



Massachusetts Water
Resources Authority
Annual Test Results
2015

YOUR WATER

ANSWERS
TO YOUR
▶ LEAD ◀
QUESTIONS
INSIDE

This report contains very important information about your drinking water. Please translate it, or speak with someone who understands it.

Si usted desea obtener una copia de este reporte en español, llámenos al teléfono 617-788-1190.

La relazione contiene importanti informazioni sulla qualità dell'acqua della Comunità. Tra-duro o parlarne con un amico che lo comprenda.

O relatório contém informações importantes sobre a qualidade da água da comunidade. Tra-duza-o ou peça a alguém que o ajude a entendê-lo melhor.

Sprawozdanie zawiera ważne informacje na temat jakości wody w Twojej miejscowości. Poproś kogoś o przeliumaczenie go lub porozmawiaj z osobą która je dobrze rozumie.

يحتوي هذا التقرير على معلومات مهمة عن نوعية مياه الشرب في منطقتك. يرجى ترجمته، أو بحث التقرير مع صديقك بلغة هذه المنطقة جيداً.

Η κατάσταση αναφορά παραστάση σου δείχνει πληροφορίες για το ποσοστό νερού σου. Παρακαλώ να το μεταφράσετε ή να το εξηγήσετε με κάποιον που το καταλαβαίνει σωστά.

Im Bericht steht wichtige Information über die Qualität des Wassers Ihrer Gemeinschaft. Der Bericht soll übersetzt werden, oder sprechen Sie mit einem Freund, der ihn gut versteht.

这份报告中有些重要的信息。讲到关于您所在社区的水的品质。请您找人翻译一下，或者请能看懂这份报告的朋友给您解释一下。

この資料には、あなたの飲料水についての大切な情報が書かれています。内容をよく理解するために、日本語に翻訳して読むか説明を受けてください。

इस रिपोर्ट में 'पाने के पानी' के विषय पर बहुत जरूरी जानकारी दी गई है। इसका हमका अनुवाद करेंगे, या किसी जानकार से इस बारे में पूछेंगे।

របាយការណ៍នេះមានព័ត៌មានសំខាន់ៗអំពីគុណភាពទឹកផ្ទះរបស់អ្នក។ ប្រសិនបើអ្នកមិនយល់អ្វីមួយអំពីរបាយការណ៍នេះទេ ។

이 보고서는 귀하의 거주하는 지역의 수질에 관한 중요한 정보가 들어 있습니다. 이것을 번역하거나 충분히 이해하시는 친구와 상의하십시오.

Bản báo cáo có ghi những chi tiết quan trọng về phẩm chất nước trong cộng đồng quý vị. Hãy nhờ người thông thạo, hoặc hỏi một người bạn biết rõ về vấn đề này.



Massachusetts Water Resources Authority and the Canton Department of Public Works

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Where To Go For Further Information

Massachusetts Water Resources Authority (MWRA)	www.mwra.com	617-242-5323
Massachusetts Dept. of Environmental Protection	www.mass.gov/dep	617-292-5500
Massachusetts Dept. of Public Health (DPH)	www.mass.gov/dph	617-624-6000
Department of Conservation and Recreation	www.mass.gov/dcr/watersupply.htm	617-626-1250
US Centers for Disease Control & Prevention (CDC)	www.cdc.gov	800-232-4636
List of State Certified Water Quality Testing Labs	www.mwra.com/04water/html/testinglabs	617-242-5323
Source Water Assessment and Protection Reports	www.mwra.com/sourcewater.htm	617-242-5323
Information on Water Conservation	www.mwra.com/conservation.html	617-242-SAVE

Public Meetings

MWRA Board of Directors	www.mwra.com/02org/html/boardofdirectors	617-788-1117
MWRA Advisory Board	www.mwraadvisoryboard.com	617-788-2050
Water Supply Citizens Advisory Committee	www.mwra.com/02org/html/wscac.htm	413-213-0454

For a large print version, call 617-242-5323.

