Every Drop Counts.

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.

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

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.

Sprawozdanie zawlera ważne informacje na temat jakości wody w Twojej mie¡scowści. Poproś kogoś o przellurnaczenie go lub porozmawiaj z osobą która je dobrze rozumie.

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

Η κατοθεν αναφορα παρουσιαζη σπουδαιες πληροφοριες για το ποσιμο νερο σας. Προκτελώ να το μεταφρασετε η να το σξολιασετε με κατοιον που το κτεταλαβοινη απολητως.

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

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。

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。

इस रिपोर्ट में 'पीने के पानी' के विषय पर बहुत जरुरी जानकारी दी गई है। कृपया इसका अनुवाद कीजिये, या किसी जानकार से इस बारे में पूछिये।

ឧបករណ៍នេះមានតម្លៃមានសំខាន់អំពីទឹកបរិភោគ។ សូមបកប្រែឬពិគ្រោះជាមួយអ្នកដែលយល់របាយការណ៍នេះ។

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

Bản báo cáo có ghi những chi tiết quan trọng về phẩm chất nước trong công 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 South Hadley Fire District No. 1

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,

MWRA is pleased to highlight the work our staff do to provide you with reliable, high quality and great tasting tap water, every day. We are proud of all that we have accomplished together and remain energized by the challenges of continuing that great service as the weather, climate and your expectations change.

This report provides you with the results of our drinking water testing for 2025. Every year, we take hundreds of thousands of tests to ensure that your water is safe. Our state-of-the-art monitoring system checks 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.

Great water starts at the source. At MWRA, we recognize all that has gone into creating this magnificent resource. That is why MWRA and its partner agencies have worked hard to protect hundreds of thousands of acres in the watersheds, creating an accidental wilderness that provides wildlife habitat and recreational opportunities across the region. These preservation efforts are the reason our water easily meets the state and federal standards for PFAS.

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. Your community's corrosion control treatment has helped reduce lead levels in higher risk homes, and since 2016, MWRA has provided $72.4 million to help communities to 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.

Throughout most of last year, and continuing this spring, Massachusetts experienced significant drought. Thanks to our customers' efforts to use water wisely, and the massive storage capacity of our reservoirs, MWRA supplies were uninterrupted and mandatory conservation measures were not needed. As stewards of these reservoirs, water conservation efforts remain a constant priority at MWRA. Do your part – every drop counts.

This report is being sent during a transition of leadership at the MWRA. A few weeks ago, MWRA longtime Executive Director, Fred Laskey retired. Mr. Laskey was at the helm of this organization for 25 years and during his tenure, he oversaw an incredible transformation in every aspect of our operations, creating the MWRA that we know today. We celebrate his service and honor his legacy by working every day to safeguard the incredible resources under our stewardship.

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.

Sincerely,

Stephen A. Estes-Smargiassi

Stephen A. Estes-Smargiassi
Interim Executive Director

What's Inside?

MWRA's Annual Water Quality Report provides you with the results of drinking water testing during 2025. We are pleased to share that MWRA drinking water meets every state and federal standard. Our water comes from the well-protected Quabbin and Wachusett Reservoirs, where extensive watershed protection keeps source water pristine, helping to maintain safe supplies even as climate conditions change. Our robust system ensures reliable, high-quality water, and our immense reservoir storage and proactive resilience planning ensure a sustainable supply even during droughts.

This report discusses the MWRA treatment, rigorous testing and continuous 24/7 monitoring from the reservoir to your tap, corrosion control efforts to reduce lead from household plumbing, and actions you can take at home to protect water quality. Inside, you'll also find your community's notice regarding the local test results on bacteria, lead and copper. We hope that you'll take a few minutes to look through this report so you can see what we see every day—that your drinking water is carefully monitored, well protected, and something we are proud to deliver. If you have any questions, want this report in another language or larger print, or just want to learn more about your water, please call us at 617-242-5323 or email Ask.MWRA@mwra.com. We welcome your questions. MWRA also has monthly water quality reports, information on specific potential contaminants, water system updates, and more at mwra.com/moreinfo or scan the QR code inside.

Please share this information with anyone who drinks this water (or their guardians), especially those who may not have received this report directly (for example, nursing homes, schools, and businesses). You can do this by posting this report in a public place or distributing copies by hand, mail, email, or another method.

