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.

Where To Go For Further Information

Massachusetts Water Resources Authority (MWRA) and Your Local Water Department

www.mwra.com  617-242-5323
www.mass.gov/dep  617-292-5500
www.mass.gov/dcr/watersupply.htm  617-626-1250
www.mass.gov/dph  617-624-6000
www.cdc.gov  800-232-4636
www.mwra.com/sourcewater.htm  617-242-SAVE
www.mwra.com/conservation.html  617-788-1117
www.mwra.com/02org/html/boardofdirectors.htm  617-788-2050
www.mwraadvisoryboard.com  413-213-0454

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

I am pleased to share with you the results of our water quality testing. MWRA takes hundreds of thousands of tests each year, and for 2013, we again met every federal and state drinking water standard. System-wide, we have been below the Lead Action Level for the past ten years. Please read your community’s letter on page 4 for more information on your local water system.

The big news this year is that we have completed the start-up of a new ultraviolet (UV) disinfection facility at the John J. Carroll Water Treatment Plant in Marlborough, improving the quality of the drinking water we deliver to you.

UV light is essentially a more potent form of natural disinfection from sunlight. UV enables MWRA to inactivate the most difficult to kill pathogens - which could potentially be in the source water - without the use of additional chemicals and any associated disinfection by-products. The UV process and MWRA’s high quality source water allow MWRA to meet new regulatory requirements cost effectively.

Since 2005, your water has been treated with ozone - produced by applying an electrical current to pure oxygen. Ozone has ensured strong protection against microbes and viruses, improves water clarity, and has actually made the water taste better. The addition of the UV to the ozone process provides additional assurance that any pathogens potentially in our reservoirs will be rendered harmless.

In addition, fluoride is added to promote dental health and the water chemistry is adjusted to reduce corrosion of lead and copper from 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.

In a few short years, water treatment has gone from chlorine with its taste and odor issues, to ozone and now ultraviolet – with no additional chemicals and no disinfection by-products. Just better, safer water.

I hope you will take a few moments to read this report. We want you to have the same confidence we have in the water we deliver to over 2 million customers. 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
Where Does Your Water Come From?

Your water comes from the Quabbin Reservoir, about 65 miles west of Boston, and the Wachusett Reservoir, about 35 miles west of Boston. These 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 2013.

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. 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 viruses - some of which can cause illness. The test data in this report show that these contaminants are not a problem in your reservoirs’ watersheds.

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. Typical levels at the Wachusett Reservoir are 0.3 NTU. In 2013, turbidity was below 1 NTU over 99.99% of the time, with the highest level at 1.17 NTU. This did not interfere with effective disinfection.

MWRA also tests reservoir water for pathogens such as fecal coliform, bacteria, viruses, and the parasites Cryptosporidium and Giardia. They can enter the water from animal or human waste. No Cryptosporidium or Giardia was found in the water in 2013.

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 on over 120 contaminants (a complete list is available on www.mwra.com). Details about 2013 test results are in the table below. The bottom line is that water quality is excellent.
Tests in Community Pipes
MWRA and local water departments test 300 to 500 water samples each week for total coliform bacteria. Total coliform bacteria can come from the intestines of warm-blooded animals, or can be found in soil, plants, or other places. Most of the time, they are not harmful. However, their presence could signal that harmful bacteria from fecal waste may be there as well. The EPA requires that no more than 5% of the samples in a month may be positive. If a water sample does test positive, we run more specific tests for E. coli, which is a bacteria found in human and animal fecal waste and may cause illness. No E. coli was found in any MWRA community in 2013. If your community found any total coliform, it will be listed within the community letter on page 4.

Research for New Regulations
MWRA has been working with EPA and other researchers to define new national drinking water standards by testing for unregulated contaminants. To read more about this testing, and to see a listing of what was found, please visit www.mwra.com/UCMR/2013.html.

Contaminants in Bottled Water and Tap Water
Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA’s Safe Drinking Water Hotline (1-800-426-4791) or MWRA. In order to ensure that tap water is safe to drink, the Massachusetts DEP and EPA prescribe regulations which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration (FDA) and the Massachusetts Department of Public Health regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

Information About Cross Connections
Massachusetts DEP recommends the installation of backflow prevention devices for inside and outside hose connections to help protect the water in your home as well as the drinking water system in your town. For more information on cross connections, please call 617-242-5352 or visit www.mwra.com/crosscon.html.

Drinking Water and People with Weakened Immune Systems
Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the EPA’s Safe Drinking Water Hotline (1-800-426-4791).

Your Tap Water – Award Winning and Affordable!
In 2013, we won New England’s Best-Tasting water award from the New England Water Works Association and the National Sustainability Award from the American Council for an Energy-Efficient Economy. Great tasting, green, and also cheap! Tap water costs less than a penny per gallon delivered straight to your home, while bottled water can cost from $1 to $8 a gallon.