This report is required under the Federal Safe Drinking Water Act. MWRA PWS ID# 6000000





► **Why Your Water Tastes Great - High Quality Source Water**

Your water comes from the Quabbin Reservoir, about 65 miles west of Boston, and the Wachusett Reservoir, about 35 miles west of Boston. These pristine reservoirs supply wholesale water to local water departments in 51 communities. The two reservoirs combined supplied about 200 million gallons a day of high quality water to consumers in 2015. Your water also comes from local water supplies. Please see page 7 for more information.

The Quabbin and Wachusett watersheds are naturally protected with over 85% of the watersheds covered in forest and wetlands. To ensure safety, the streams and reservoirs are tested often and patrolled daily by the Department of Conservation and Recreation (DCR).

Rain and snow falling on the watersheds - protected land around the reservoirs - turn into streams that flow to the reservoirs. This water comes in contact with soil, rock, plants, and other material as it follows its natural path to the reservoirs. While this process helps to clean the water, it can also dissolve and carry very small amounts of material into the reservoir. Minerals from soil and rock do not typically cause problems in the water. But water can also transport contaminants from human and animal activity. These can include bacteria and pathogens - some of which can cause illness. The test data in this report show that these contaminants are not a problem in your reservoirs' watersheds.

The Department of Environmental Protection (DEP) has prepared a Source Water Assessment Program report for the Quabbin and Wachusett Reservoirs. The DEP report commends DCR and MWRA on the existing source water protection plans, and states that our "watershed protection programs are very successful and greatly reduce the actual risk of contamination." MWRA follows the report recommendations to maintain the pristine watershed areas. Your water also comes from local supplies that have a separate report.

Dear Customer,

You have probably seen many news reports about lead in drinking water over the last few months, particularly in Flint, Michigan. We want you to know that your water is safe. This year, we have added a few pages to this report so that you can find out as much about lead in drinking water as possible and learn how to minimize your risks.

It is important for you to know that as a whole, the MWRA's water system has been below the Environmental Protection Agency's Lead Action Level for over a decade. 98% of the 2,300 samples tested over the last five years were below the Level. This system-wide success is the result of aggressive treatment to make the water less corrosive and thus less likely that lead will leach into the drinking water. While the water at the reservoirs and in the MWRA and local pipes is lead free, it is important to realize that there are still risks of elevated lead levels in certain homes and buildings in our service area. The issue in some homes is a lead service - the connection between the water main in the street and the home. There are roughly 28,000 homes in our service area that may still have lead water services. MWRA's goal is to have all of those lead services removed to eliminate even the smallest chance that a child may get lead poisoning.

And we will continue to work with your local community on this important issue. The MWRA Board of Directors recently approved a \$100 million, zero-interest loan program to replace lead service lines. In addition, the Governor has made \$2 million available for lead testing in public schools.

There are many differences between our water system and Flint's. Our water sources - the Quabbin and Wachusett Reservoirs, are clean and well-protected; our treatment - MWRA utilizes state-of-the-art ozone and UV to disinfect the water without adding a lot of chemicals; and our people - the scientists, operators and managers who run the system, and the regulators that oversee the process, all work together to ensure your water is as safe as possible.

In addition to lead, MWRA takes hundreds of thousands of tests each year for 120 contaminants, and your water met every state and federal drinking water standard. Please read the letter on page 7 for more information on your community's local water system.