Swift River Y-Pool

Protecting Your Water: From Watershed To Water Glass


Water Quality Monitoring Buoy

Protected At The Source

The water MWRA and your community provide to your home or business starts with the pristine Quabbin Reservoir with 412 billion gallons of storage. The Quabbin and Wachusett Reservoirs provide an average of about 200 million gallons of pure, highly protected, high quality water each day. The Ware River provides additional water when needed. The Quabbin, Ware and Wachusett watersheds, 400 square miles that drain water to the reservoirs, are naturally protected.

More than 86 percent of the watershed 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 the federal Environmental Protection Agency's (EPA) 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 mwra.com/moreinfo.

Water: Tested From The Forest Streams To Your Sink Faucet

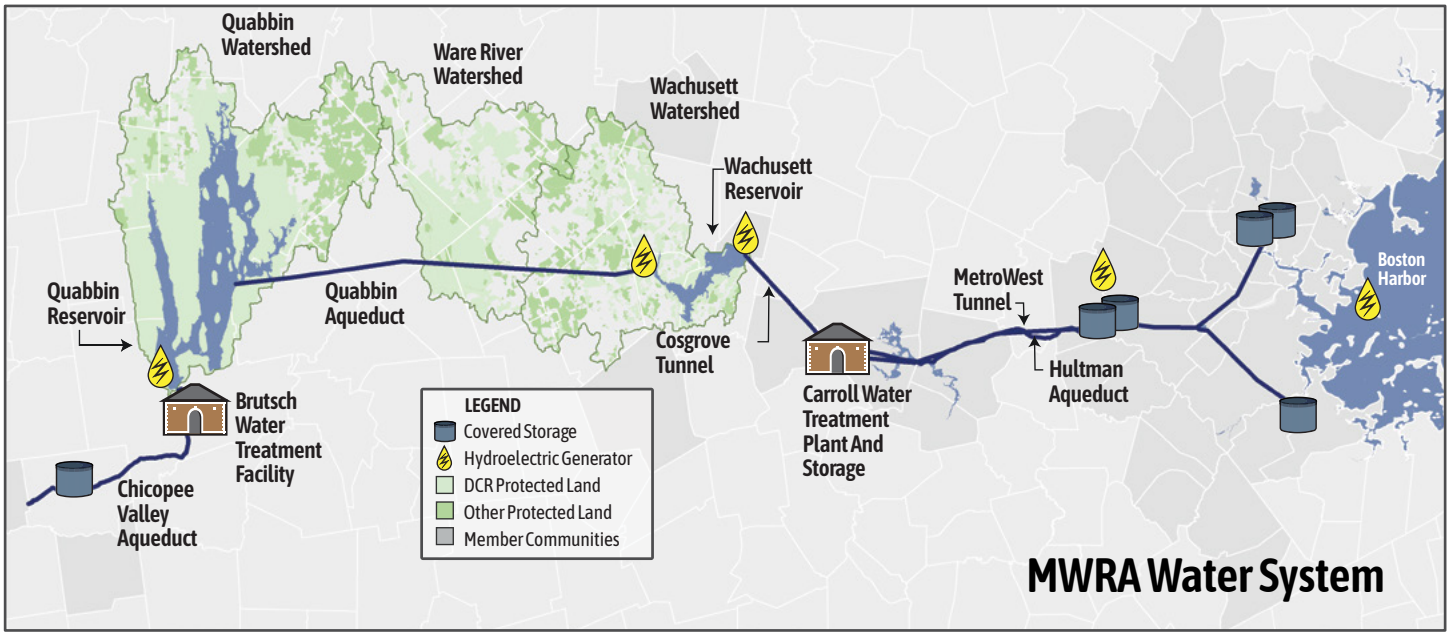
We collaborate with the Department of Conservation and Recreation (DCR) and water departments in 53 communities to ensure the continuing delivery of safe drinking water to over 2.5 million people at their homes and businesses.

DCR biologists and environmental scientists sample the streams that feed the reservoirs to identify and resolve potential pollution sources, and to monitor water quality trends. MWRA and DCR scientists sample and analyze water in the reservoirs, and use specialized monitoring buoys to remotely and continuously monitor the reservoirs. These first steps in testing as the water heads to your sink help MWRA operators make decisions on how to manage the reservoirs and set treatment parameters. We are tracking carefully how our changing climate affects our sources to ensure a long-term resilient supply.

