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

If you wish to have a copy of this report in Spanish, please call 617-788-1190.

La relación contiene importantes información sobre la calidad del agua de la comunidad. Tradúzalo o parlar con alguien que la comprenda.

O relatório contém informações importantes sobre a qualidade da água da comunidade. Traduza-o ou peça a alguém que o ajude a entender.

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
MWRA Board of Directors
MWRA Advisory Board
Water Supply Citizens Advisory Committee

www.mwra.com
www.mass.gov/dep
www.mass.gov/dcr/watersupply.htm
www.mass.gov/dph
www.cdc.gov
www.mwra.com/sourcewater.htm
www.mwra.com/conservation.html

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
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 nor 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.

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.

Sodium Facts

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 35.9 mg/L (about 9 mg per 8 oz. glass). This would be considered Very Low Sodium by the Food and Drug Administration.
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.

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).
Town of Southborough and the MWRA are pleased to provide our customers with the 2013 Annual Water Quality Report.

SOUTHBOROUGH'S WATER SYSTEM (PWSID#2277000): The Town of Southborough purchases 100% of our water from the MWRA. The Town pumps fully treated water from the MWRA’s distribution system into the Town’s distribution system at the Town’s two pumping stations. The Town’s three water tanks control the water system. The Department of Public Works (DPW) manages the Town’s water system. There are 4, full-time, highly dedicated employees that comprise your DPW Water Division. The Water Commissioners are on Southborough’s Board of Selectmen. The Selectmen meet on Tuesday nights in the Town House Public Hearing Room; the meetings are televised. The Town website, southboroughtown.com, posts the Selectmen’s agendas along with water reports and other water system information. Water customers are encouraged to participate at Selectmen’s meetings that discuss water issues.

WATER CONSERVATION: In an effort to meet the Water Management Act (WMA) standards and to encourage conservation, Southborough implemented a voluntary water ban for summer 2013. Summer 2013 was a somewhat dry summer and the Town’s water usage increased 4% over last year’s usage, or 13.8 million gallons (MG). The Town pumped 345 MG of water into our distribution system in 2013, Southborough residents did not meet the WMA standard of 65 gallons per person per day 2013.

WATER SYSTEM MAINTENANCE: A contractor examined approximately half (52 miles) of the Town’s water mains as part of our annual leak detection survey. The survey identified 6 hydrant leaks and 2 service leaks. In all, 1 water main break, 11 service leaks and 6 hydrants were repaired in 2013. The water main break was on Route 9 eastbound at the intersection with Oak Hill Road. This main is scheduled for replacement in 2014-2015. The Water Division performed the annual flushing program in the last week of April. The flushing program flushes water mains in order to remove naturally occurring turbidity and sedimentation. Throughout 2013 the Water Division employees performed all required routine system maintenance.

WATER SYSTEM IMPROVEMENTS: The Town completed the water main extension on Route 9 westbound between Willow Street and Pleasant Street. The Water Division completed the residential meter replacement program. The Town bid the Boland Station Upgrade Project and work began in fall 2013. The project will be completed in 2014.

BACKFLOW PREVENTION (CROSS CONNECTIONS): Southborough continues to enforce the Department of Environmental Protection (DEP) mandated cross connection control and prevention program under 310 CMR 22.22 through device testing and cross connection surveys. A cross connection happens when negative system pressure, usually created by high volume flows such as a main break or fire fighting, suction water back through services into the system. The Town performs cross connection surveys at businesses to ensure required backflow prevention devices are in place and tests the devices to make sure that they are working properly. Backflow devices are required on all lawn irrigation systems, even at residences.

DEPARTMENT OF ENVIRONMENTAL PROTECTION (DEP) SANITARY SURVEY: The DEP performed a Sanitary Survey on the Town’s Water System. Three Administrative Action Items were identified and addressed in 2013.

DEP NOTICES OF NON-COMPLIANCE: The Town’s water system does not have any outstanding Notices of Non-Compliance.

WATER ANALYSIS: The DEP requires that Southborough sample the water from three locations with vinyl-lined asbestos cement pipe each year for PCE (tetrachloroethylene). The Town is also required to sample 10 sites each month for the presence of coliform bacteria and 15 sites once a year for the presence of lead and copper. No PCE or total coliform was found in 2013. The 90th percentile lead and copper results are below.

<table>
<thead>
<tr>
<th>COMPOUND</th>
<th>ACTION LEVEL</th>
<th>DETECTION LIMIT</th>
<th>90th PERCENTILE 9/13/13</th>
<th>VIOLATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lead (ppb)</td>
<td>15</td>
<td>0.05</td>
<td>2.62</td>
<td>NO</td>
</tr>
<tr>
<td>Copper (ppb)</td>
<td>1300</td>
<td>0.5</td>
<td>106</td>
<td>NO</td>
</tr>
</tbody>
</table>

*Note: Definitions of terms and abbreviations (e.g., Action Level and MCLG, etc.) are found in the attached MWRA Annual Water Quality Report. Questions? Contact Karen Galligan, DPW Superintendent, at the DPW 508-485-1210.
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 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.

### September 2013 Lead and Copper Results

<table>
<thead>
<tr>
<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>
</tr>
<tr>
<td>Copper (ppm)</td>
<td>0-0.3</td>
<td>0.1</td>
<td>1.3</td>
<td>0</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.

90th Percentile Lead Levels for MWRA Communities 2004-2013 (ppb)

<table>
<thead>
<tr>
<th>Year</th>
<th>Lead (ppb)</th>
<th>Copper (ppm)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004</td>
<td>8</td>
<td>0.1</td>
</tr>
<tr>
<td>2005</td>
<td>9</td>
<td>0.1</td>
</tr>
<tr>
<td>2006</td>
<td>8</td>
<td>0.1</td>
</tr>
<tr>
<td>2007</td>
<td>8</td>
<td>0.1</td>
</tr>
<tr>
<td>2008</td>
<td>7</td>
<td>0.1</td>
</tr>
<tr>
<td>2009</td>
<td>7</td>
<td>0.1</td>
</tr>
<tr>
<td>2010</td>
<td>8</td>
<td>0.1</td>
</tr>
<tr>
<td>2011</td>
<td>6</td>
<td>0.1</td>
</tr>
<tr>
<td>2012</td>
<td>6</td>
<td>0.1</td>
</tr>
<tr>
<td>2013</td>
<td>6</td>
<td>0.1</td>
</tr>
</tbody>
</table>

Lead Action Level=15

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.