Drink Local and Be Green
Tap water is delivered straight to your home without trucking or plastic waste. Bottled water produces over 10,000 times the amount of greenhouse gases compared to tap water. Half of our energy needs for water and wastewater treatment are met with green power including hydro-energy, wind turbines, and solar panels.

Drink local! Drink tap water! Be green!

UV treatment units
Dear Customer:

This report contains an annual update on the quality of drinking water supplied to you by Boston Water and Sewer Commission (BWSC), in partnership with Massachusetts Water Resources Authority (MWRA). BWSC purchases water from MWRA for distribution to homes and businesses within the City of Boston. Within this report, there is detailed information on the MWRA’s system, and how the water delivered to Boston meets both federal and state testing guidelines.

BWSC strives to provide our customers with the best possible water through maintaining a reliable water system. To achieve this, BWSC rehabilitates and replaces old pipes, which reduces the occurrences of water main breaks and leaks. Routine maintenance, an aggressive leak detection program, and the replacement of hydrants and valves also improve overall system efficiency.

EPA requires that no more than 5% of samples in a month may be positive for total coliform. BWSC and MWRA test over 60 samples each week for total coliform. Boston had positive results in only 1.9% of samples during September of 2013; however, all follow-up samples were clear.

BWSC continues to be concerned about the presence of lead in tap water and vigilantly monitors lead levels in our drinking water. We test twenty-five homes once a year, and we are pleased to report that since 2007, the Boston lead sampling results have remained below the EPA Lead Action Level of 15 ppb. In 2013, the test results were 10.7 ppb at the 90th percentile. BWSC continues its efforts to replace lead service lines, thereby improving overall water quality. Please see Page 5 for more information about lead in tap water.

Although private lead service lines represent less than 4% of BWSC’s service connections, BWSC continues to provide the Lead Replacement Incentive Program, which offers owners of eligible properties the opportunity to replace private lead service lines. This program offers homeowners financial assistance to offset a portion of the total cost of the lead service replacement. For more information about this program, contact the BWSC Lead Hotline at (617) 989-7888 or visit our website at www.bwsc.org.

In addition to providing high quality drinking water, BWSC is concerned with improving the quality of stormwater in Boston. As stormwater runs over streets and sidewalks and into storm drains, it can become polluted. Although BWSC has a major role in improving stormwater quality, we cannot meet this goal without assistance from Boston residents. Remember to pick up after your pet, do not put pet waste into catch basins, and keep storm drains on your street clear of trash and debris. Don’t dump chemicals or auto fluids into catch basins and report any illegal dumping to Boston Water and Sewer Commission. Following these tips will reduce the amount of pollutants that enter the storm drain system, which leads directly into Boston’s waterways.

Any questions regarding the information in this letter may be directed to BWSC’s Communications and Community Services Department at (617) 989-7000.

Henry F. Vitale
Executive Director/CFO and Treasurer
**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](http://www.epa.gov/safewater/lead).

**MWRA Meets Lead Standard in 2013**

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 18 sampling rounds over the past ten years have been below the EPA standard. Results for the 452 samples taken in September 2013 are shown in the table. 9 out of 10 houses were below 6.3 ppb, which is below the Action Level of 15 ppb. Only two communities had more than one home test above the Action Level for lead. If you live in either of these communities, your town letter on page 4 will provide you with more information.

### September 2013 Lead and Copper Results

<table>
<thead>
<tr>
<th></th>
<th>Range</th>
<th>90% Value</th>
<th>(Target) Action Level</th>
<th>(Ideal Goal) MCLG</th>
<th>% Home Above AL/# Homes Tested</th>
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</thead>
<tbody>
<tr>
<td>Lead (ppb)</td>
<td>0-46.9</td>
<td>6.3</td>
<td>15</td>
<td>1.3</td>
<td>8/452</td>
</tr>
<tr>
<td>Copper (ppm)</td>
<td>0-0.3</td>
<td>0.1</td>
<td>0.1</td>
<td>1.3</td>
<td>0/452</td>
</tr>
</tbody>
</table>

**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.

**How do I reduce my exposure to lead in drinking water?**

- Run the tap until after the water feels cold. To save water, fill a pitcher with fresh water and place in the refrigerator for future use.
- Never use hot water from the faucet for drinking or cooking, especially when making baby formula or other food for infants.
- Ask your local water department if there are lead service lines leading to your home.
- Check your plumbing fixtures to see if they are lead-free. Read the labels closely.
- Test your tap water. Call the MWRA Drinking Water Hotline (617-242-5323) or visit our website for more tips and a list of DEP certified labs that can test your water.
- 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 1-800-532-9571 or EPA at 1-800-424-LEAD for health information.