 Ceremony



Figure 2: Dover Fire proudly displays the flag in honor.

The City of Dover marked the 25th anniversary of the September 11, 2001, terrorist attacks with a remembrance ceremony and the unveiling of the city's 9/11 memorial on Friday, September 11, 2026, in the Cocheco Mill Courtyard on Central Avenue. The Courtyard was selected in part because it was the site of Dover's very first 9/11 ceremony.

The memorial is intended to serve as a lasting place for quiet reflection, public ceremonies, and education, preserving the memory of those lost and ensuring that the history and impact of September 11th, continues to be understood by future generations.

The memorial holds particular significance for Dover. Four people with ties to the city were taken that day: Douglas Stone, a passenger on Flight 11; Kathleen and Michael Shearer, passengers on Flight 175; and David Scott Suarez, who was at the World Trade Center.

Its granite panels represent the Pentagon, the World Trade Center towers and Shanksville, Pennsylvania, and include interpretive elements recounting the events and impact of September 11.



Figure 3: The memorial, approximately 27 feet long and 11 feet high, was designed by retired Assistant Fire Chief David Hanna.



Figure 5: Professional Firefighters of NH Pipe and Drum Band begin the ceremony.



Figure 4: Dover Fire and Police Color Guard.

Facilities, Grounds, and Cemeteries staff had a hand in preparing the area around the memorial site in the days leading up to the ceremony. Including repositioning signage, pressure washing sidewalks, disposing of debris from the monument install, trimming trees, mulching tree beds and the setting up, and breaking down of chairs for the ceremony.

Streets and Stormwater

Operational Control

During the month of September, the Streets Division continued its seasonal maintenance efforts throughout the city.

The crew worked closely with our pavement marking and lines contractors to refresh pavement markings and lines on roadways, helping to improve traffic safety and visibility. Staff also completed routine pothole and patch repairs. Roadside mowing was ongoing.

Our 2026 street paving contract is starting to see the finish line as several more roads were completed. The crew also worked to go ahead of the 2026 street reclamation project, by pruning branches and limbs overhanging the roads as well as removing the old concrete curbing on the 6 roads to be reclaimed.



Figure 6: Milling on Pondview Drive.



Figure 7: Paving of Chandler Way.

CS operations staff attended an all-day confined space training at the Primex facility in Concord. Confined space training is designed to teach workers how to safely identify, enter, work in and exit confined spaces where hazardous conditions may exist. The training consisted of recognizing confined space hazards, understanding entry procedures, atmospheric testing and monitoring, use of PPE and emergency procedures.

A Look Ahead

- Our annual catch basin cleaning will continue through the Fall, focusing on the north end.
- Winter preparations are already underway and will continue throughout the fall.
- Continued attention will be given to the remaining service requests, and efforts will be made to address them promptly.
- Continued attention to filling potholes will be a focus throughout the early fall as well as roadside mowing.
- Continental Paving of Londonderry, NH will wrap up on our 2026 street paving list as well as our 2026 street reclaiming project.
- As we head into Winter, the crew will be receiving annual snow plow training.



Figure 8: New loader mounted snow blower. The previous unit was pushing 40 years old.

Engineering

Traffic Signal Changes

We are continuing to make timing adjustments to the traffic signals at Back River Road / Exit 7.

Our traffic signal consultant reviewed the peak-hour operations and updated the signal coordination to help improve southbound flow in the morning and northbound in the afternoon as well as a minor adjustment to westbound traffic towards 108.

We'll continue to monitor the area and make adjustments , as needed, to improve overall traffic flow.

Cochecho Waterfront Redevelopment:

Pavilion Building

Installation of security cameras is actively ongoing. Conduit and wiring for the entry door card readers are fully complete.

