Massachusetts Water Resources Authority 2024 Drinking Water Test Results

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

Im Bericht steht wichtige Information über die Qualität des Wassers Ihrer Gemeinschaft. Der Bericht soll übersetzt werden, oder sprechen Sie mit einem Freund, der ihn gut versteht.

Si usted desea obtener una copia de este reporte en español, llámenos al teléfono 617-788-1190.

这份报告中有些重要的信息，讲到关于您所在社区的水的品质。请您找人翻译一下，或者请能看得懂这份报告的朋友给您解释一下。

La relazione contiene importanti informazioni sulla qualità dell'acqua della Comunità. Tra-durlo o parlarne con un amico che lo comprenda.

この資料には、あなたの飲料水についての大切な情報が書かれています。内容をよく理解するために、日本語に翻訳して読むか説明を受けてください。

O relatório contém informações importantes sobre a qualidade da água da comunidade. Tra-duza-o ou peça a alguém que o ajude a entendê-lo melhor.

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Sprawozdanie zawiera ważne informacje na temat jakości wody w Twojej miejscowości. Poproś kogoś o przetłumaczenie go lub porozmawiaj z osobą która je dobrze rozumie.

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يحتوي هذا التقرير على معلومات هامة عن نوعية ماء الشرب في منطقتك. يرجى ترجمته، أو ابحث التقرير مع صديق لك يفهم هذه المعلومات جيداً.

이 보고서에는 귀하가 거주하는 지역의 수질에 관한 중요한 정보가 들어 있습니다. 이것을 번역하거나 충분히 이해하시는 친구와 상의하십시오.

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Bản báo cáo có ghi những chi tiết quan trọng về phẩm chất nước trong cộng đồng quý vị. Hãy nhờ người thông dịch, hoặc hỏi một người bạn biết rõ về vấn đề này.

Ce rapport contient des informations importantes à propos de votre eau potable. Demander à quelqu'un de traduire ces informations pour vous ou discuter avec une personne qui comprend ces informations.

Massachusetts Water Resources Authority and the Chicopee Water Dept., South Hadley F.D. #1, and Wilbraham Water Division

Where To Go For Further Information

Massachusetts Water Resources Authority (MWRA)	www.mwra.com	617-242-5323
Department of Conservation and Recreation (DCR)	www.mass.gov/dcr/watersupply	617-626-1250
Massachusetts Dept. of Public Health (DPH)	www.mass.gov/dph	617-624-6000
Massachusetts Dept. of Environmental Protection	www.mass.gov/dep	617-292-5500
US Centers for Disease Control & Prevention (CDC)	www.cdc.gov	800-232-4636
List of State Certified Water Quality Testing Labs	www.mwra.com/your-water-system/drinking-water-quality/lead-testing	617-242-5323
Source Water Assessment and Protection Reports	www.mwra.com/your-water-system	617-242-5323
Information on Water Conservation	www.mwra.com/your-water-system/water-conservation	617-242-SAVE

Public Meetings

MWRA Board of Directors	www.mwra.com/about-mwra/governance-management/board-directors	617-788-1117
MWRA Advisory Board	www.mwraadvisoryboard.com	617-788-2050
Water Supply Citizens Advisory Committee	www.mwra.com/about-mwra/advisory-groups	413-213-0454

For A Larger Print Version, Call 617-242-5323.

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

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Dear Customer,

This year, MWRA turns 40 and throughout the year we are celebrating the work of revitalizing our water system, delivering the nation's best tasting and highest quality drinking water. We are proud of all that we have accomplished together and remain energized by the challenges and possibilities on the horizon.

This report provides you with the results of our drinking water testing for 2024. Every year, we take hundreds of thousands of tests to ensure that your water is safe. Our state-of-the-art surveillance system monitors your water every step of the way, from forest to faucet. Once again, MWRA met every state and federal standard and the quality of your drinking water is excellent.

As you will read in the pages ahead, great water starts at the source. At MWRA, we recognize all that has gone into creating this magnificent resource and understand the value and importance of protecting it. That is why MWRA and its partner agencies have worked hard to protect hundreds of thousands of acres in watersheds, providing excellent resource protection and creating an accidental wilderness that yields tourism and recreational opportunities across the region. These preservation efforts are the reason our water meets the current state and federal standards for PFAS with levels so low they cannot be quantified.

MWRA is proud to be a leader in helping communities reduce the risk of lead in drinking water. MWRA's source water does not have lead, but it can enter water if you have a lead service line or home plumbing with lead solder. Community corrosion control treatment has helped substantially reduce lead levels in higher risk homes, and since 2016, MWRA has provided $44 million to help communities replace lead service lines. Please read your community's letter for more information on your local water system and consider replacing your lead service line if you have one.