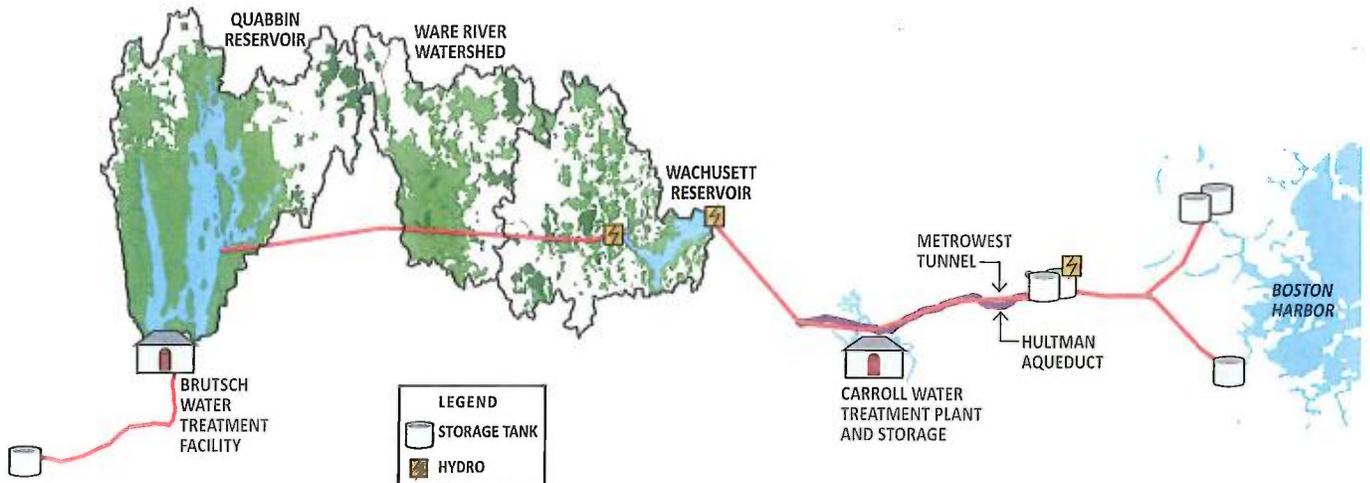
We hope you take a few moments to read this report. The best way to ensure your safety is to stay informed. We have great confidence in the water we deliver to over 2 million customers and we want you to as well. Please contact us if you have any questions or comments about your water quality or any of MWRA's programs.

Sincerely,

Frederick A. Laskey
Executive Director

MWRA Board of Directors

Matthew A. Beaton, Chairman • John J. Carroll, Vice-Chair • Joseph C. Foti, Secretary • Austin F. Blackmon
Kevin L. Cotter • Paul E. Flanagan • Andrew M. Pappastergion • Brian Peña • Henry F. Vitale
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MONITORING WATER QUALITY IN REAL TIME – Your water is monitored by a state-of-the-art system in real time – 24 hours a day, seven days a week – to make sure it is free of contaminants. This allows MWRA to respond to changes in water quality almost immediately.

► **Why Your Water Tastes Great - Water Treatment**

Clean, fresh water that tastes great – that’s what you expect when you take a drink of water, and that’s what the Massachusetts Water Resources Authority delivers right to your tap. Part of the reason that the water tastes so good is the MWRA’s state-of-the-art John J. Carroll Water Treatment Plant in Marlborough. Since 2005, your water has been treated with ozone - produced from pure oxygen. Ozone has ensured strong protection against microbes and viruses, improved water clarity, and makes the water taste better. In 2014, we also started adding ultraviolet (UV) disinfection, further improving the quality of water. UV light is essentially a more potent form of the natural disinfection from sunlight, and ensures that any pathogens potentially in our reservoirs are rendered harmless.

In addition, fluoride is added to promote dental health and the water chemistry is adjusted to reduce corrosion of home plumbing. Last, we add monochloramine, a mild and long-lasting disinfectant combining chlorine and ammonia to protect the water as it travels through miles of pipelines to your home. Your local water supply may have different treatment. Please see page 7 for more information.

► **Testing Your Water - Every Step of The Way**

Test results show few contaminants are found in the reservoir water. The few that are found are in very small amounts, well below EPA's standards.

Turbidity (or cloudiness of the water) is one measure



of overall water quality. All water must be below 5 NTU (Nephelometric Turbidity Units), and water can only be above 1 NTU if it does not interfere with effective disinfection. In 2015, turbidity was always below both the 5.0 and 1.0 NTU standards, with the highest level at 0.65 NTU. Typical levels at the Wachusett Reservoir are 0.3 NTU.

MWRA also tests reservoir water for pathogens such as fecal coliform, bacteria, and the parasites *Cryptosporidium* and *Giardia*. They can enter the water from animal or human waste. No *Cryptosporidium* or *Giardia* was detected in 2015.

► **Test Results - After Treatment**

EPA and state regulations require many water quality tests after treatment to check the water you are drinking. MWRA conducts hundreds of thousands of tests per year for over 120 contaminants (a complete list is available on www.mwra.com). Details about 2015 test results are in the table below. The bottom line is that the water quality is excellent. For results on your local water, please see page 7.

