# Report for the City Manager
## Community Services Department

**Date:** February 12, 2026

*The purpose of this document is to summarize the work of City of Dover Community Services Department from January 1st through January 31st, 2026.*

## CS Spotlight: Water — A Finite and Critical Resource

Clean, potable water is one of the most essential, yet limited, natural resources. Although New Hampshire is often thought of as a water-rich state, prolonged dry periods, growing demand, and local water quality challenges underscore the importance of prudent water management and conservation.

**What is a Drought?**

*Pronunciation: ˈdraůth*

***1:** a period of dryness especially when prolonged; specifically: one that causes extensive damage to crops or prevents their successful growth*
***2:** a prolonged or chronic shortage or lack of something expected or desired*

*Source: Merriam-Webster Dictionary*

### Water Scarcity and Drought in New Hampshire

Drought isn't an occasional anomaly for New Hampshire, it is a recurring climatic condition. Between 2000 and 2020, drought conditions have occurred in NH in 11 of those 20 years, illustrating the frequency of precipitation deficits and associated impacts on water availability.

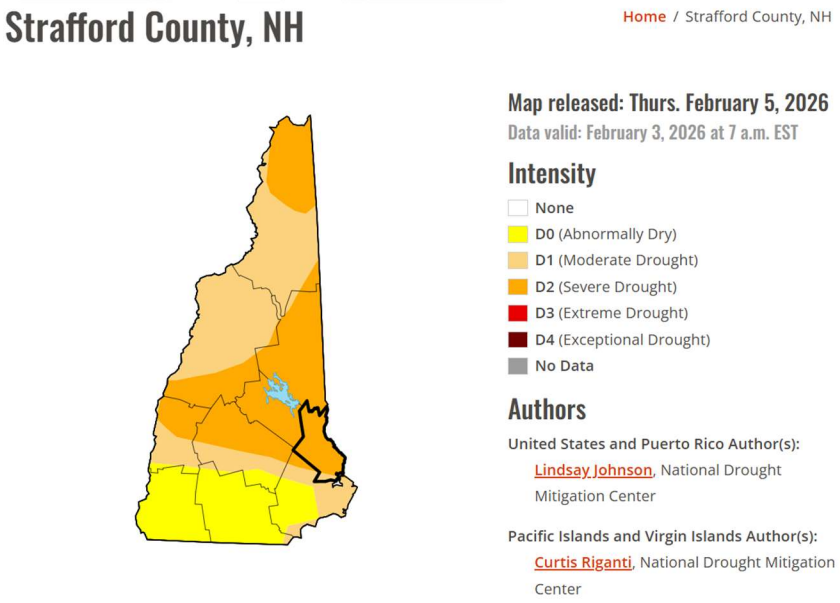



*Figure 1: https://droughtmonitor.unl.edu/CurrentMap/StateDroughtMonitor.aspx?fips_33017*

Much of the state of NH, including much of Strafford County, has remained in drought conditions, with significant precipitation deficits affecting groundwater recharge and surface water supplies. In 2025, much of NH experienced some of its driest and warmest conditions on record, and drought continues to persist into early 2026 according to the U.S. Drought Monitor.

In fact, in early January 2026, the NH Department of Environmental Services (NHDES) announced that it will reopen a program for low-income homeowners experiencing water supply issues from

the ongoing drought. These conditions are responsible for reports of hundreds of private wells running dry across the state.

Locally, the City of Dover has recorded multiple extended periods of low aquifer levels and drought designations over the past decade. In 2021, drought conditions led to a citywide water emergency and mandatory outdoor water restrictions when aquifer levels dropped below previously recorded drought lows. In 2025, the Dover Utilities Commission again issued voluntary conservation recommendations as aquifers continued to reflect extended dry conditions.

## Dover's Water Supply Challenges: Quantity and Quality

Dover's municipal water system relies on several groundwater sources. One historically significant source — the Pudding Hill aquifer, capable of producing roughly 40 % of Dover's daily water supply, was taken offline in 2019 due to the detection of per- and polyfluoroalkyl substances (PFAS). Such contaminants, associated with a former industrial recycling site, necessitated careful monitoring and the construction of a new treatment facility to ensure compliance with updated EPA health standards.

Although the newly operational Pudding Hill Water Treatment Plant has returned this source to service, the episode underscores the dual nature of water management challenges: ensuring both adequate quantity and safe quality of potable supplies.

In response to these stresses, the City continues to work with hydrogeologic consultants to identify and assess additional groundwater sources, evaluate long-term yield, and ensure sustainable capacity for residents and businesses.

### Water by the Numbers

*Why Conservation Matters*

- Less than **3 percent** of Earth's total water supply is freshwater
- Only about **1 percent** of that freshwater is readily accessible for human use
- Household leaks across the United States waste nearly **1 trillion gallons of water every year**
- A single running toilet can waste **up to 200 gallons of water per day**

*Sources: U.S. Geological Survey; U.S. Environmental Protection Agency; Earth.org*

### Dover's Water Reality

*Local Challenges, Long-Term Planning*

- New Hampshire has experienced drought conditions in **11 of the last 20 years**
- Dover declared a **water emergency with mandatory restrictions in 2021** due to record-low aquifer levels
- The **Pudding Hill Aquifer**, which historically supplied approximately **40 percent** of the City's daily water demand, was impacted by PFAS contamination
- The City has invested in advanced treatment infrastructure and continues to work with consulting experts to evaluate **additional sustainable groundwater sources**

*Sources: New Hampshire Department of Environmental Services; City of Dover; New Hampshire Public Radio*

## Why Conservation Matters

Clean freshwater that is readily accessible for human use constitutes a small fraction of Earth's total water. According to U.S. geological survey (USGS) estimates, less than 3 % of the planet's water is freshwater suitable for consumption, and a significant portion of that freshwater is locked

in ice or deep groundwater. In a world of growing populations and climate variability, efficient use of that water is essential to maintaining a thriving, resilient society.