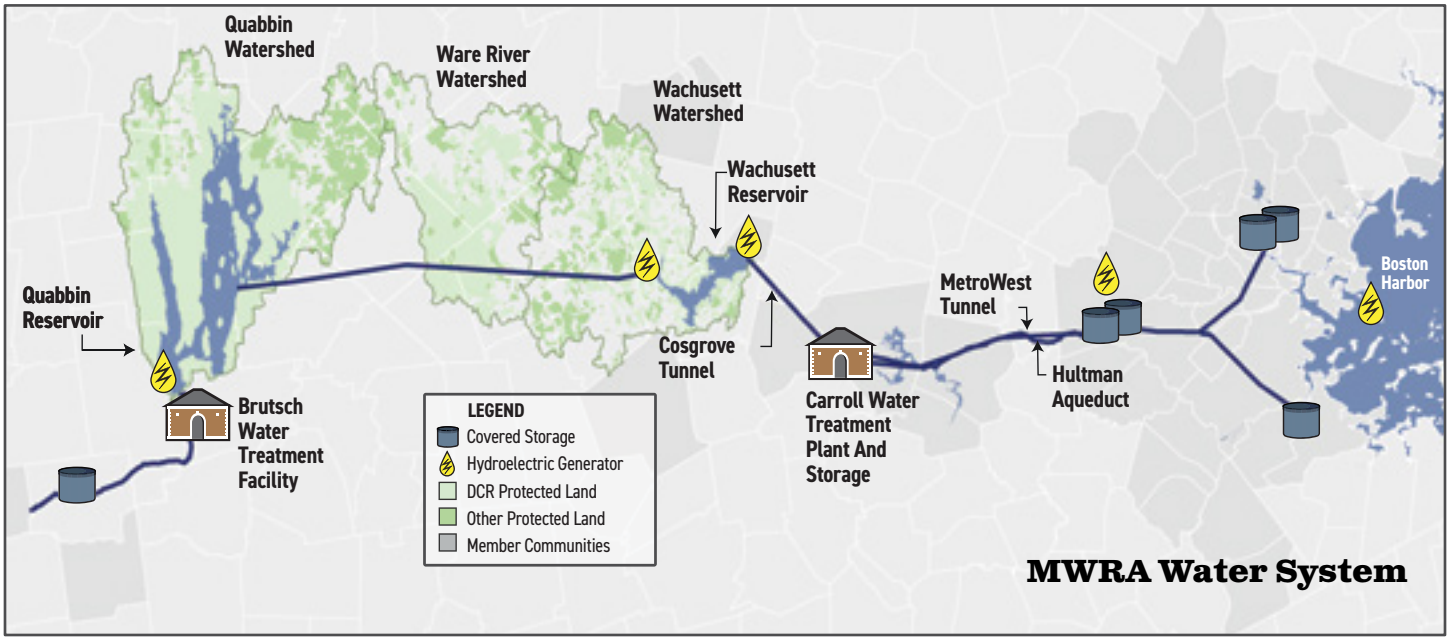
Last summer, our region experienced significant drought. Thanks to all of our customers' efforts to use water wisely, MWRA's reservoirs remained at normal operating levels. As stewards of these reservoirs, water conservation efforts remain a constant priority at MWRA.

I hope you will take a moment to read this report. We want you to have the same confidence in the water we deliver to your houses and businesses that we do. Please contact us with any questions or comments about your water quality or any of MWRA's programs.

Sincerely,

Frederick A. Laskey
Executive Director

For more information on MWRA and its Board of Directors, visit www.mwra.com



From Forest To Faucet: Great Water Starts At The Source

The MWRA was created 40 years ago, in 1985, to upgrade the region's water and sewer systems to modern health and environmental standards and return them to good working order. While pipes, pumps, and treatment facilities definitely needed work, our predecessors left us with thoughtfully-designed and well-constructed source watersheds and reservoirs, which provide the foundation of our supply system.

Since 1985, MWRA professionals have been working to upgrade, maintain and operate the regional system that provides a reliable safe supply of drinking water to your community. Today, MWRA staff work to ensure the delivery of safe, pure water for your home, school or business, 24/7/365. We collaborate with water departments in 53 communities to ensure the continuing delivery of safe drinking water to over 2.7 million people at their homes and businesses.

This annual MWRA drinking water quality report for 2024 provides information on how we provide high quality water to your community and to you. Keeping the water safe is a continuous process, from watershed to water tap. From the 400 square mile forest-covered watersheds, to billions of gallons of water in the reservoirs, through treatment and thousands of miles of pipelines, and finally to your drinking water faucet, MWRA's water experts conduct hundreds of thousands of tests on your water every year.