Sitework

- Crushing crews have mobilized on-site to process material removed during pad-ready site preparation for Pads A & B.
- All remaining curbing and sidewalk contract work has been fully installed. Doucet Survey (a SAM company) has been on-site conducting final as-built surveys.
- Ongoing adjustments and maintenance are being performed as team members familiarize themselves with the specific design details of Nebi Park. General project punch list items remain in progress.
- Vertical/building construction on the private development continues to make steady progress.

Lower Washington Subsurface Power and Telecommunications

Both an Eversource electrical vault and a telecommunications vault have been successfully installed on the northwest side of the Makem Bridge. This infrastructure serves as a vital connection point linking the Waterfront Development to the downtown utility network. It enables the ultimate removal of all overhead utilities, including the river crossing over the Cocheco River. All conduit installation is complete, and all associated utility trenches within the roadway have been backfilled and paved. The final remaining utility tasks are for Eversource and telecommunications providers to pull wire/fiber through the conduit network and complete final connections.

Maglaras Ball Field

Spreading, compaction, and application of stockpiled clay and clean fill are 100% complete. Temporary stormwater Best Management Practices (BMPs) have been installed and are functional.



Figure 9: Ball field prep work.

Henry Law Reconstruction

Upper Henry Law remains closed to through traffic, and public parking areas between Washington Street and George Street remain closed. The temporary traffic control plan (allowing two-way, single-lane access to the Indoor Pool, Splash Pad/Adventure Park, and Central Towers entrance) remains active. Construction fencing is fully deployed throughout lower Henry Law Park.

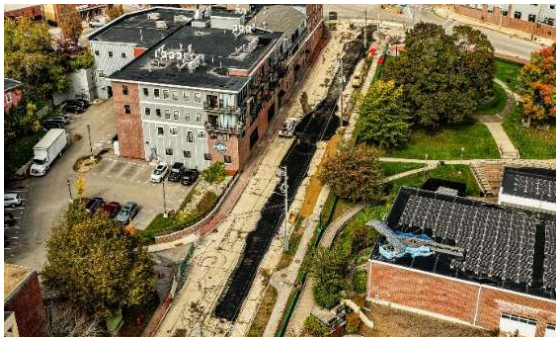


Figure 11: Temporary patchwork.



Figure 10: Temporary Patchwork.

Sewer Infrastructure:

- The 30" and 24" mainline sewer runs have been completely installed and successfully pressure tested.
- A new 34" core was performed on SMH 15 (with a new invert built in SMH 15 and the dividing wall for the 15/145 vault structure).
- A new invert was constructed in SMH 1-1.
- A 28" core was completed on SMH 39, along with a new invert build.
- The temporary sanitary sewer bypass pumping system has been taken offline and is currently being demobilized.

Temporary trench patching was installed along the corridor in preparation for Apple Harvest Day in early October.

Dredge Cell Closure and Maglaras Park Redevelopment

The City's EPM is routinely checking for flow and taking flow measurements at the landfill leachate collection system discharge point at the SMH at the base of the driveway to 36 Seaport Way.

A timely but important task of obtaining signatures for the Standard Dredge and Fill Wetlands Permit Application took place in September.

Landing Way Stormwater Improvements

- A Tree Point Scoring survey, in accordance with Expedited Minimum Impact rules, was completed by the EPM.
- The EPM provided a response to the Expedited Minimum Impact Application Request For More Information.

Tolend Landfill Groundwater Sampling

September tasks for the EPM included:

- Reviewing, tracking, and the approval of monthly invoices.
- Remotely attending the Verdantas Dover Group Meeting discussing the Southern Plume Well Extraction System – Design and Upcoming Construction. Discussion topics included:
 - Superfund Project Coordination and Liability Management
 - History of the former Dover Municipal Landfill and Remediation Efforts
 - Project Site Monitoring and Remediation Strategies
 - Environmental Monitoring Program
 - Hydraulic Monitoring Overview
 - Plume Stability Analysis Review
 - Strategy Discussion: Risk Management, Risk Assessment, and Reducing and Focusing System Operation



Willand Pond Milfoil Removal

On September 11th – the EPM submitted a Grant Application to Watershed Management Bureau Exotic Aquatic Plant Control Grant Program to Georgia Bunnell, Exotic Species Program Coordinator / Limnologist, Watershed Management Bureau, NHDES.