## Leak Detection & Conservation Technology

One of the most effective ways to stretch existing supplies is through minimizing waste. Nationwide, household leaks in plumbing, such as dripping faucets, running toilets, and leaking valves, can waste nearly 1 trillion gallons of water annually. For perspective, a toilet that runs undetected can waste thousands of gallons per day, and even a slow drip from a faucet can add up to thousands of gallons over a year.

In Dover, the City has made deliberate investments in remote meter monitoring and customer-facing tools such as the *EyeOnWater* platform to provide near-real-time usage data. These technologies enable both the utility and individual customers to detect atypical patterns that may indicate leaks, allowing for rapid response and repair before a small issue becomes a large waste. Remote meter monitoring also supports operational efficiency by automating data collection and providing actionable insights into system performance.

## Common Household Leak Sources

Customers are encouraged to be proactive. Typical sources of residential leaks include:

- **Toilets** – Silent leaks caused by worn flappers or faulty fill valves
- **Faucets** – Drips that can waste thousands of gallons annually
- **Outdoor spigots and hoses** – Seasonal leaks and improper shutoff
- **Irrigation systems** – Broken heads, misaligned sprinklers, or over-watering
- **Hidden plumbing leaks** – Pinhole leaks in supply lines behind walls or underground

Fixing these common leak sources can significantly cut water waste and reduce household water and other utility bills. Many leaks can be identified with simple tests, for example, using food coloring in a toilet tank or comparing meter readings when no water is used.

**What Residents Can Do**

*Protect Your Home. Protect Our Water Supply.*

- Check toilets annually for silent leaks using a simple dye test
- Repair dripping faucets and replace worn washers promptly
- Disconnect hoses and shut off outdoor spigots before winter
- Monitor monthly water usage trends for unexpected increases
- Contact the Utilities Department if water use changes without explanation

*Source: U.S. Environmental Protection Agency, WaterSense Program*

**How EyeOnWater Helps Customers**

*From Meter to Action*

- Water meter records usage data
- Data is securely transmitted to the utility system
- Customers access usage information through the EyeOnWater platform
- Unusual spikes in consumption signal a possible leak
- Repairs are made before significant water loss occurs

## Steps Residents Can Take

Practical, science-supported actions residents can take include:

- **Check for leaks and repair them promptly**
- **Monitor usage trends via free tools like *EyeOnWater* to catch unusual spikes early with near real-time monitoring**
    - *Note: Customers can sign-up for a free EyeOnWater account at https://eyeonwater.com/signup using their latest utility bill and customer ID number.*
- **Install WaterSense-labeled plumbing fixtures that reduce flow without sacrificing performance**
    - *Note: Customers can calculate potential annual savings from replacing fixtures at https://www.epa.gov/watersense/watersense-calculator*
- **Reducing nonessential outdoor water use during dry periods**

## Conclusion

Water is an indispensable yet finite resource. Dover's sustained efforts, from expanding treatment capacity and exploring new supply sources to leveraging technology for conservation and leak detection, reflect a comprehensive approach to ensuring water security. Continued collaboration between the City, our residents, water customers, and technical partners will help ensure that Dover remains resilient in the face of drought, quality challenges, and growing demand.

**The Conservation Equation**

Reliable Supply + Safe Water Quality + Responsible Use = Community Resilience

# Staff News

Community Services Education:

Al Mandigo, Working Foreman, attended the APWA Winter Maintenance Operator Certificate Program, presented by APWA. The program was a virtual program.

Jamie Stevens, Waterfront Construction Manager, attended the NHWWA Fall Technical Meeting. The meeting was held in Manchester, NH. Jamie Stevens also attended the NEWWA January 2026 Membership Meeting. The meeting was held in Bedford, NH.

The following staff attended the 2026 NEWEA Technical Conference & Exhibit in Boston, MA:

- Ken Mavrogeorge, Deputy Director;
- Ray Vermette, WWTF Superintendent;
- Jimmy Casey, WWTF Chief Operator and Pretreatment Coordinator
- Matt Gibbons, Deputy City Engineer;
- Tim Puls, Environmental Projects Manager;
- Krystian Kozlowski, Assistant City Engineer;

Planning Board (Ken Mavrogeorge):

The Planning Board met twice in January, on the 13th and again on the 27th. The Dover Planning Board used its two January meetings to advance several long-term policy goals and funding initiatives. A key highlight was the unanimous recommendation of the CDBG FY27 Action Plan to the City Council, following a public hearing on proposed funding requests. The Board also began reviewing an updated Land Use Chapter for the city's Master Plan and granted an extension to Westfield, LLC for their Littleworth Road project, setting a new completion deadline of January 18, 2027.

Residential development and zoning flexibility were also major themes, particularly during the January 27th session. The Board reviewed several requests to increase housing density, including proposals to convert office and commercial spaces into residential units on Sixth and Fifth Streets. Other projects discussed included a five-home development on Court Street and a proposal on New York Street that would utilize development rights to add a new residential unit, with a specific focus on including an affordable housing option.

Finally, the Board collaborated with regional planners to discuss Dover's identity and future growth. Members described the city as a regional leader in land-use innovation that successfully balances a "small-town" feel with modern amenities. They emphasized that future progress should prioritize transportation connectivity, housing density near transit, and the protection of natural resources. The Board expressed strong optimism regarding upcoming waterfront and mixed-use projects currently in the pipeline.