Protected At The Source

The water MWRA and your community provide to your home or business starts with the pristine Quabbin Reservoir. In 2024, Quabbin Reservoir provided around 7.3 million gallons of pure, highly protected, high quality water each day to Chicopee, South Hadley Fire District #1, and Wilbraham. The Quabbin and Wachusett Reservoirs, along with the Ware River, provide an average of 200 million gallons per day to the entire MWRA system.

The Quabbin and Wachusett watersheds—areas that drain water to the reservoirs—are naturally protected. Over the past 40 years, MWRA and our partner agency, the Department of Conservation and Recreation (DCR), have added over 26,400 additional acres of permanently protected land, maintaining forest cover and preventing activities that could negatively affect water quality. Today, more than 62 percent of the watershed is permanently protected.

More than 86 percent of the land is covered with forests and wetlands, which filter the rain and snow that enter the 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. This process helps to clean the water, but it also can dissolve and carry very small amounts of material into the reservoir. Minerals and rock do not typically cause problems in the water. Water can also transport contaminants, including naturally occurring minerals, and bacteria, viruses or other potential pathogens from human and animal activity that can cause illness. Testing results show that few contaminants are found in the reservoir water, and those few are in very small amounts well below EPA's treatment standards.

MWRA and DCR staff work together to implement our nationally recognized watershed protection program. The Department of Environmental Protection's (MassDEP) Source Water Assessment report for the Quabbin and Wachusett Reservoirs commended DCR and MWRA for our source water protection plans. The report states that our "watershed protection programs are very successful and greatly reduce the actual risk of contamination." MWRA and DCR follow the report recommendations to maintain the pristine watershed areas and high quality source water. For more information on our source water, go to: www.mwra.com or www.mass.gov/orgs/dcr-office-of-watershed-management

Water: Tested From The Streams To Your Sink

DCR biologists and environmental scientists sample the streams that feed the reservoir to identify and resolve potential pollution sources, and to monitor water quality trends. MWRA and DCR scientists sample and analyze water in the reservoir, and use specialized monitoring buoys to remotely and continuously monitor the reservoir. Based on this information, MWRA operators can make key decisions on how to manage the water in the Quabbin reservoir. A key, initial test for reservoir water quality leaving the reservoirs is turbidity, or cloudiness. Turbidity refers to the amount of suspended particles in the water and can impair water disinfection. 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. In 2024, typical levels in the Quabbin Reservoir were 0.27 NTU, and highest level during high winds in November was only 1.1 NTU, which did not affect disinfection effectiveness.

This annual water quality report provides MWRA customers with important information on water quality. MWRA also has monthly water quality reports, information on specific potential contaminants, water system updates, and more at mwra.com. We welcome your questions at 617-242-5323 or Ask.MWRA@mwra.com.

MWRA's high quality source water was made possible by the sacrifice of the 2500 people who lived in the four towns that were removed to build the Quabbin Reservoir. Their homes and farms are now part of the 'accidental wilderness" that protects and purifies your water.

MWRA also tests the water for potential disease causing organisms, including fecal coliform bacteria, and parasites such as *Giardia* and *Cryptosporidium,* that can enter the water from animal or human wastes. All test results were well within state and federal treatment standards. Learn more about waterborne contaminants and their potential health impacts at mwra.com.

Treated And Tested: All The Way To Your Home

How We Treat Your Water

MWRA and your community have made significant investments in treatment and monitoring technologies, bringing the water system into the 21st century. Upgraded corrosion control treatment, installed by each community in the late 1990's, has substantially reduced lead levels at the tap (see pages 4 and 5). The William A. Brutsch Water Treatment Facility, completed in 2000, with the addition of UV treatment in 2014, provides state-of-the-art disinfection.

MWRA's Brutsch Water Treatment Facility, located in Ware, provides treatment and monitoring of the water MWRA provides to the Chicopee Valley communities. Well trained and licensed operators add measured doses of treatment chemicals to improve the quality of your water. Water treatment includes:

- **Ultraviolet light (UV)**, a natural disinfectant like sunlight, renders pathogens non-infectious.
- **Chlorine** disinfects the water, killing bacteria, viruses and other organisms, and protects the water as it travels through miles of pipelines to your home.
- Each community treats the water to reduce the leaching of lead from home plumbing.
- Chicopee performs additional booster disinfection at the point where the local pipes take water from the MWRA aqueduct, and South Hadley FD #1 provides seasonal booster disinfection at its Alvord Street Tank.

Treated water travels in the Chicopee Valley Aqueduct (CVA), a 15 mile long, 48 and 36 inch diameter concrete transmission pipe, from the treatment facility to the Nash Hill covered storage tanks in Ludlow. These tanks, completed in 1999, provide storage for daily demand as well as for emergencies, and stabilize pressures. The two 12.5 million gallon tanks replaced the old open reservoir, improving water quality and security. MWRA has also invested in building parallel sections of the CVA transmission main to provide additional operational flexibility and improve reliability of delivery.