FACTS ABOUT SODIUM

Sodium in water contributes only a small fraction of a person’s overall sodium intake (less than 10%). MWRA tests for sodium monthly and the highest level found was 32.4 mg/L (about 9 mg per 8 oz. glass). This would be considered **VERY LOW SODIUM** by the Food and Drug Administration.



MWRA TEST RESULTS AFTER TREATMENT

COMPOUND	UNITS	(MCL) HIGHEST LEVEL ALLOWED	(WE FOUND) DETECTED LEVEL-AVERAGE	RANGE OF DETECTIONS	(MCLG) IDEAL GOAL	VIOLATION	HOW IT GETS IN THE WATER
► Barium	ppm	2	0.008	0.008-0.009	2	No	Common mineral in nature
► Monochloramine	ppm	4-MRDL	1.9	0-3.8	4-MRDLG	No	Water disinfectant
► Fluoride	ppm	4	1.02	0.59-1.08	4	No	Additive for dental health
► Nitrate^	ppm	10	0.08	0.01-0.08	10	No	Atmospheric deposition
► Nitrite^	ppm	1	0.005	0-0.005	1	No	Byproduct of water disinfection
► Total Trihalomethanes	ppb	80	13.5	6.4-19.1	ns	No	Byproduct of water disinfection
► Haloacetic Acids-5	ppb	60	10.7	0-15.8	ns	No	Byproduct of water disinfection
► Total Coliform	%	5%	0.7% (Sept)	ND-0.7%	0	No	Naturally present in environment
► Combined Radium	pCi/L	5	1.76*	ND-1.76	0	No	Erosion of natural mineral deposits



KEY: MCL=Maximum Contaminant Level. The highest level of a contaminant allowed in water. MCLs are set as close to the MCLGs as feasible using the best available technology. MCLG=Maximum Contaminant Level Goal. The level of contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety. MRDL=Maximum Residual Disinfectant Level. The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants. MRDLG=Maximum Residual Disinfectant Level Goal. The level of a drinking water disinfectant below which there is no known or expected health risk. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contamination. ppm=parts per million ppb=parts per billion ns=no standard ND=non detect pCi/L=picoCurie/L ^As required, the maximum result is reported. *Result from 2014

TAKING ADVANTAGE OF GRAVITY—MWRA operates 3 hydroelectric generators that capture the energy of the water as it flows east providing \$1.5 million in renewable energy annually.



► Meadow on top of Spot Pond Covered Storage Tank in Stoneham

► **Covered Storage Keeps Water Safe and Clear**

In November 2015, MWRA turned on its new Spot Pond Covered Storage Tank in Stoneham. The 20 million gallon water storage facility and pump station provides storage for Charlestown, Chelsea, Everett, Malden, Medford, and Somerville and system redundancy for 21 communities. A meadow planted on top of the buried tank provides open space and public access adjacent to Fells Reservation.

Over the last 10 years, MWRA has constructed a network of covered storage tanks across the service area that keep your water protected from the treatment plant all the way to your tap. The tanks replace a 100-year-old system of open reservoirs. Many of the original, open reservoirs are still maintained for emergency use.

► **Water System Redundancy**

Plans for water system redundancy (or parallel ways to deliver water) go back to the 1930s, but like many infrastructure projects, they were filed away after World War II and nearly forgotten. MWRA has been working on a number of projects over the last several years that continue to improve the agency's flexibility and emergency response capabilities by being able to reroute water flows in order to take a pipeline out of service for repairs or ensure adequate service after a break. The Wachusett Aqueduct Pump Station under construction in Marlborough will provide redundancy from the reservoir to the Carroll Water Treatment Plant.

In the distribution system, major redundancy projects are ongoing north and south of Boston.



► **Pipeline Rehabilitation**

MWRA continues to rehabilitate and replace older pipelines throughout the distribution system to improve both reliability and water quality.

MWRA has also provided zero-interest loans to communities for local pipeline projects since 1998. In 2015, nearly \$20 million was loaned to communities for 18 projects including the replacement of over 17 miles of older unlined pipes with new lined water pipes.