The Transportation Advisory Committee (TAC) (Jillian Semprini):

TAC was scheduled January 26th, 2026 but was rescheduled to February 2nd, 2026 due to a winter storm.

Technical Review Committee (Jillian Semprini):

There was one TRC meeting that took place in January. Meeting highlight includes:

- Site Plan for Mechanic Street Realty Trust, located at 9-11 Mechanic Street. (Proposal is to construct an 8,750 s.f., five (5) story mixed-use building, with commercial space on the first floor.)

Cochecho Waterfront Development Advisory Committee (CWDAC) (Jamie Stevens):

The Committee met January 20, 2026. Staff provided updates on general construction activity, Pavilion construction, bulkhead improvements, and public art. Construction of Building F is anticipated to take approximately 17 months, weather permitting. Staff confirmed that the waterfront park will be fully open to the public and addressed questions related to landscaping, project boundaries, and plans to close and permit the dredge cell. Pavilion construction is expected to be substantially complete by the end of January, and bulkhead work will include removal of sheet piles to the extent feasible.

The Committee discussed opportunities to further activate the site, including potential art enhancements within Henry Law Park. Formation of subcommittees were discussed to explore future uses of the Pavilion's lower level, such as kayak storage or rentals, and to plan the Nebi Park and Pavilion grand opening. Initial discussion included public engagement, coordination with downtown businesses, outreach to former City officials and tribal representatives, and alignment with broader community events, including the Country's 250th anniversary.

## 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. 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 - January 2026 | | | | |
|---|---|---|---|---|
| Division | Logged Service Calls | Resolved Service Calls | Created Work Orders | Closed Work Orders |
| **Engineering** | 5 | 5 | 8 | 9 |
| *Year to date* | *5* | *5* | *8* | *9* |
| **Facilities, Grounds & Cemetaries** | 77 | 97 | 91 | 87 |
| *Year to date* | *77* | *99* | *91* | *87* |
| **Solid Waste** | 62 | 62 | 0 | 0 |
| *Year to date* | *62* | *62* | *0* | *0* |
| **Streets and Stormwater** | 149 | 142 | 23 | 24 |
| *Year to date* | *149* | *142* | *23* | *24* |
| **Utilities - Water** | 49 | 36 | 118 | 118 |
| *Year to date* | *49* | *36* | *118* | *118* |
| **Utilities - Sewer** | 3 | 3 | | |
| *Year to date* | *3* | *3* | | |
| **Water Treatment** | 4 | 5 | 46 | 41 |
| *Year to date* | *4* | *5* | *46* | *41* |

*Note: Utilities Division had many service calls associated with the ongoing Water Service Line Inventory project. Community Services are scheduling Inspections into April at this time.*

# Streets and Stormwater

Winter Operations & Maintenance:

In the month of January, the Division prioritized Winter operations. All resources and staff efforts were focused on snow and ice control, winter maintenance, and ensuring safe, continuous operations during severe weather conditions. As a result, non-seasonal activities were deferred making winter response and service reliability the main focus.

*Figure 2: Overnight snow removal operations.*

Overnight snow removal operations use a coordinated approach with loaders, skid steers, and blower equipment to efficiently clear roadways, sidewalks and to remove snow from the edges of the roads. Skid steers and loaders are first deployed to clear snow from the edge of the road. These machines push and pull snow away from the road edge, curb lines, and pedestrian areas, relocating it into a windrow within the roadway. Once windrows are established, a loader equipped with a snow blower follows behind. The blower processes the windrowed snow and transfers it into the waiting truck. The trucks are staged in a rolling convoy to maintain a continuous operation, minimizing downtime and keeping traffic disruption to a minimum. Snow removal is often done overnight to keep roads and sidewalks safe and clear for the morning commute. Working at night means less traffic and fewer pedestrians, which allows crews to operate more efficiently and safely. It also helps prevent snow and ice from being packed down by vehicles, making removal easier and reducing hazardous conditions during peak hours.

*Figure 3: Snow removal from the cul de sac on Harlan's Way*

With 28 inches of measurable snow, Dover had six (6) plowable events, one (1) salting and two (2) overnight cleanups for the month of January. The biggest storm, starting late morning on the 25th with a brief 3 hour pause the next day then picking back up. The storm ended early hours on January 27th. Due to the duration and amount of snow, we had many crew members working nonstop throughout the storm.