More Testing in Tanks and Pipes

After we treat your water, MWRA staff test it as it leaves the treatment plant, and as it travels towards your home, as required by EPA and state regulations. MWRA sampling teams, and chemists and biologists at MWRA's four laboratories conduct hundreds of thousands of tests per year for over 120 potential contaminants. A complete list is available on mwra.com. The results for 2024 are shown in the table below and elsewhere in this report. They confirm the quality and safety of the water your community receives from MWRA.

Award Winning Water!

MWRA once again won an outstanding performance award from MassDEP for consistently providing high quality water and meeting and exceeding with all regulatory standards.

Water Quality After Treatment

Compound	Units	(MCL) Highest Level Allowed	(We Found) Detected Level-Average	Range of Detections	(MCLG) Ideal goal	Violation	How It Gets in the Water
Barium	ppm	2	0.006	0.005–0.006	2	No	Common mineral in nature
Nitrate^	ppm	10	0.008	0–0.008	10	No	Atmospheric deposition

Water Quality in Community Systems

	Total Trihalomethanes (TTHMs) in ppb MCL = 80 ppb (Avg)		Haloacetic Acids (HAA5) in ppb MCL = 60 ppb (Avg)		Chlorine in ppm MRDL = 4 ppm (Avg) MRDLG = 4 ppm		Sodium in ppm
	Annual Average	Range	Annual Average	Range	Annual Average	Range	Highest Level
Chicopee	64.4	34.3–89.1	51.7	23.3–89.6	0.48	0.01–1.12	16.8
South Hadley FD #1	67.0	42–94.2	33.9	16.8–69.4	0.34	0.01–1.03	7.9
Wilbraham	60.6	38.6–78.4	26.1	5–38.2	0.36	0.2–1.0	7.6

KEY: MCL = Maximum Contaminant Level. The highest level of a contaminant allowed in water. MCLs are set as close to 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. ND = non-detect. ^ = As required by DEP, the maximum result is reported for nitrate.

Working To Keep Lead Out Of Drinking Water

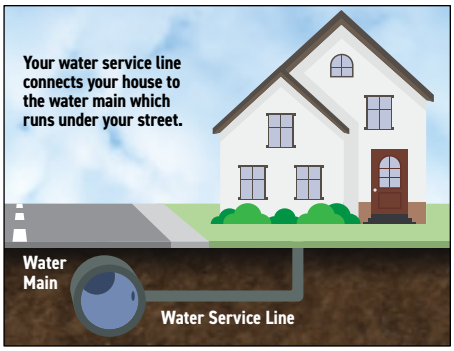
Lead affects young children and may cause damage to the brain, slow growth and development, and create learning and behavior problems. Preventing lead exposure is particularly important if a pregnant woman or a child lives in your home or apartment. Lead can also impact the health of your entire family. While lead poisoning frequently comes from exposure to lead paint chips or dust, lead in drinking water can also contribute to total lead exposure. Learn about the health impacts of lead and how to reduce exposure to this toxic metal.

How Lead Can Enter Drinking Water

Lead in your home plumbing, or a lead service line, can contribute to elevated lead levels in the water you drink. MWRA's water is lead-free when it leaves our reservoirs. Water mains that provide water to your community are made mostly of iron, steel, or concrete, and do not add lead to the water. Corrosion, or wearing away of lead-based materials, can add lead to tap water, especially if water sits in the pipes for a long time before it is used. Lead can enter your tap water from your service line—the small pipe connecting your home to the water main—if it is made of lead, or from lead solder used in plumbing or some older brass faucets.

Community Treatment Reduces Lead Corrosion

Water is often called the universal solvent. It wants to dissolve whatever it is in contact with. Each of the CVA communities treats the water to reduce its corrosiveness. Licensed operators adjust the water chemistry as discussed in their enclosed community letter. Lead levels found in tests of tap water have dropped substantially after these treatment changes were made in the late 1990's. Learn more about the reduction of lead in drinking water at mwra.com.



Important EPA Information On Lead

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and home plumbing. MWRA is responsible for providing high quality drinking water and your community is responsible for removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water, and wish to have your water tested, contact your local water department (see your community letter). Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at https://www.epa.gov/safewater/lead.

Communities Meet Lead Standard In 2024

Under EPA and DEP rules, your water department is required to test local tap water. They collect samples from homes likely to be at a high risk for lead – those with lead service lines or lead solder. The EPA rule requires that 9 of 10 homes tested must have lead levels below the Action Level of 15 parts per billion (ppb).