- Grant Requested \$110,000, estimated local match \$55,000 (50%)
- Funding intended for another round of Diver Assisted Suction Harvesting (DASH) of Invasive Milfoil for 30-days in spring / summer 2027.

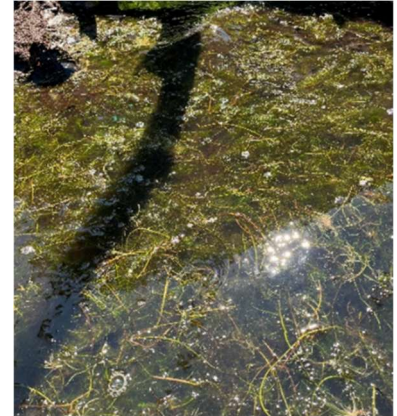


Figure 12: Willand Pond.

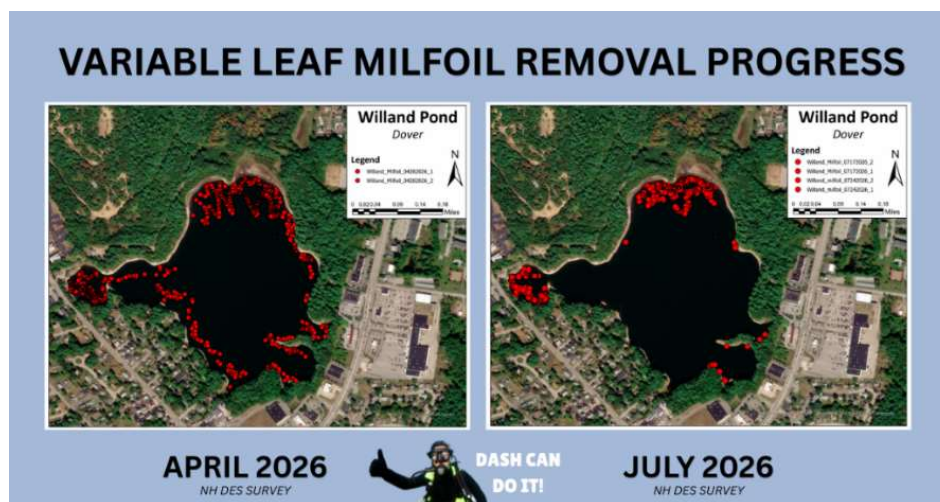


Figure 13: Progress of the Milfoil removal in Willand Pond.

Dover Municipal Separate Storm Sewer System (MS4) Program and Stormwater Related Work

In September – the EPM completed the following:

- Submission of the Year 8 Annual Report and supplemental information to EPA and NHDES.
- Updating the Stormwater Management Program (SWMP) document.
- Submission of the Adaptive Management Plan and attended the AMP discussion in Rochester.
- Completed annual inspections of all Dover owned stormwater treatment systems.
- Drafted the Request for Bid for Annual Maintenance of Stormwater Management Systems, focus on five BMPs that require significant maintenance.

2026 Salt Symposium

The city of Dover's winter management professionals joined NHDES and the Snow and Ice Management Association (SIMA) at the 2026 New Hampshire Salt Symposium in September. This event featured dual educational tracks tailored specifically for contractors and municipalities and provided live equipment demos.



Figure 15: Streets Supervisor, Kevin Sullivan.



Figure 14: Environmental Projects Manager, Tim Puls.



Figure 17: City of Dover Staff in attendance at Salt Symposium.

Court and Union Streets Reconstruction Project

The General Contractor has installed approximately 50% of the concrete sidewalks on Court and Union Street. Areas within the right of way that were disturbed as part of the project, received loam and seed to restore the grass cover.