# Snow Report

**City of Dover, New Hampshire**
Community Services

Title: Winter Events
DATE: 2/9/2026
Season: 25-26

| Event # | Start Date of Event | End Date of Event | Weather Condition | Parking Ban | Accumulation (in) | Total OT Hours | Total OT Cost ($) | Contractor Cost ($) | Salt (tons @ 1.1 tons per yard) | Salt Cost ($75.02 per ton) | Sand (tons) | Sand Cost ($24 per ton) | Salt/Sand Mix (yards) | Salt/Sand Mix Cost ($37.69 per yard) | MgCl (gal) | MgCl Cost ($1.35 per gal) | Brine (gal) | Brine Cost ($0.095/gal) | Total Event Cost ($) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 25-26-01 | 11/24/2025 | 11/24/2025 | Icy Roads | | 0.00 | 14.50 | $ 708.12 | $ - | 12.65 | $ 949.00 | 0.00 | $ - | 0.00 | $ - | 0.00 | $ - | | $ - | $ 1,657.12 |
| 25-26-02 | 12/1/2025 | 12/1/2025 | Icy Roads | | 0.00 | 6.35 | $ 247.97 | $ - | 12.10 | $ 907.74 | 0.00 | $ - | | $ - | 0.00 | $ - | 0.00 | $ - | $ 1,155.71 |
| 25-26-03 | 12/2/2025 | 12/3/2025 | Snow | Yes | 7.00 | 525.61 | $ 23,625.72 | $ 13,797.50 | 246.40 | $ 18,484.93 | 8.40 | $ 201.60 | 8.00 | $ 301.52 | 470.00 | $ 634.50 | 0.00 | $ - | $ 57,045.77 |
| 25-26-04 | 12/10/2025 | 12/10/2025 | Icy Roads | | 0.00 | 40.80 | $ 1,795.95 | $ 330.00 | 54.00 | $ 4,051.08 | 14.00 | $ 336.00 | 8.00 | $ 301.52 | 500.00 | $ 675.00 | 0.00 | $ - | $ 7,489.55 |
| | *12/11/2025* | *12/11/2025* | ***Clean Up*** | *Yes* | *0.00* | *61.26* | *$ 2,538.22* | *$ -* | *0.00* | *$ -* | *0.00* | *$ -* | *0.00* | *$ -* | *0.00* | *$ -* | *0.00* | *$ -* | *$ 2,538.22* |
| 25-26-05 | 12/14/2025 | 12/15/2025 | Snow | | 3.50 | 245.70 | $ 11,084.76 | $ 3,135.00 | 257.50 | $ 19,317.65 | 5.60 | $ 134.40 | 18.50 | $ 697.27 | 1000.00 | $ 1,350.00 | 0.00 | $ - | $ 35,719.08 |
| 25-26-06 | 12/23/2025 | 12/24/2025 | Snow | Yes | 7.50 | 384.54 | $ 17,560.01 | $ 8,205.00 | 172.50 | $ 12,940.95 | 4.20 | $ 100.80 | 72.00 | $ 2,713.68 | 820.00 | $ 1,107.00 | 137.00 | $ 13.02 | $ 42,627.44 |
| 25-26-07 | 12/26/2025 | 12/26/2025 | Cleanup | | 0.00 | 81.78 | $ 3,909.23 | $ 3,000.00 | 34.10 | $ 2,558.18 | 0.00 | $ - | 27.00 | $ 1,017.63 | 80.00 | $ 108.00 | 0.00 | $ - | $ 10,593.04 |
| 25-26-08 | 12/27/2025 | 12/27/2025 | Snow | | 1.50 | 93.23 | $ 4,302.71 | $ 920.00 | 119.35 | $ 8,953.64 | 0.00 | $ - | 11.00 | $ 414.59 | 0.00 | $ - | 0.00 | $ - | $ 14,590.94 |
| 25-26-09 | 12/29/2025 | 12/29/2025 | Icy Roads | | 0.00 | 47.52 | $ 2,248.85 | $ 220.00 | 75.90 | $ 5,694.02 | 4.20 | $ 100.80 | 23.00 | $ 866.87 | 0.00 | $ - | 0.00 | $ - | $ 9,130.54 |
| 25-26-10 | 12/29/2025 | 12/30/2025 | Icy Roads | | 0.25 | 62.34 | $ 3,027.97 | $ 440.00 | 77.00 | $ 5,776.54 | 26.60 | $ 638.40 | 38.50 | $ 1,451.07 | 0.00 | $ - | 0.00 | $ - | $ 11,333.98 |
| 25-26-11 | 1/1/2026 | 1/1/2026 | Snow | | 1.00 | 66.37 | $ 2,978.76 | $ 1,030.00 | 105.60 | $ 7,922.11 | 0.00 | $ - | 21.00 | $ 791.49 | 20.00 | $ 27.00 | 0.00 | $ - | $ 12,749.36 |
| 25-26-12 | 1/5/2026 | 1/6/2026 | Snow | | 2.00 | 185.14 | $ 8,414.39 | $ 2,245.00 | 187.55 | $ 14,070.00 | 0.00 | $ - | 15.50 | $ 584.20 | 0.00 | $ - | 0.00 | $ - | $ 25,313.59 |
| 25-26-13 | 1/7/2026 | 1/7/2026 | Icy Roads | | | 46.41 | $ 2,270.72 | $ 770.00 | 138.60 | $ 10,397.77 | 22.40 | $ 537.60 | 8.00 | $ 301.52 | 270.00 | $ 364.50 | 0.00 | $ - | $ 14,642.11 |
| 25-26-14 | 1/17/2026 | 1/17/2026 | Snow | | 4.50 | 232.24 | $ 9,742.23 | $ 3,265.00 | 238.70 | $ 17,907.27 | 0.00 | $ - | 14.00 | $ 527.66 | 0.00 | $ - | 0.00 | $ - | $ 31,442.16 |
| 25-26-15 | 1/18/2026 | 1/19/2026 | Snow | Yes | 4.50 | 384.07 | $ 17,532.52 | $ 6,865.00 | 173.80 | $ 13,038.48 | 0.00 | $ - | 52.50 | $ 1,978.73 | 170.00 | $ 229.50 | 0.00 | $ - | $ 39,644.22 |
| 25-26-16 | 1/22/2026 | 1/22/2026 | Snow | | 1.00 | 30.43 | $ 1,618.59 | $ 220.00 | 38.50 | $ 2,888.27 | 0.00 | $ - | 10.00 | $ 376.90 | 0.00 | $ - | 0.00 | $ - | $ 5,103.76 |
| 25-26-17 | 1/25/2026 | 1/27/2026 | Snow | Yes | 15.00 | 780.60 | $ 35,445.81 | $ 16,530.00 | 234.30 | $ 17,577.19 | 2.80 | $ 67.20 | 121.50 | $ 4,579.34 | 420.00 | $ 567.00 | 2246.00 | $ 213.37 | $ 74,766.53 |
| | *1/28/2026* | *1/29/2026* | ***Clean Up*** | *Yes* | *0.00* | *161.66* | *$ 7,331.84* | *$ 8,183.75* | *0.00* | *$ -* | *0.00* | *$ -* | *0.00* | *$ -* | *0.00* | *$ -* | *0.00* | *$ -* | *$ 15,515.59* |
| | *1/29/2026* | *1/30/2026* | ***Clean Up*** | *Yes* | *0.00* | *172.24* | *$ 8,074.62* | *$ 5,893.75* | *0.00* | *$ -* | *0.00* | *$ -* | *0.00* | *$ -* | *0.00* | *$ -* | *0.00* | *$ -* | *$ 13,968.37* |