This testing process can provide information on whether lead is corroding and mixing with the drinking water. Because we target sampling to homes with known lead in their plumbing, the results do not reflect lead levels in all homes

All three of the CVA communities met the lead action level as shown in the table.

What Is An Action Level?

The ideal amount of lead is none. An Action Level is the amount of lead in water that requires action to reduce exposure. If your home or school drinking water is above the lead Action Level, additional steps to reduce lead may be required. If more than 10% of your community's samples were over the lead Action Level, your local water department is taking action to address the problem. See your community letter.

Local Tests for Lead & Copper

	Lead in ppb AL=15 ppb MCLG=0			Copper in ppb AL=1300 ppb MCLG=1300		
	90th Percentile	Range	Samples over AL	90th Percentile	Range	Samples over AL
Chicopee*	1.5	ND–11.6	0 of 30	127	34–165	0 of 30
South Hadley FD #1^	8.9	ND–74	3 of 30	50	8.1–128	0 of 30
Wilbraham*	5.63	0.156–1.66	0 of 30	84.9	14.2–610	0 of 30

AL = Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
ppb = parts per billion. ^ Sampled in 2022.

Investing in Finding and Removing Lead

Lead Service Lines

A service line is the small pipe that connects your home or building to the water main in the street. If your service line is made of lead, it can be a main source of lead in your tap water. Older lines that combined galvanized iron and lead connectors ("goosenecks") can also release lead. Lead service lines should be removed entirely to prevent lead in your drinking water.

Find Them All

In October 2024, every community completed an inventory of every service line and submitted it to MassDEP. In November, they mailed a letter to each property that their records indicated had a lead service line or a galvanized line that could contribute lead with information about the risks of lead and how to get the service line replaced. They also mailed a letter to every property where they did not have records about the service line material with information on how to determine if it was made of lead.

Many communities have on-line service line maps. Find out how to access your community's inventory in their included letter. You can also see if your service line is made of lead by scratching the pipe near your water meter with a key or other metal object. Lead pipes will show a dull grey color, while copper pipes will not. For a how-to guide, go to: www.epa.gov/pyt.

Your local water department staff can help you find out if you have a lead service line, and provide help in replacing it. In some cases, an onsite check is necessary to determine the specific piping to your building.

Working To Replace Lead Service Lines

To help replace lead service lines, MWRA and its Advisory Board offer zero-interest loans to member communities. Each MWRA community can develop its own local plan, and many communities have already taken steps to remove lead service lines. Since 2016, MWRA has provided $44 million to 17 communities to replace lead service lines. In 2024, MWRA added an additional $100 million in loans and grants to encourage communities to fully replace lead service lines at no cost to home owners, and set a goal of full replacement by 2032. Talk to your local water department about their efforts to find and replace lead service lines.

Lead Testing In Schools And Childcare Facilities

Children can consume much of their drinking water at school or childcare. Plumbing there may contain lead and contribute to lead exposure. MWRA and MassDEP

provide technical assistance and no-cost lab analysis in MWRA communities. Since 2016, MWRA's laboratory staff have conducted nearly 45,000 tests for 668 schools and childcares. Results are available on the MassDEP website at: www.mass.gov/dep (search for "lead in schools") or contact your local school department.

How To Test Your Drinking Water

If you are concerned about lead piping in your home, contact your local water department about testing for lead in your drinking water. For a list of certified laboratories and sampling instructions go to: www.mwra.com/your-water-system/drinking-water-quality/lead-testing.

Steps To Reduce Lead In Your Home Or Office

- Find out if you have a lead service line, and get it replaced.
- Let water run before using it - fresh water is better than stale.
- Any time water has not been used for more than 6 hours, run the faucet used for drinking water or cooking for at least one minute or until after the water runs cold. To save water, fill a pitcher with fresh water and place it in the refrigerator.
- Never use hot water from the faucet for drinking or cooking, especially when making baby formula or other food for infants or young children.
- Remove loose lead solder and debris. Every few months, remove and clean the aerator from each faucet and run water for 3 to 5 minutes.
- Be careful of places where you may find lead in or near your home. Paint, soil, dust and pottery may contain lead. Call the Massachusetts Department of Public Health at 1-800-532-9571 or 1-800-424-LEAD.

Water Service Lines

Copper

Galvanized

Lead With Bulb

Lead

Information We All Need

Building for Reliability

Since 1985, MWRA has replaced all of its open distribution storage reservoirs with new covered storage tanks. These tanks store water to help manage pressure during peak usage times each day, as well as provide water for firefighting and other emergencies. The open Nash Hill reservoir was replaced with Nash Hill Covered Storage Tanks in 1999. The water you drink now travels all the way from the reservoir to your tap safely enclosed. This has greatly increased the security of the system, reduced the risk of accidental contamination and helped maintain consistent water quality.

