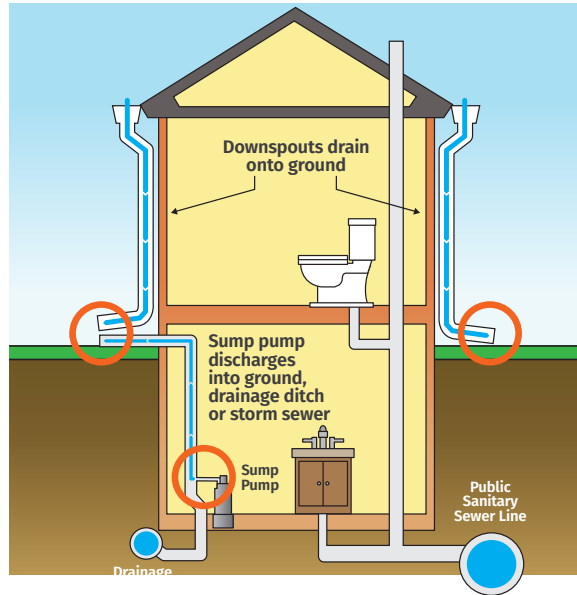


### What is I/I?

I/I (Infiltration and Inflow) refers to clean water entering a sewer system. Infiltration is groundwater entering through cracks, defective joints, or deteriorated pipes. Inflow is water entering via direct sources like storm water runoff, sump pumps, or basement/yard drains.

The figure below illustrates the proper connections to help keep clean water out of the sewer system.



### Why It Matters:

- Increased Wastewater Treatment Costs
- Decreased Capacity in the Sewer System
- Increased Sewer Overflows

### What You Can Do:

- Check for Infiltration
- Disconnect Downspouts
- Redirect Sump Pumps
- Seal Cracks in Pipes



MASSACHUSETTS WATER RESOURCES AUTHORITY



**Look for the Energy Star or WaterSense® label for the most efficient household products and appliances**

## Resources and Contact Information



For more tips and resources on water conservation, lead, and I/I, visit us online at our Community Support page: <https://www.mwra.com/projects-programs/major-programs/community-support>



**Massachusetts Water Resources Authority**  
Deer Island, 33 Tafts Avenue  
Boston, Massachusetts 02128  
Website: [www.MWRA.com](http://www.MWRA.com)  
Phone: (617) 242-6000  
Email: [ask.mwra@mwra.com](mailto:ask.mwra@mwra.com)

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# Every Drop Counts:

## Best Water Practices



# Water Conservation



MWRA water comes from the Quabbin and Wachusett Reservoirs, serving 2.5 million people an average of 200 million gallons per day. The reservoirs are naturally protected, helping to keep MWRA water clean and clear.

To ensure safety, streams and reservoirs are tested often and patrolled by the Department of Conservation and Recreation (DCR).

**Save Water – Save Money – Save the Planet**  
Minimizing your water use helps maintain our regional water supply. Conserving water also helps in times of emergencies like fires and droughts. Don't waste water. You never know who will need it most, or when. Every drop counts!

## Simple Ways to Conserve Water



### At Home/ Indoor

- ▶ Check for leaks in your faucets and toilets
- ▶ Install water-saving fixtures
- ▶ Take shorter showers
- ▶ Turn off the faucet when you're not using it
- ▶ Don't use the toilet as a trash can
- ▶ Monitor water usage
- ▶ Only use appliances when full



### At Work

- ▶ Install water-efficient fixtures
- ▶ Educate staff
- ▶ Replace worn-out equipment



### In the Garden/Outdoor

- ▶ Water in the morning
- ▶ Use mulch
- ▶ Use drip irrigation
- ▶ Collect rainwater
- ▶ Plant drought-tolerant plants
- ▶ Add compost
- ▶ Avoid watering when it rains
- ▶ Recycle indoor water
- ▶ Use a broom instead of a hose

**Request free MWRA water conservation kits at:**

[wc.mwra.com/home](http://wc.mwra.com/home)



# Reduce Lead Exposure

## MWRA Water Is Lead-Free When It Leaves The Reservoirs

MWRA and local water mains do not add lead to the water. However, lead can get into the tap water through the water pipe that connects to your home or household plumbing if you have a lead service line.

### Did you know?

**Excessive amounts of lead in the body can cause damage to the brain, red blood cells, and kidneys. The greatest risk of lead exposure is to young children and pregnant women.**



Ask your local water department if your home has a lead service line, how to identify if the material is unknown, and how to replace it if needed.

Always buy plumbing fixtures that have zero or low-lead levels.

Consider using a kitchen filter for your drinking water. Certified lead reducing filters are labelled as NSF/ANSI 53. Be sure to replace your filters when necessary.

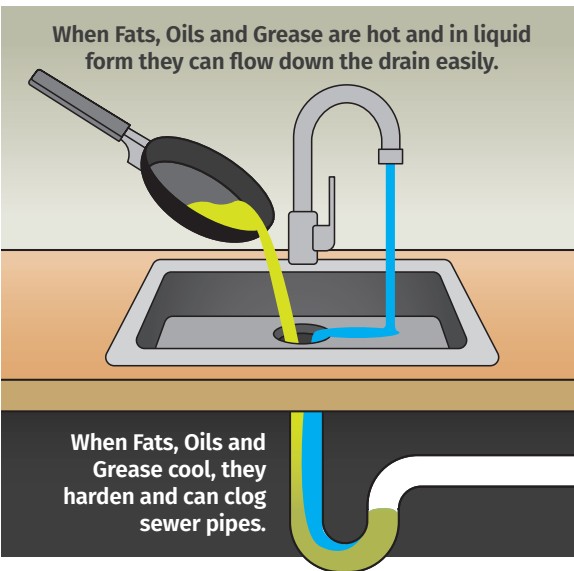
- ▶ Use cold water for cooking, drinking, and making baby formula
- ▶ Run your tap water until cold
- ▶ Fill a pitcher of fresh water to store in your refrigerator
- ▶ Regularly clean your faucet aerator
- ▶ Have your water tested by a MassDEP certified lab

Other potential lead sources: paint, soil, dust, food and even some pottery. If you are concerned about lead exposure, consider contacting your doctor to have your children tested.

# Sewer Tips: Do's and Don'ts:

## Protect Your Pipes, Protect Ours

Your sewer pipes carry wastewater from your home to the treatment plant where it's cleaned and safely returned to the environment. To keep your pipes and ours working properly, follow these simple tips:



### Cease the Grease

Fats, oils, and grease (FOG) do not dissolve in water. To dispose of FOG, pour it into a metal can, let it cool, and then throw it in the trash.

### Toilets Are Not Trash Cans

Flushing items like personal care wipes, paper towels, and dental floss even if labeled "flushable," can cause costly plumbing issues because they don't dissolve. Only flush the 3Ps: pee, poop, and (toilet) paper. By following these simple steps, you will help protect both your home's pipes and the community's sewer. For more details, visit our website by scanning the QR code on the back.