SUR, has completed all of the underground excavation work on both Union and Court Street. This work entailed water system upgrades and drainage improvements on the street.



Figure 16: Sidewalk installation on Court Street.

Court Street has received a full width base pavement. This base pavement will last throughout the winter months until the final top coat of asphalt is applied in the spring of 2027.



Figure 19: Court Street base paving.



Figure 18: Court Street base paving.

Central Ave. Urban Core Water Improvement

The City's contractor, SUR, continues installation of the new 16-inch water main as part of the Urban Core Watermain Project. Construction is progressing north along Central Avenue from the intersection of Broadway and Central Ave.

SUR has progressed the new water main north to the intersection of Oak Street and are scheduled to complete the Oak Street tie-ins on October 7th. There is a gas main conflict just north of Oak Street which will require relocation of the gas main which will take place on October 13th. The subsurface conditions have been favorable for excavation and the presence of ledge has subsided as they march north.

SUR has all of the permanent water services installed in the project area south of Hill Street. With the passing of the Oak Street intersection SUR will be testing the new main and between Hill Street and Oak Street and will move forward with tying-in permanent services, followed by removal of temp water. Permanent base paving is ongoing in the area of New York Street heading north over the main trench and cross trenches. SUR is targeting having the new water main installed and in service on Abbey Sawyer Memorial Drive, completing the entirety of the water scope by the end of 2026.

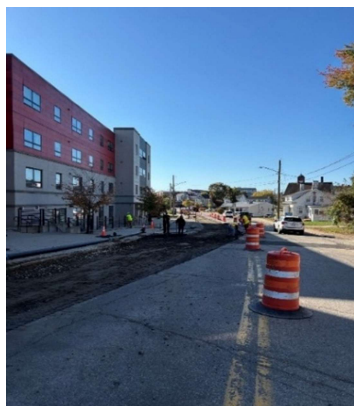


Figure 22: Water Main installation progress.



Figure 21: Water Main installation progress.

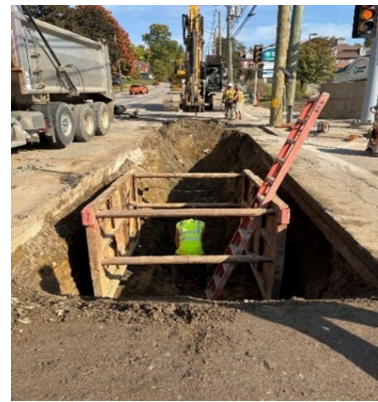


Figure 20: Water Main installation progress.

Water Service Line Inventory (WSLI)

Staff continues to respond to inquiries following the December 2025 service line notifications. These notices informed customers where the City lacks documentation of water service materials and outlined the ongoing steps being taken to identify and document these unknown service lines.

Permit and License Summary for September 2026:

Driveway Permits:	9
Utility Licenses:	1
Paving Licenses:	0
Excavation Permits:	11
Certificate of Occupancy Inspections:	10
Construction Permits:	2
Obstruction Permits:	2

Wastewater Permit Review Summary for September 2026:

Sewer Connection Permit:	0
Septic Design Reviews:	1

Preconstruction Meetings

There were four (4) preconstruction meetings held in the month of September:

- 28 Dover Point Road
- 103 Court Street
- 75 Oak Street
- Littleworth Road

Site Review/Construction Oversight

Engineering Technician, Jordan Chambers, continues to conduct oversight of private construction projects approved by the Planning Board. Projects that are underway or have recently been completed include:

- 2 Grove Street - The Station
- Waterfront Private Development
- Lenox Drive - Fisher Residential
- McIntosh Commons
- 59 Tolend Road
- Gulf Rd/Oak St - Emerson Ridge
- 34 Industrial Drive
- 1 Cold Springs Road
- 44 Third Street
- 30 Grapevine Dr - McDonald's
- 914 Central Ave
- 210 Tolend Rd - Ambrose Woods
- 831 Central Ave - Fitness Center
- 306 Dover Point Road
- 14 Industrial Park Drive
- 110-114 Silver Street
- 180 Tolend Road
- 73 Locust Street - Dover Library
- Rte 108/Mast Rd - Dover Fields
- Alumni Drive - Athletic Fields



Site Updates



Figure 24: 103 Court Street.