MWRA has also invested in building parallel sections of the CVA transmission main to provide additional operational flexibility and improve reliability of delivery. MWRA and the communities are now better prepared for any emergency.

Your community is investing in reliability as well. MWRA provides zero-interest loans to communities for pipeline rehabilitation and other water quality improvements. Since 1998, MWRA has provided $621 million dollars to communities to maintain and improve their delivery of high quality water all the way to your home by rehabilitating or replacing over 632 miles of older water mains. During 2024, we loaned $28 million to 8 communities for pipeline and other water projects.

EPA Information On 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, MassDEP and the EPA prescribe regulations which limit the amount of certain contaminants in water provided by public water systems. The U.S. Food and Drug Administration (FDA) and the Massachusetts Department of Public Health (MDPH) regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

Important Health Information from EPA

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 disorder, 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).

Monitoring For PFAS

PFAS, or per- and polyfluoroalkyl substances, used since the 1940's for many purposes, from stain and water proofing to firefighting, continue to be a national concern. Due to our well protected sources, tests of MWRA water show only trace amounts of these compounds, well below the state PFAS6 standard of 20 parts per trillion. MWRA also meets the new EPA standards announced in April 2024. See mwra.com for results and more details.

Working With Your Community to Test Your Water

MWRA works with local water department staff to sample and test 300-500 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. If total coliform is detected in more than 5% of water samples in a month, the water system is required to investigate the possible source and fix any identified problems. If a water sample does test positive, our laboratory staff run a more specific test for *E. coli,* which is a bacteria found in human and animal fecal waste and may cause illness. No CVA community exceeded the 5% standard or detected *E. coli.*

Important Research For New Regulations

MWRA works with EPA and health research organizations to help define new national drinking water standards by collecting data on water contaminants that are not yet regulated. Very few of these potential contaminants are found in MWRA water due to our source water protection efforts. Detailed information on testing for unregulated contaminants, as well as data on PFAS, disinfection by-products, *Giardia* and *Cryptosporidium,* and other contaminants can be found at www.mwra.com, search for UCMR.

Being Prepared for Drought

Despite the hot dry weather in 2024 and many months of drought conditions across Massachusetts, MWRA's water supply reservoirs remained within their normal operating range throughout the year. Why? Two reasons. Together the Quabbin and Wachusett Reservoirs hold an astonishing amount of water—477 billion gallons, enough water to supply the region for over 6 years. Secondly, because our customers are water savvy. Water use in our region has dropped from over 330 million gallons per day in 1985 when MWRA was created, to around 200 million gallons per day now. This keeps our reservoirs full, reduces the cost of building and operating our facilities, and makes MWRA drought resilient. Thanks for your help.

Cross Connection Information

Your water department staff work to prevent cross-connections that may allow harmful organisms or other contaminants into your water if a backflow occurs. Backflow sources could include:

- Garden hoses or swimming pools
- Boilers
- Irrigation systems or wells
- Residential fire protection systems

MassDEP recommends the installation of backflow prevention devices for all hose connections to help protect the water in your home as well as the town system. For more information on cross connections, please call 617-242-5323 or visit www.mwra.com/your-water-system/drinking-water-quality/cross-connections

Do Your Part for the Environment

More extreme weather conditions have become the new normal in our region. Now is the time to implement your own water conservation practices as your new normal. Visit the MWRA website for tips: www.mwra.com.

Water Conservation: Clean drinking water is a limited resource that should be used efficiently to reduce waste:

- Turn the tap off while brushing teeth or shaving - save 1–2 gallons.
- Don't use the toilet as a wastebasket - save 1–5 gallons per flush.
- Don't take marathon showers - save 2–4 gallons per minute.
- Use rain barrels to collect rainwater for gardening needs.
- Find and fix leaks.
- For more information and water saving tips, go to www.mwra.com

Pollution Reduction: Protecting water resources is critically important and some easy steps can be taken to make a big difference:

- Pick up litter and put it in the trash to prevent it from getting to a river, stream, or wetland.
- Cut down on lawn and garden chemicals. Be sure to blow or sweep fertilizer back onto the grass if it gets onto paved areas so none washes into storm drains.
- Wash cars in areas where the water will flow to a gravel or grassy area.
- Perform regular maintenance on vehicles and equipment and catch leaks early to prevent the fluids from washing into storm drains.
- NEVER pour chemicals into storm drains.

Why Save Water?

- **It helps keep our reservoirs full**
- **Saving water can save you money by lowering your monthly water and sewer bill**
- **Wildlife, rivers and crops all need water too**
- **Reducing water use reduces energy use and cost by decreasing the energy need to pump, treat and heat water**

Request free MWRA water conservation kits at: wc.mwra.com/home

MWRA in the Community:

Our staff is always looking for the next generation of MWRA employees. Keep an eye out for our team at career fairs and events in your community.