A key initial test for 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 2025, typical levels in the Quabbin Reservoir were 0.25 NTU, and the maximum result was 1.21 NTU, which did not affect disinfection effectiveness.

MWRA also tests source 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 waste. All test results were well within state and federal treatment standards. Learn more about test results for waterborne contaminants and their potential health impacts at: mwra.com/moreinfo.

Because New England is seeing both heavier rainstorms and longer dry spells, MWRA carefully manages the Quabbin and Wachusett reservoirs to provide the hundreds of millions of gallons of water the region needs every day even during extended droughts—keeping your water reliable in any forecast.



Treated And Tested: All The Way From The Source To Your Home

How We Treat Your Drinking Water

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 three 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 MWRA and community pipelines to your home.

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).

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.

More Testing In Tanks And Pipes

Once your water is treated, MWRA staff follows and goes beyond EPA requirements and state regulations - testing the water as it leaves the treatment plant and travels through MWRA and community pipes and tanks to your tap. Our sampling teams, chemists, and biologists conduct hundreds of thousands of tests per year for over 120 contaminants at MWRA's four laboratories—you can find the complete list at mwra.com/moreinfo. The table below shows the 2025 results for detected contaminants, confirming the quality of water your community receives from MWRA.

The combination of high-quality protected source water and well-designed and operated treatment means that your water not only meets EPA's safety standards, but it also tastes good. In 2025, MWRA water won the New England regional taste contest. No need for bottled water—it's great right from the tap.


Quabbin Watershed

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	ND–0.008	10	NO	Atmospheric Deposition

Water Quality in Community Systems

	Total Trihalomethanes (THMs) 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 (Avg)		Sodium in mg/L
	Annual Average	Range	Annual Average	Range	Annual Average	Range	Highest Level
Chicopee	62.1	33.3–95.8	50.7	23.3–66.6	0.50	0.01–1.0	14.6
South Hadley FD #1	64.6	35.5–104	33.4	12.3–43.3	0.33	0.02–0.93	8.8
Wilbraham	64.5	34.3–86.6	26.6	10.1–41.1	0.34	0.07–0.91	7.1

KEY: **Contaminant** = any physical, chemical, biological, or radiological substance of matter in water where it does not belong or at levels that could cause harmful effects on humans or the environment. **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.

Your Water is Award-Winning

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

Reducing Lead Exposure


Quabbin Reservoir

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 drinking water at home, school, or work is above the lead Action Level, additional steps to reduce lead may be needed. 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.

Preventing lead exposure is especially important if a pregnant woman or a child lives in your home, but it can also impact the health of your entire family. Lead can affect young children by potentially causing damage to the brain, slowing growth and development, and creating learning or behavior problems. While lead poisoning often comes from paint chips and dust, you can also be exposed through your drinking water. It's important to learn about the health impacts of lead and how to reduce your total exposure. We will be sure to do our part by continuing to provide your community with reliable information, ensuring you can stay informed and updated.

How Lead Enters Drinking Water

MWRA's water is lead-free when it leaves our reservoirs. Water mains that provide water for your community are generally made of iron, steel, or concrete, which do not release lead into your water. However, lead can enter tap water from your service line—the small pipe connecting your home to the water main—if it is made of lead,

lead solder used in plumbing, or from older brass faucets. This is due to corrosion, or wearing away of lead-based materials, which can pose an increased risk of exposure, especially when water sits in the pipes for a long time before it is used.

Treatment Reduces Lead Corrosion

Each of the three CVA communities operate their own corrosion control treatment facilities 24/7 to reduce water's natural tendency to dissolve metals such as lead and copper. This makes water less corrosive, reduces leaching of lead into drinking water, and has substantially decreased levels in tests of tap water since the early 1990s. Learn more about your community's treatment in their enclosed letter and more about lead in drinking water at mwra.com/moreinfo.