Figure 23: Fawn Drive.



Figure 25: 914 Central Avenue.

Utilities

Maintenance and Emergency Response

In the month of September, the Utilities crew kept busy. Including but not limited to:

- Continued assistance with SUR on the Central Avenue water main project including operating gate valves, pressure testing and disinfecting portions of the new 16" water main.
- Removal of the old water meter at the Sullivan Drive Ballfield and installation of the new hot box, meter assembly and backflow device.
- Set up of the new root cutting machine that will make the removal of roots in sewer line areas more efficient.
- Testing of the new sewer easement cleaning machine. This machine will allow utilities to clean sewers running through easements whereas a traditional sewer truck cannot access. Investing in this equipment will generate significant cost efficiencies by replacing external contractor expenses with internal production.
- The performance of sewer taps on Crosby Road and Pearson Drive.
- Hydrant repairs and winter preparation. Crews have begun pumping the hydrants out and installing new hydrant markers.
- Repairing broken infrastructure around the city, such as gate and service boxes.



Figure 28: Sewer Easement Cleaning Machine.



Figure 27: Potholing for the WSLI project.



Figure 26: Hot Box installation for the new meter.

Water Treatment

Operational Control

September saw a decrease in system demand which resulted in an overall lower total production for the month. With some significant rain storms, Bellamy recharge was able to be utilized strategically, recharging around 2 million gallons.

Both Pudding Hill and Lowell Ave are serving as “primary”, while French Cross and Calderwood supplement production as needed. With the low level of Willand Pond, the two (2) wells still remain offline, which limits Lowell Ave’s production to around 600 GPM.

Treatment and Aquifer Management

Treatment facilities were operated strategically to meet demand while maintaining flexibility for upcoming maintenance and continued drought conditions.

- Pudding Hill WTP operated for 19 days this month. Pudding Hill produced 25% of total flow this month.
- Lowell WTP operated all 30 days this month. Lowell produced 24% of total flow this month.
- French Cross WTP supplemented production during periods of higher demand and remained available to support system operations. French Cross produced 15.5% of total flow.
- Campbell and Calderwood wells supplied 35.5% of water.

Production Summary for September 2026:

Total Water Produced:	65,682,746 gallons
Average Daily Production:	2.189 million gallons per day (MGD)

Weather & Drought Conditions

Precipitation:	6.02 inches for September
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Groundwater Conditions:

Drought Status

While there was decent rainfall this month, much of the state remains in either a moderate drought or abnormally dry. Recent rainfall has not made up for the longer-term deficit. Strafford county is still down 8.1 inches of precipitation for the year, which is the highest in the state. While we are in much better shape than last year, we still urge water conservation at every step.



Map released: Thurs. October 8, 2026

Data valid: October 6, 2026 at 8 a.m. EDT

Intensity

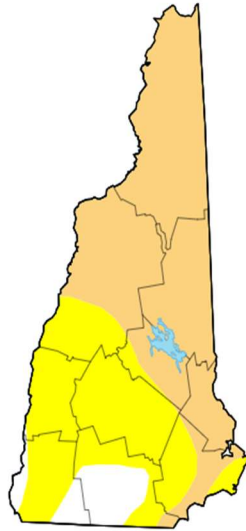
- ☐ None
- ☐ D0 (Abnormally Dry)
- ☐ D1 (Moderate Drought)
- ☐ D2 (Severe Drought)
- ☐ D3 (Extreme Drought)
- ☐ D4 (Exceptional Drought)
- ☐ No Data

Authors

United States and Puerto Rico Author(s):

[Richard Tinker](#), CPC/NOAA/NWS/NCEP

Pacific Islands and Virgin Islands Author(s):

[Anthony Artusa](#), NOAA/NWS/NCEP/CPC**Water Quality**

Water Quality Complaints:

3

* There were 3 water quality concerns for the month of September. Water was tested at all three locations and found to be in good quality.