CVA Community Letters

City of Chicopee Public Water System (PWS ID: 1061000)
The City of Chicopee has been one of the original members of the MWRA since1950. We are grateful to receive such high quality source water from Quabbin Reservoir.

Chicopee made various water system upgrades and additions in 2024. Approximately 2,600 feet of 12" ductile iron pipe, 10,116 feet of 8" ductile iron pipe, 218 (public side) water services and 26 new fire hydrants were installed in the South Fairview Sewer Separation construction area. Thirteen other new domestic services were installed. These system upgrades have improved the flow capacity and fire protection in the project areas, as well as improved redundancy in the system and eliminated aging infrastructure. During 2024, we repaired 32 leaking services and 12 large water main breaks. The Chicopee Water Department continues to work through staffing shortages to consistently deliver clean and safe drinking water of the highest quality.

For disinfection, Chicopee now uses Sodium Hypochlorite in place of the previously used (and much more hazardous) chlorine gas. This change was made in an effort to increase safety for both the treatment plant operators and residents.

The EPA's 2021 revisions to the Lead and Copper Rule (LCR) required that all water systems complete an inventory of all service lines connected to their distribution system by October 2024 and develop a Lead Service Line Replacement Plan. The inventory must include the pipe material and other information for both the portions of the service line within the public way and on private property.

We sent out information to every home with a lead service line or constructed prior to the 1986 lead ban for where we did not have information on the service line material in our records. As a part of our lead service line replacement program, the Water Department will replace any lead service line at **no cost to the property owner**. In an effort to identify any remaining lead services, we have performed basement inspections and vacuum excavations on service lines. Since investigations began, two lead services have been identified and one was replaced. The Chicopee Water Department believes there is only a very small percentage of lead service lines remaining in the water system due to aggressive replacement efforts in the 80's and 90's. Please work with us in an effort to eliminate all of the lead service lines in the water system. You can access our interactive map and basement inspection scheduling, and self-reporting options at https://chicopeema.gov/1031/Lead-Service-Line-Inventory or call 413-594-3420 for more information.

The Chicopee Water Department is committed to providing our customers with a safe and reliable source of drinking water, and regularly conducts sampling for lead in accordance with state and federal requirements. Household plumbing is the main contributor of these metals in our drinking water and the water's chemistry is adjusted to minimize corrosion well before it reaches the homes of Chicopee's residents. Our Corrosion Control Facility continues to provide excellent water quality by adjusting the water's pH and alkalinity levels. Sodium Carbonate and Sodium Bicarbonate (baking soda) are used to make this adjustment. A phosphate blend also adds an extra level of protection by further reducing corrosion throughout the system. The benefits of this treatment is evident in the reduced levels of dissolved metals such as lead, copper, and iron in the city's water supply.

In 2024, 30 samples were collected to test for lead and copper in Chicopee's drinking water. The EPA has reduced the number of samples that we must collect due to our successful maintenance of low to absent levels of lead in the water system. The next round of samples will be collected in the summer of 2027.

The City of Chicopee has a back flow and cross connection program that continues to enforce the MassDEP mandate to prevent contamination to the water system due to backpressure or backsiphonage. We have surveyed commercial, industrial, municipal, and institutional facilities throughout the city to identify and eliminate potential cross connections. When a possible cross connection is found or new plumbing is installed, and where needed, devices such as a double check or "RPZ" (reduced pressure zone) valves are installed to eliminate the hazard. The valve prevents contaminated water from entering our drinking water supply. These devices are tested once or twice a year by our state certified testers. Among the nearly 1100 testable back flow devices, 14 devices failed and have been repaired or replaced by the owners within 14 days. Public education flyers are distributed in the water bill annually. If you have any questions, please contact the Cross Connection Department at 413-594-1870.

For more information on your drinking water, or to find out about public meetings, please go to our website at: www.chicopeema.gov or call us at 413-594-3420.

South Hadley Fire District #1 (PWS ID: 1275000)
South Hadley – Fire District No.1 has been fortunate to be one of the original 40 member communities to join the MWRA system back in 1951. We purchase 100% of our water from the MWRA. They perform all of our water quality testing and have an exceptional support staff for all aspects of water quality. The Board of Water Commissioners meet monthly at the Water Dept. Office located at 438 Granby Road. The meetings are posted on our website as well as at the Fire Dept.

Our water is treated by the MWRA for bacteria utilizing Ultraviolet Light for primary disinfection and Sodium Hypochlorite for secondary disinfection. Corrosion control and emergency chlorination is done at our Treatment Facility located on Fuller St. in Ludlow where sodium silicate is added to comply with the Lead and Copper Rule. We also use a booster chlorination system at our Alvord Street Water Tank seasonally to maintain chlorine residuals in the far end of the distribution system.

