

Your Community



Town of Northborough

63 Main Street
Northborough, Massachusetts 01532-1994
Telephone: 508-393-5030
Fax: 508-393-6996

Public Water Supply
2215000

Dear Northborough Water Customer,

Northborough is a partner with other MWRA communities in providing our water users with the Annual Water Quality Report produced by the MWRA. For calendar year 2012, 100% of Northborough's water was delivered from the MWRA system.

After pumping the water from MWRA, Northborough is responsible for delivering the water to our customers. The Water Division maintains over 70 miles of distribution pipeline, over 575 fire hydrants and manages 4,178 accounts. In 2012, the Town of Northborough's Water Division distributed 326 million gallons of water to our customers. As part of the routine maintenance program, the system is flushed to remove sediment. Additionally, leak detection is performed annually.

IMPROVEMENTS

With the help of an engineering consultant, the Town of Northborough is performing a study to develop a system-wide water master plan. This plan will focus on analyzing the water system and its ability to provide the Town with the most cost effective method of delivering safe, clean potable water to residents. The study includes reviewing sustainable sources of water supply as well as evaluating the current distribution model, calibrating the model and calculating storage and system operating pressures. The analysis also includes a water and sewer rate study so the Town is able to comprehensively evaluate tiered rate structures and the effects various capital improvement project costs will have on these rates.

As a result of the most recent routine sanitary survey performed by the Department of Environmental Protection of Northborough's water system, MassDEP observed items requiring corrective measures which resulted in the issuance of a Notice of Noncompliance (NON) pursuant to M.G.L. c.21A §16 and 310 C.M.R. 5.00. This NON identified some deficiencies, none of which affect the water quality or safety of the system. No monetary violations were issued to the Town of Northborough Water Division.

CROSS CONNECTION

Northborough has an ongoing program to eliminate possible cross connections from the distribution system. In a typical water supply system, pressure is maintained to adequately enable water to flow to the tap, shower head, etc. When pressure drops within the system (due to a water main break, fire demand, etc.) the pipe may allow contaminated water from the ground, from storage or from other sources within your house (hose, irrigation, pool, etc.) to be drawn back into the system.

In accordance with Town regulations irrigation systems are not allowed to connect to the Municipal water system. All irrigation systems must be connected to private wells. Any homeowner who has a well for irrigation must have it inspected by the Water Division to ensure that there is no cross connection between the municipal water system and the irrigation system. Cross Connection Control Educational information is available on the Town's website (www.town.northborough.ma.us).

WATER ANALYSIS

The Town of Northborough and MWRA continue to analyze water samples on a routine basis and have consistently met all standards.

LEAD & COPPER RESULTS

Northborough has conducted lead and copper testing and found levels of 2.81 ppb for lead and 135 ppb for copper which met the Action Levels of 15 ppb and 1300 ppb respectively. Due to our continued good results, we were able to reduce our sampling frequency to once per year.

CHLORINE RESULTS

| Compound | Units | Highest Level Found | Range of Detections | MCL | MCLG (Ideal Goals) | Violation yes/no | How it gets in the water |
|------------------|-------|---------------------|---------------------|-----|--------------------|------------------|--------------------------|
| Chlorine (Total) | ppm | 1.34 | 0.01-3.40 | 4 | 4 | no | Water disinfectant |

CONCLUSION

The Northborough Public Works Department, through its Water Division, continues its commitment to provide its customers with safe, high quality potable water. If you have any questions or want more information please contact the Public Works Administrative Offices, 63 Main Street, at 508-393-5030.

PUBLIC WORKS DEPARTMENT
Water, Wastewater, Highway, Cemetery & Parks Divisions
Daniel F. Nason, Director