Water Quality Compliance Note

All water quality results are within state and federal drinking water standards.

- All thirty (30) 'absence of bacteria' monthly system samples have been collected / submitted to independent lab and are all confirmed to be absent of bacteria.
- September Artificial Recharge report has been submitted.
- September Fluoride report has been submitted. All levels within compliance.
- All Q3 Samples were completed and submitted.

Notable Operational Projects:

The Pudding Hill Water Treatment Plant completed a scheduled carbon media exchange this month. 60,000 lbs. of existing media removed from the 3 lead vessels, and replaced with our reactivated media that was removed last year. The media that was removed is being sent out to be reactivated and stored until it is time for our next exchange.



Figure 29: Media removal – transporting process.

The below photos show the process of backwashing which flushes all the fines out of the fresh media.



Figure 30: Backwashing process - before.



Figure 31: Backwashing process - after.

Director John Storer led engineering students from the University of New Hampshire on a tour of the Pudding Hill Water Treatment Plant in September. The tour gave them a firsthand look at how we treat and deliver safe drinking water to Dover residents every day.

The students will be working with the City to build and test a new pilot treatment system. Desired outcomes for the project include:

- Understanding of how each unit process at the WTP contributes to clean drinking water.
- How GAC removes PFAS and why some compounds are retained better than others.
- The standard and novel materials used for PFAS treatment.
- The estimated costs for a pilot system.
- Design columns and determining treatment materials for PFAS removal.
- Construction of the pilot system with support from sponsors/advisors.
- Installation and testing of the pilot system treatment at the WTP.



Figure 32: John Storer, Director of Community Services conducting a tour at Pudding Hill WTP.

We're proud to partner with UNH and to help the next generation of engineers learn from real-world municipal infrastructure.

Facilities, Grounds and Cemeteries

During the month of September, Facilities, Grounds and Cemeteries crews were able to complete the following tasks around the city:

- Assisted the Streets Division with the flagpole removal in upper square for the temporary relocation of the Christmas tree due to the construction at Henry Law Park.
- Site work and excavation for thirteen (13) gravestone foundations, followed up by the pouring of concrete to support the new monuments that are being installed at Pine Hill Cemetery and the mark out process.
- Disposing of old concrete that was removed from beneath the old décor lights downtown for the current upgrade phase.
- Lowered flags to half-staff to honor fallen firefighter Eric Phillips and to honor 9/11. Raised flags back up from half-staff from honoring Dolly Parton.
- Testing and adjusting of school zone lights for start of the new school year.
- Turned city hall clock tower lights to blue to honor Service Dogs.
- Employees, Chris Starkweather, Rob Clohecy, and Zach Smart attended Confined Space training.

Facilities Projects:

McConnell Center Roof

To improve municipal energy efficiency, the city partnered with Energy Efficiency Investments (EEI) to audit its facilities.

A primary concern identified by city staff during this audit was the McConnell Center's roof and its structural readiness to support solar panels. To address this, EEI and roofing contractor IRC replaced the flat rubber roof over the gymnasium and adjacent tenant spaces, completing the project in September as scheduled.

The scope of work involved stripping the old roof system and existing backer board, then installing a new backer board alongside a fresh rubber membrane. In addition to bolstering overall energy efficiency and solar readiness, this completed reroofing effort has laid the necessary groundwork for an upcoming HVAC project scheduled from this fall into spring 2027.



Figure 33: Structural support work on the roof at McConnell Center.

Court resurfacing

The citywide sports court resurfacing and repair program is officially complete, meeting its scheduled deadline for September completion.