# Engineering

## Engineering Projects

Cochecho Waterfront Redevelopment:

Construction activity remains active across multiple areas of the project. The Pavilion Building is nearing completion, with interior finishes largely complete, including bathroom tiling, wall treatments, and vendor countertops. Mechanical, electrical, and plumbing systems are in their final stages, while exterior work is progressing with building envelope components underway and major exterior installations scheduled next.

Public improvement efforts have shifted toward shoreline stabilization and drainage, highlighted by the replacement of steel sheet piles with a permanent granite toe wall and continued work on the drainage system.

Meanwhile, Building F has entered the early construction phase, with footing construction ongoing and site preparation complete, including fencing and ground improvements. Retaining wall work near 36 Seaport Way is also underway to ensure stability for the adjacent property. On the residential side, Townhome Groups 3, 9, and 11 have received Certificates of Occupancy and been opened to tenants, while Building C is progressing through the final Certificate of Occupancy approval process.

*Figure 4: Work continues on the Waterfront.*

*Figure 5: Drainage structure installation in Court St.*

Court Street and Union Street Reconstruction:

The contractor, S.U.R. Construction, Inc., continues to remain focused on the deep drainage installation on Court St. during the winter months. They are currently working two areas of Court St., one being the south end of Court St. near Back Rd progressing North, the other area is south of Union St. near South Pine St. progressing south towards East Watson Rd. Engineering staff continue to work with residents in the project area to coordinate locations for the new storm water service connections being provided at each property.

Source Water Exploration:

The city has contracted Emery & Garrett Groundwater Investigations, a Division of GZA, to perform exploratory drilling to investigate additional groundwater resources for the City in an effort to support long-term water resource planning for the community. EGGI mobilized a drilling contractor to drill a test well on City owned land off of Crosby Rd in mid-January. Preliminary findings are still under review and there are potential plans to drill a second test well on the Crosby Rd property in the future.

*Figure 6: Exploratory wells look for sources of groundwater for Dover's customers.*

Dredge Cell Closure and Maglaras Park Redevelopment:

The City has received a Request for Additional Information from the New Hampshire Department of Environmental Services Solid Waste Management Bureau related to a waiver application. Staff is coordinating with the city's design consultant, Verdantas, to compile the requested information, with a coordination meeting held at the end of January. The City anticipates submitting a formal response to NHDES by the first week of March. The issuance of the Alteration of Terrain permit is anticipated in spring 2026, with construction tentatively scheduled for summer 2026, pending contractor selection.

Mill Street Pump Station Improvements:

The Mill Street Pump Station Improvements project is advancing through final design and pre-bidding coordination. City staff met with the design consultant, Woodard & Curran, to review final design elements and bidding requirements. Work completed to date includes an evaluation of the existing pump station, preparation of a Design Basis Report, a hazardous materials desktop assessment, flow metering, and surveying along Mill Street and Charles Street. The project includes a full replacement of the Mill Street Pump Station, with the new facility upsized to accommodate future system flows and designed to align with the City's standard pump station standards. The project will also reconfigure system discharge to route flows upstream of the Varney Brook Pump Station and extend the existing sewer from the Eliot Park/Stark Avenue area to Dover Point Road.

Hale Street and Locust Street Drainage Improvements:

The contractor, S.U.R. Construction Inc. has completed the installation of the drainage infrastructure between the limits of Hale St, Locust St, and Kirkland St. The new drainage infrastructure is intended to address the ponding issues on private property and in Kirkland St. as seen from recent rain events. Minor clean-up will occur in the spring.

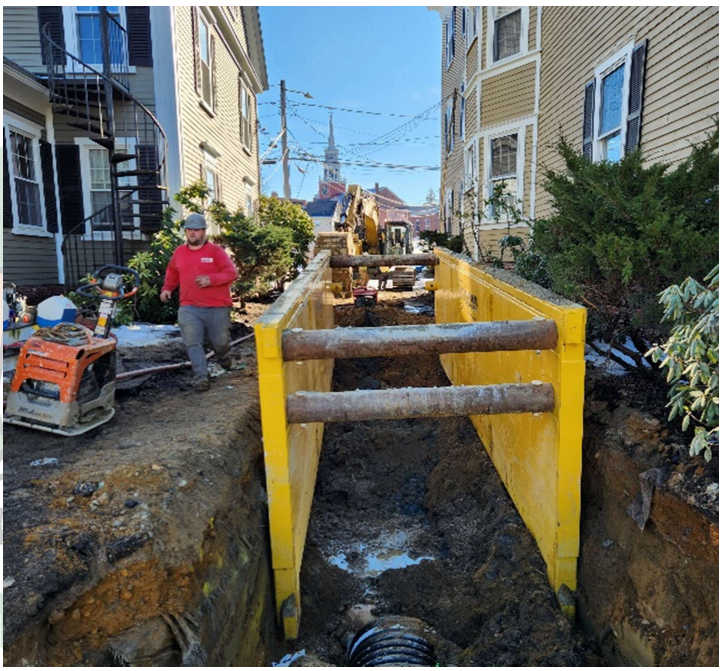


*Figure 7: Work on drainage infrastructure between Kirkland and Hale St.*

Water Service Line Inventory (WSLI):

Staff is continuing to field calls and emails from customers as a result of the notifications that went out in December, notifying customers in which the city does not have records of the material used in their water service. The notifications provide information on the next steps that the city is undertaking to continue to identify water services with unknown materials.

