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, llamenos al teléfono 617-788-1190.

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

Where To Go For Further Information

Massachusetts Water Resources Authority (MWRA)
Massachusetts Dept. of Environmental Protection
Department of Conservation and Recreation
Massachusetts Dept. of Public Health (DPH)
US Centers for Disease Control & Prevention (CDC)
List of State Certified Water Quality Testing Labs
Source Water Assessment and Protection Reports
Information on Water Conservation
Public Meetings

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

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

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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 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 using existing watershed plans.

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.

Water Quality Test Results for 2013

<table>
<thead>
<tr>
<th>Compound</th>
<th>Units</th>
<th>(MCL) Highest Level Allowed</th>
<th>(We found) Detected Level-Average</th>
<th>Range of Detections</th>
<th>(MCLG) Ideal Goal</th>
<th>Violation</th>
<th>How it gets in the water</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barium</td>
<td>ppm</td>
<td>2</td>
<td>0.008</td>
<td>0.007-0.009</td>
<td>2</td>
<td>No</td>
<td>Common mineral in nature</td>
</tr>
<tr>
<td>Monochloramine</td>
<td>ppm</td>
<td>4-MRDL</td>
<td>1.8</td>
<td>0.01-4.0</td>
<td>4-MRDLG</td>
<td>No</td>
<td>Water disinfectant</td>
</tr>
<tr>
<td>Fluoride</td>
<td>ppm</td>
<td>4</td>
<td>1.04</td>
<td>0.37-1.1</td>
<td>4</td>
<td>No</td>
<td>Additive for dental health</td>
</tr>
<tr>
<td>Nitrate^</td>
<td>ppm</td>
<td>10</td>
<td>0.08</td>
<td>0.01-0.08</td>
<td>10</td>
<td>No</td>
<td>Atmospheric deposition</td>
</tr>
<tr>
<td>Nitrite^</td>
<td>ppm</td>
<td>1</td>
<td>0.005</td>
<td>ND-0.005</td>
<td>1</td>
<td>No</td>
<td>Byproduct of water disinfection</td>
</tr>
<tr>
<td>Total Trihalomethanes</td>
<td>ppb</td>
<td>80</td>
<td>10.1</td>
<td>3.0-13.9</td>
<td>ns</td>
<td>No</td>
<td>Byproduct of water disinfection</td>
</tr>
<tr>
<td>Haloacetic Acids-5</td>
<td>ppb</td>
<td>60</td>
<td>9.0</td>
<td>1.4-13.2</td>
<td>ns</td>
<td>No</td>
<td>Byproduct of water disinfection</td>
</tr>
<tr>
<td>Total Coliform</td>
<td>%</td>
<td>5%</td>
<td>0.5% (Nov)</td>
<td>ND-0.5%</td>
<td>0</td>
<td>No</td>
<td>Naturally present in environment</td>
</tr>
</tbody>
</table>

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 ^As required by DEP, the maximum result is reported for nitrate and nitrite, not the average.
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.

Make the smart choice and drink tap water.

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.

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.

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!

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).
Dear Water Customer,

The City of Everett in partnership with the Massachusetts Water Resources Authority (MWRA) would like to present to you the 2013 Annual Water Quality Report.

**Water Consumption and Leak Detection:**
The city purchases our water from the MWRA. The average use of water is 3.897 million gallons per day. The highest weekly flow occurred from July 14, 2013 until July 20, 2013 in the amount of 32.498 million gallons. In 2013, we used a private contractor to canvas the city to conduct leak detection for underground leaks that do not surface and hydrants that leak.

The City of Everett has installed 7,920 feet of new water main and approximately 50 new hydrants. The city has also installed new water meters, residential and commercial. We also conducted a hydrant flushing program in April 2013 to remove sediment in the pipe and see which hydrants are operational.

**Water Quality:**
The city collects water samples weekly from designated sites throughout the city. These water samples are sent to the MWRA lab for testing. The samples are tested for chlorine residual and coliform bacteria. We also collect samples for lead and copper twice a year. The city tested below the 90th percentile lead action level (15 ppb) at 3.16 ppb and below the 90th percentile copper action level (1300 ppb) at 80.3 ppb.

**Cross Connection Program:**
The city also has a cross connection program that is conducted twice a year to prevent contamination to the city’s public drinking water.

The City Service Commission meets every second Wednesday of the month at City Services Facility at 6:00pm. If you have any questions please call Ernie Lariviere at 617-394-2387 or 617-394-2327.

Ernest Lariviere
Water Superintendent
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 lead service line, 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 sample tests of tap water have dropped by almost 90% since this treatment change.

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.

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.

### 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>
</tr>
</thead>
<tbody>
<tr>
<td>Lead (ppb)</td>
<td>0-46.9</td>
<td>6.3</td>
<td>15</td>
<td>0</td>
<td>8/452</td>
</tr>
<tr>
<td>Copper (ppm)</td>
<td>0-0.3</td>
<td>0.1</td>
<td>1.3</td>
<td>0</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.

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**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.