Major structural repairs, asphalt replacements, crack sealing, and surface recoating have been fully executed across all municipal facilities, including Horne Street Park, Woodman Park, Applevale Park, Hancock Park, Park Street Park, and Long Hill Park—where facilities for both tennis and pickleball were updated. Work wrapped up at Garrison School as the final location, successfully completing the single-phase repair, color coating, and line striping for its pickleball courts.

Throughout the duration of the project, courts faced ongoing challenges with vandalism, including multiple shattered backboards, and surface damage caused by e-bikes.



Figure 34: Fresh Courts to play on.

Woodman & Sullivan Park barrier removal ADA parking

To remove accessibility barriers throughout the city, municipal staff—including the Facilities Project Manager and engineering team—partnered with the Planning Department’s CDBG coordinator, David Carpenter, to direct federal funding toward high-impact community projects. Together, they identified parking and accessibility upgrades at Woodman Park and Sullivan Drive Park as top priorities. Following a competitive bidding process, the city awarded the contract to WP Davis Excavation. Construction began on September 14th, with all work projected to wrap up by the second week of October.



Figure 35: ADA parking improvements.

Wastewater Treatment Plant & Pump Station

WWTP 3rd Secondary Clarifier Project

The clarifier project moved forward in September. Bypass pumping was completed to be able to tie in the new clarifier effluent line to our existing one. The trenching and ledge removal for the RAS line and tank drain has made good progress.



Figure 36: Bypass pumping.



Figure 38: Trenching and ledge removal process.



Figure 37: New grout applied to the clarifier floor.

Pump Station Improvements

River Street and Stratford pump stations got some extra attention in September.



Figure 39: Hydroseed and loam.



Figure 40: Paving work.

Customer Service

August 2026 Data	
Wet Tons Biosolids Processed:	264.72 Tons
Gallons of Septage Received:	35,950 Gallons
WW Treated/Discharged:	60.19 MG
Average Daily Flow:	1.94 MGD
Peak Flow:	2.32 MGD

Solid Waste

Waste & Recycling Volume

The City averaged approximately 360 tons of trash and 182 tons of recycling during the month of September.

Committee News (SWAC):

The Solid Waste Advisory Committee met on September 10th. Topics included:

- The process to petition for private roads with the Toter program.
- Fees for change in Toter size.
- Review of the brochure and recommendations. A letter outlining the basic details of the Toter Program will be sent out.
- Discussion of the need for more media education and an insert mailing notification for the Toter Program. Scheduling a follow up meeting with Waste Management in October.
- Additional food waste containers added to the center and the repairing of the two front gates and garages.
- Carry in and carry out for City Parks.

Waste Management Coordination

Community Services (CS) staff met with Waste Management (WM) staff on September 18th to review ways both organizations can improve solid waste and recycling services for customers. Discussions centered around the Missed Pick Up (MPU) process, as well as the collection of public receptacles throughout the City.

The MPU process is initiated by customers when their trash or recycling is not collected. Typically, these customers place a call to CS to report the missed service. This generates a Service Call that is tracked by the City's asset management software, VueWorks. Once logged into the system, the Service Call is routed to WM for review. If the service was indeed missed, WM will respond with a resolution within 24 hours—typically by returning to the location to collect the receptacles. However, if it is determined that WM serviced the location on the scheduled date and within the allotted time frame, WM will not return, and the incident will be classified as a late placement. Both organizations remain committed to ensuring all customers receive reliable trash and recycling services on their scheduled dates.

Additionally, WM and CS staff conducted a joint audit of public trash and recycling receptacles in September to improve collection quality. The audit revealed that public receptacles labeled for recycling were subject to constant contamination, preventing effective recycling. To address this, WM and CS discussed reviewing and reassessing public receptacle locations to maximize usage while reducing contamination. Deputy Director Ken Mavrogeorge developed a map of proposed locations that was agreed upon by both WM and the City's Solid Waste staff. Over the next few months, CS staff will consolidate and relocate these receptacles to streamline WM's collection routes and enhance the overall customer experience.