## Permits and Licenses

Permit and License Summary for January 2026:

Driveway Permits: 2
Utility Licenses: 3
Paving Licenses: 1
Excavation Permits: 0
Certificate of Occupancy Inspections: 0
Construction Permits: 2
Obstruction Permits: 1

Wastewater Permit Review Summary for January 2026:

Sewer Connection Permit: 1
Septic Design Reviews: 0

## Site Review/Project Oversight Support

Preconstruction Meetings:

There were two preconstruction meetings held in January consisting of 30 Grapevine Dr, location for a new McDonald's restaurant and 210 Tolend Rd, which is a residential subdivision called Ambrose Woods.

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 been completed include:

- 725 Central Ave Development (Central Ave and Brick Rd.)
- Mixed Use Residential – The Station (2 Grove St)
- Waterfront Private Development
- 30 Grapevine Dr (McDonald's)
- Fisher St. Residential (Lenox Dr)
- McIntosh Commons
- 59 Tolend Rd
- 110-114 Silver Street
- 180 Tolend Road
- 17 Summer Street
- 73 Locust Street (Dover Public Library)
- Dover Fields (Route 108 & Mast Road)
- Gulf Rd / Oak St (Emerson Ridge)
- 136 Locust Street
- 34 Industrial Dr
- 1 Cold Springs Rd
- 44 Third St
- 141 Sixth St
- 210 Tolend Rd

# Utilities

Maintenance and Emergency Response:

In January, Community Services Utilities Crews responded to and repaired multiple water main failures at several locations, including Locust St. and Central Ave., and Hartswood Rd.

In addition to the emergency repairs, the Utilities Division performed some corrective work that allows a drainage structure at the intersection of Back Road and Samuel Hanson for S.U.R and repairing, prepping and hot topping previous months water main breaks.

*Figure 8: Broken water main on Locust and Central Street*

Winter Operations:

Utilities Crews also provided essential support for winter operations, assisting with plowing and sanding during snow and ice and the clearing of fire hydrants across the City of Dover.

During this extremely cold weather the Utilities Division has responded to a handful of frozen water service calls. In past few years the Division has lowered many services that had been prone to freezing in the past and this has helped reduce calls for frozen pipes.


*Figure 9: Prepping the site for hot top on Ham Street*

Personnel Openings:

The Utilities Division is seeking candidates for, a Heavy Equipment operator and Laborer. We are hoping to have these positions filled quickly as staff are actively conducting interviews.

# Water Treatment

## Operational Control

December and January are typically the lowest production months of the year, which requires additional operational attention to maintain consistent water quality across the distribution system.

With lower demand, City Water Operators cycle storage tanks deeper to reduce water age and maintain proper disinfectant residuals. Treatment production is staged based on system needs, with a primary facility providing base production and supplemental plants operated as required. Well withdrawals continue to be rotated to allow recovery between run cycles.

A recent observation from consumers in the Dover Point area has been increased notice of chlorine residuals, which is a result of improved and more consistent water quality citywide. Historically, this area of the City often experiences little to no chlorine residual due to system hydraulics and water age, and with improved operational control and deeper tank cycling, disinfectant levels are now maintained more uniformly throughout the system.

Despite continued drought conditions, and low groundwater levels, water facilities remain reliable and fully operational throughout January.

Production Summary for January 2026:

Total Water Produced: 59,125,373 gallons

Average Daily Production: 1.90 million gallons per day (MGD)

Weather & Drought Conditions:

Precipitation: 3.33 inches for January

Groundwater Conditions: Low across all aquifers

Drought Status: Severe Drought; 77% of New Hampshire continues to be classified as in drought conditions, with the majority of the state categorized as Severe Drought.

Water Quality:

Water Quality Complaints: 0 received

Water Quality Compliance Note:

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

I. All 30 ‘absence of bacteria’ monthly system samples have been collected / submitted to independent lab and are all confirmed to be absent of bacteria.

II. January Artificial Recharge report has been submitted. No water recharged.

III. January Fluoride report has been submitted. All levels within compliance.

## Major Projects & Maintenance Activities

Calderwood WTP - Caustic System O-Ring Failures and Replacement:

One of the projects completed in January involved addressing multiple failures in the caustic chemical system at the Calderwood Water Treatment Plant. During original construction several years ago, incorrect O-rings were installed on the caustic piping assemblies, and due to the highly corrosive nature of caustic, deterioration was inevitable. Every O-ring connection at Calderwood was failing, resulting in leaks and erosion of several piping and connection points. Operators removed affected assemblies, replaced all failed O-rings with chemical-compatible EPDM materials, and inspected associated piping for damage.