► Wachusett Aqueduct Pump Station (Under Construction)



WITH ALL THE NEWS about lead in drinking water, you may have some concerns about the safety of your tap water. The MWRA system has been below the Lead Action Level for over a decade. Of the 2,300 samples taken over the last 5 years, 98% were below this 15 ppb level.

You Have Questions. We Have Answers.

IMPORTANT INFORMATION FROM EPA ABOUT LEAD

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. MWRA is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. If your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline at 1-800-426-4791 or www.epa.gov/safewater/lead.

▶ What You Need to Know About Lead in Tap Water

MWRA water is lead-free when it leaves the reservoirs. MWRA and local pipes that carry the water to your community are made mostly of iron and steel and do not add lead to the water. However, lead can get into tap water through pipes in your home, your service line if it is made of lead, lead solder used in plumbing, and some brass fixtures. Corrosion or wearing away of lead-based materials can add lead to tap water, especially if water sits for a long time in the pipes before it is used.

In 1996, MWRA began adding sodium carbonate and carbon dioxide to adjust the water's pH and buffering capacity. This change has made the water less corrosive, thereby reducing the leaching of lead into drinking water. Lead levels found in tests of tap water have dropped by over 90 percent since this treatment change.

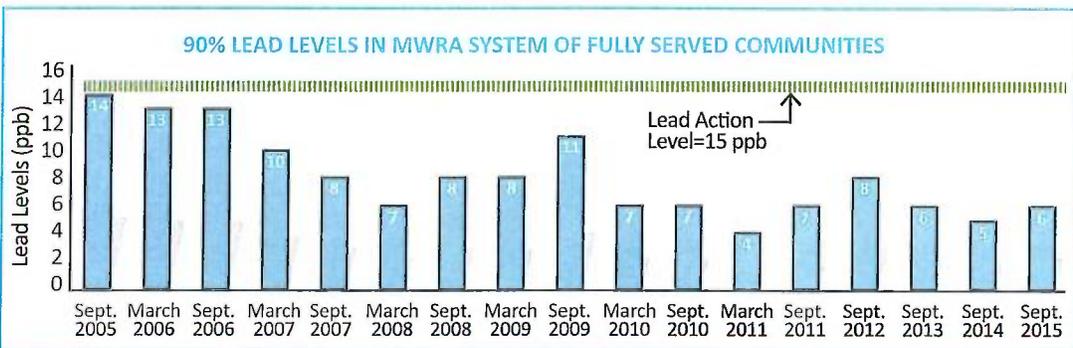
▶ MWRA Meets Lead Standard in 2015

Under EPA rules, each year MWRA and your local water department must test tap water in a sample of homes that are likely to have high lead levels. These are usually homes with lead service lines or lead solder. The EPA rule requires that 9 out of 10, or 90%, of the sampled homes must have lead levels below the Action Level of 15 parts per billion (ppb).

All 20 sampling rounds over the past twelve years have been below the EPA standard. Results for the 453 samples taken in September 2015 are shown in the table. 9 out of 10 houses were below 6.2 ppb, which is below the Action Level of 15 ppb. For lead and copper results for your local water supply, please see page 7.

SEPT. 2015 LEAD & COPPER RESULTS	Range	90% Value	(Target) Action Level	(Ideal Goal) MCLG	# Home Above AL/# Homes Tested
Lead (ppb)	0-584	6.2	15	0	11/453
Copper (ppm)	0-2.3	0.1	1.3	1.3	1/453

KEY: AL=Action Level-The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow. Definition of MCLG available on page 2.



What Can I Do to Reduce Exposure in Drinking Water?

Let the water run before using: fresh water is better than stale! To save water, fill a pitcher with fresh water and place in the refrigerator for future use.

Any time water has gone unused for more than 6 hours, run each faucet used for drinking or cooking until after the water becomes cold.

Never use hot water from the faucet for drinking or cooking, especially when making baby formula or other food for infants.

Check your plumbing fixtures to see if they are lead-free. Read the labels closely.

Remove loose lead solder and debris. Every few months remove the aerator from each faucet in your home and flush the pipes for 3-5 minutes.

Be careful of places you may find lead in or near your home. Paint, soil, dust and some pottery may contain lead.

Call the Department of Public Health at 800-532-9571 or EPA at 800-424-LEAD for health information.