We used approximately 391 million gallons of water in 2024. This was 11% higher than 2023 due to the exceptionally dry fall season.

Our last sampling round for lead and copper occurred in June of 2022 which entailed sampling 30 homes and 2 schools. Our 90th percentile for lead was 8.9 parts per billion (ppb), which was below the Action Level of 15 ppb. The 90th percentile for copper was 50 ppb, which was below the Maximum Contaminant Level of 1300 ppb. Our next sampling round will be in June of 2025.

We completed the MassDEP/EPA mandated service line inventory in October and fortunately we have no lead or galvanized service lines within the distribution system. The inventory is available upon request at our office.

Water main replacements are prioritized by leak history, pipe type and the annual Department of Public Works street paving list. This results in reduced costs and extended pavement life. We intend to continue replacements as funding and time permit. We replaced 620 ft. of 6" AC pipe main on Easy St. with 8" PVC pipe, and 800 ft. of 8" AC pipe on Fairlawn St. with PVC. These projects were done with our staff, resulting in a significant cost savings. It would not have been possible without the coordination of many town departments for which we are grateful. All service connections and hydrants on both streets were replaced as well. The new mains will provide reliability and improved fire protection.

We also had the interior of our Industrial Drive water tank cleaned and inspected to be sure the coating inside the tank is performing well. We performed leak detection on half of our system and discovered some significant leaks on service lines as well as on our 16" pipeline. All the leaks have been repaired minimizing water loss.

The Board of Water Commissioners feel strongly that the Water Department – Fire District No.1 is operated very efficiently providing the rate payers with good service at the lowest possible cost. Please take a moment to view our website, www.shdistrict1.org, with historical and frequently updated information.

Our capital improvement list was recently added outlining our future projects. You can also call our office at 413-532-0666 or speak to Jeff Cyr, Water Superintendent at 413-533-4576 or email at jacyr@shdistrict1.org.

Town of Wilbraham (PWS ID:1339000)
Our Corrosion Control Facility on Miller Street in Ludlow continues to operate without issue, injecting sodium silicate into the drinking water in compliance with the Lead and Copper Rule. Lead and copper sampling was performed by the Wilbraham Water Department during the summer of 2024 at twenty homes. Readings show that our 90th percentile for lead was 5.63 ppb, well below the Action Level of 15 ppb, and copper at 63.2 ppb, below the Action Level 1300 ppb. The next round of lead and copper sampling will be the summer of 2027. Asbestos sampling was also performed with non-detectable results for both sites in the summer of 2022. The next round of asbestos sampling is in 2031.

Seven hundred feet of new 6" PVC water main were installed by the Water Department on Shady Lane to replace aging infrastructure and troublesome Asbestos Concrete (AC) water main. A new fire hydrant was installed to increase fire protection at the end of Shady Lane. The Water Department will continue efforts of replacing aging infrastructure and AC water mains.

The Wilbraham Water Department repaired several service leaks within the distribution system by installing a new service or performing leak detection to locate and repair the leaks; numerous new homes were built requiring new service connections; three water main break/leaks occurred and were repaired – Miller Street (Ludlow) 16" AC, Ridgewood Drive – 8" AC and Brookdale Drive 6" AC.

We continued efforts of installing new water meters to ensure accurate measurement along with installing remote electronic readers. Water usage in 2024 was 414.18 million gallons as measured: this represents 1.5% increase in consumption over 2023.

The Water Department worked closely with Tighe & Bond Engineering to complete an inventory of all service lines. No lead service lines were identified, and there are only two services where the material is "unknown." For more information about the inventory, please visit our website www.wilbraham-ma.gov or visit the Wilbraham Town Hall. If you would like to learn more about the Wilbraham Water distribution system or for the schedule of our monthly Water Commissioners meetings, please visit our website www.wilbraham-ma.gov or call 413-596-2800 ext. 208.

Information About a Reporting Violation:
In January, 2025 MassDEP issued a violation to each of the three CVA communities regarding disinfection byproducts reporting in Quarter 2, 2024. Each community is required to collect quarterly samples on a specific schedule. While routine samples were collected on time and in accordance with sampling protocols, MWRA laboratory quality assurance and control failures required resampling by all three communities. A reporting violation was issued because we did not immediately notify MassDEP that we performed the repeat sample recollections, even though the sample recollections occurred promptly, quarterly monitoring reports were submitted on time, and test results were within the regulatory limits. MWRA and the three communities have instituted revised reporting protocols so that MassDEP receives timely notice of any future need to resample.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.