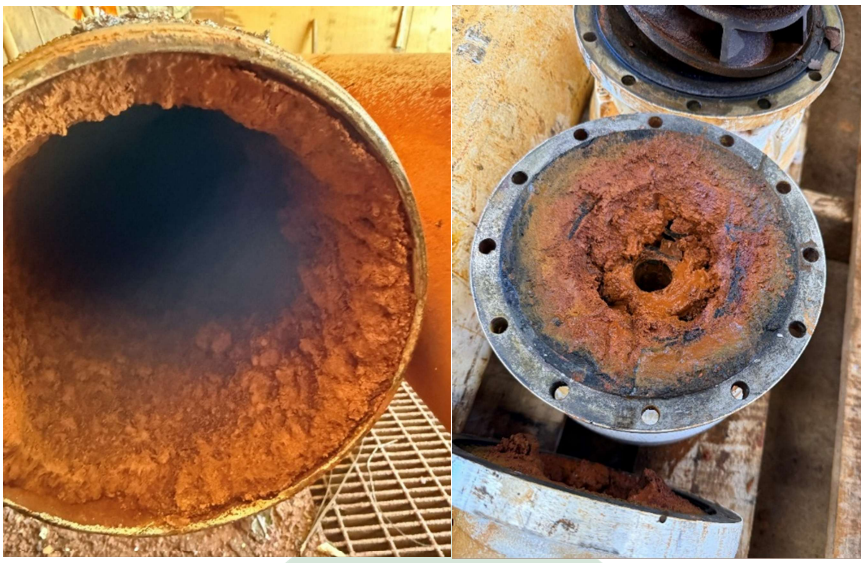
*Figure 10: A closer look at the extent of the erosion on the original O-rings and the impact to the surrounding fittings.*



Cummings Well Cleaning Project:

Cummings Well underwent a major cleaning and redevelopment in January after severe iron scaling and corrosion were discovered throughout the well and pumping equipment. Prior to redevelopment, the well's specific capacity had declined to 9.96 GPM/ft at 275 GPM, indicating significant performance loss. The well was redeveloped using chemical treatment and mechanical pumping and surging, and a post-redevelopment video inspection confirmed the screen and casing were clean and in good condition. During the work, the 2019 Sulzer CS-8L two-stage pump and associated equipment were found to be heavily plugged with iron, with pump bowls, collets, bearings, and check valve outside of factory tolerances. The 30 HP motor failed insulation testing and the submersible wiring was worn and twisted. Operators and contractors replaced the pump, 30 HP motor, submersible wire, check valve, and pitless O-rings. Following redevelopment and equipment replacement, the well's specific capacity improved to 22.2 GPM/ft at 400 GPM, restoring reliable production and significantly improving operational efficiency. Although, not returning to new efficiency.

*Figure 11: These photos show the extent of rust and mineral build up that had restricted the flow and reduced efficiency*



Pudding WTP – UVT Analyzer Repair:

The UVT (Ultraviolet Transmittance) analyzer at Pudding Hill WTP is a critical instrument used to measure how well water transmits ultraviolet light, which directly affects UV disinfection performance and dosing control. During January, the UVT analyzer began providing unreliable readings and required removal from service. Operators isolated the unit, removed it from the system, and sent it to the manufacturer in Canada for repair and calibration. Once returned, operators reinstalled the analyzer, completed all associated plumbing and electrical connections, and integrated it back into the control system. After testing and verification, the UVT analyzer is now operating properly and providing accurate data for UV treatment performance.

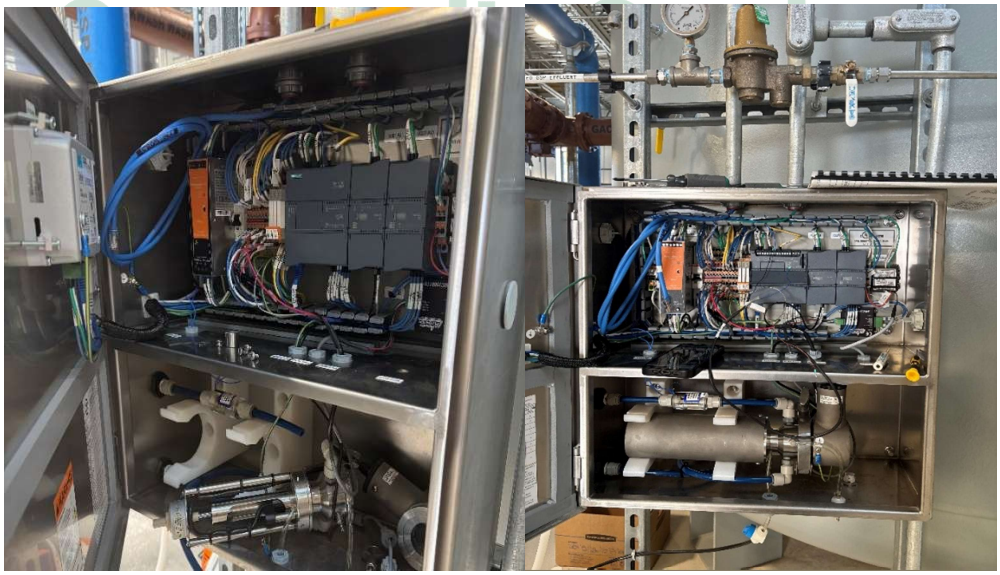


*Figure 12: The above left photo shows the Analyzer disassembled for repair and the right, fully installed and operational*

# Facilities, Grounds and Cemeteries

The Facilities, Grounds and Cemetery Division received 77 Service Requests and 91 Work Orders for the month of January. There has been an increase in sign repairs and replacements due to snow operations and travel hazards.

*Figure 13: The division has begun servicing our mowing equipment to ensure we are ready for Spring*

Cemetery Operations and Grounds Beautification:

Two (2) full burials were conducted and the division secured future revenue by selling two (2) full graves. Staff removed the Christmas tree in upper Henry Law Park, put the flag pole back up and removed the Holiday decorations from City Hall.

## Facilities Projects

Library Expansion/Renovation:

The Dover Public Library renovation project is rapidly approaching the finish line, with January serving as a high-productivity month that has moved the building into its final stages. A series of critical milestones were achieved, most notably the completion of the ACT ceiling frames, a step that unlocked the ability for crews to install final HVAC and electrical components. On the top two levels, the aesthetic vision for the library is coming to life as painting is now finished and the majority of the final flooring has been successfully installed.

*Figure 14: The new maintenance building at the Jenny Thompson Pool is beginning to take shape.*

Activity has been equally brisk on the lower levels; ground-floor framing is now complete, allowing sheetrock installation to begin. Additionally, the project reached a technical turning point this month with the commencement of elevator mechanical work. This essential infrastructure phase clears the way for the physical installation of the elevator itself in the coming weeks. With these complex systems and finishes falling into place, the library remains on track to be completed in late spring.

Jenny Thompson Pool:

Despite the typical challenges of winter, the Jenny Thompson Pool renovation project remained on track throughout January. Progress continued steadily even as crews from Northeast Earth

Mechanics navigated freezing temperatures and snowfall, which required extra time for snow removal to keep the site accessible.

The project faced a minor setback when concrete strength testing revealed a compromised section of wall due to a faulty batch of concrete. The team quickly addressed the issue by cutting out and removing the affected areas to prepare for a repour in February. Key milestones were also made on the facility's infrastructure, with the maintenance building framing now complete, allowing for the upcoming installation of the roof and the final enclosure of the structure. Despite the weather and the concrete repairs, the project currently remains on schedule, with completion still projected for June.

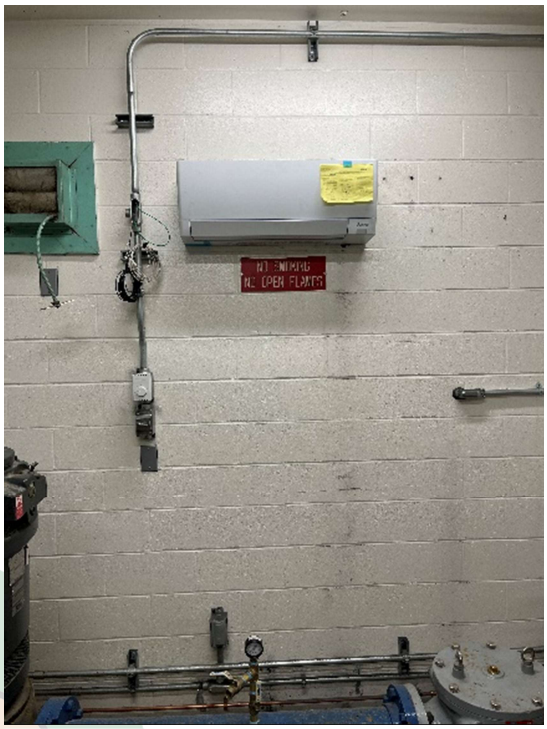


*Figure 15: Griffin Well HVAC has been installed.*

Griffin Well:

The Griffin Well upgrade project reached a significant milestone in January with the successful installation of the mini-split system. This addition ensures the facility will maintain a stable climate year-round, providing essential heating during the winter and cooling and dehumidification throughout the warmer months. Looking ahead, the project will shift its focus toward improving the building's structural integrity and security, with plans to replace the exterior doors and seal existing holes in the exterior walls in the coming months.

ESPC (Energy Savings Performance Contract):

The Facilities Project Manager is currently collaborating with Alexandrea Merchant, the City's Resilience Coordinator, on a comprehensive city-wide energy audit conducted by Energy Efficiency Investments (EEI). Throughout January, the project achieved several critical milestones, notably a prioritized assessment of solar viability across various municipal buildings to take advantage of expiring federal rebates. A primary focus has been placed on the McConnell Center, where failing mechanical systems necessitated an urgent, efficient solution. EEI's cost-saving analysis confirmed that solar energy is a viable option for the facility, alongside the replacement of aging boilers and heat pumps with high-efficiency systems. To facilitate these upgrades, the City Council approved funding in January for a necessary roof replacement. Looking ahead, the Energy Savings Performance Contract (ESPC) will focus on securing the remaining funding required to install these new systems at the McConnell Center.

# Waste Water Treatment Plant & Pump Station

River Street Pump Station:

Most of the progress on the River Street Pump station upgrade has been electrical. All four pumps have been switched over to the new controls, and demo work is being done on old electrical conduit and cabinets. We also started up the new Hypo System.

*Figure 16: Electrical Work Progress*

3rd Secondary Clarifier Project:

The third secondary clarifier construction project had good progress in January. Three of the four wall forms have been poured and the fourth will be poured in the coming weeks. We had some significant snow during the month but City staff worked well with the contractor to make sure there weren't setbacks on the project.

*Figure 17: The third secondary clarifier is progressing at the WWTF.*

# Solid Waste

## Operations & Tonnage Updates

Waste & Recycling Volume:

The city averaged approximately 310 tons of trash and 202 tons of recycling during the month of January.

Brush Grinding:

From December's stump grinding the recycling department totaled 37 loads of wood chips.

Committee News (SWAC):

At the Solid Waste Advisory meeting this month, Doug Kemp suggested tracking long-term population growth alongside trash disposal and recycling data.

- The trailer used to transport electronic devices was swapped out for a new one. Currently, it is a 22-foot instead of a 53-foot. This new company performs pickups twice as frequently as previously
- The Toter program remains in the works and staff are in the preliminary planning stages of a year-long public information campaign which is expected to begin June 30, 2026.
- Councilor April Richer will be the new Council Liaison for the Solid Waste Advisory Committee

Ordinance Review:

Waste Coordinator, Mike Moore is working on the ordinance definitions, collection schedules, and restrictions.

## Budget & Facility Requirements

Facility Maintenance:

The Recycling Center is still under renovation as it gets painted.