Local Tests for Lead and Copper

	Lead in ppb AL = 15 MCLG = 0			Copper in ppb AL = 1300 MCLG = 1300		
	90th Percentile	Range	Samples over AL	90th Percentile	Range	Samples over AL
Chicopee^	1.5	ND–11.6	0 of 30	151	34–165	0 of 30
South Hadley FD #1	4	ND–7.8	0 of 30	27.6	ND–82.9	0 of 30
Wilbraham ^	5.63	0.156–1.66	0 of 30	63.2	14.2–610	0 of 30

KEY: **AL (Action Level)** = The concentration of a contaminant which, if exceeded, triggers treatment or other requirements, which a water system must follow. **90% Value (90th percentile)** = Out of every 10 homes sampled, 9 were at or below this level. ^ Sampled in 2024.

Important EPA Information On Lead

MWRA is responsible for providing high quality drinking water but cannot control the variety of materials used in the plumbing of your home. Lead in drinking water primarily comes from materials and parts used in service lines or your in-home plumbing. MWRA and your local community are working to identify and replace lead service lines. Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children.

Lead levels can vary over time, and exposure is possible even when your tap sampling results do not detect it at one single point in time. You can help protect yourself and your family by taking steps to reduce your family's risk of exposure. This can be done by identifying and removing lead materials within your home plumbing.

You should only use cold water for drinking, cooking, and making baby formula. Before doing so, remember to flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing your laundry, and even washing a load of dishes. Please note that boiling water does not remove lead from water. If you have a lead service line or a galvanized line requiring replacement, you may need to flush your pipes for a longer period. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, can also be effective in reducing lead exposures. Carefully follow the instructions provided with the filter to ensure it is being used properly.

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 www.epa.gov/safewater/lead. Scan the QR code for more information.

Communities Meet Lead Standard In 2025

MWRA and your local water department are required to test local tap water, following EPA and DEP regulations. The EPA rule requires us to collect samples from homes with lead service lines or lead solder, and 9 out of 10 of those homes must have lead levels below the Action Level of 15 parts per billion (ppb).

This testing process provides communities, homeowners, and your local water department with information on whether lead is corroding and mixing with the drinking water. These results do not reflect lead levels in all homes because we target homes with known lead already in their plumbing.

All three CVA communities met the lead and copper Action Levels as shown in the table above. See your community letter for more information.

Finding and Removing Lead

What Is A Lead Service Line?

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. Service lines that combined galvanized iron and lead pipe can also release lead. Lead service lines should be removed entirely to prevent lead in your drinking water.

Where Are They?

Every community has completed an initial inventory of every service line and submitted it to MassDEP. By the end of each year, each community must mail a letter to each property that their records indicated had a lead service line or a galvanized line that could contribute lead. The letter describes the risks of lead and how to get the service line replaced. They also must mail a letter to every property where they did not have information about the service line material with information on how to determine if it was made of lead.

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.

Replacing Lead Service Lines

MWRA and its Advisory Board offer zero-interest loans to member communities to help replace lead service lines through our Lead Service Line Replacement Program. Each MWRA community is empowered to create local strategies for identifying and removing lead service lines, with many already actively replacing these pipes to improve water quality.

To encourage replacement of the portion of the lead service line on private property, MWRA is now offering a 25 percent grant to communities that do the full replacement at no cost to property owners. As of December 2025, MWRA has distributed a total of $72.4 million in Lead Service Line Replacement Loan Program funds to 22 communities. Our goal is to ensure full replacement in all homes by 2032, creating a lead-free future. We encourage you to reach out 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 facilities, and that plumbing may contain lead which can 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 over 47,000 tests from 737 schools and daycares in 49 communities. Results are available on the MassDEP website at: www.mass.gov/dep (search for "lead in schools") or contact your local school department.

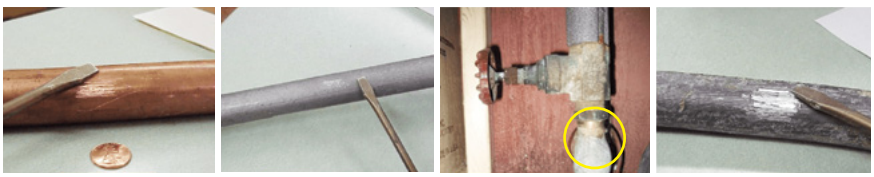
How To Test Your Drinking Water

If you are concerned about lead piping in your home, contact your local water department about testing for lead in your drinking water. For more information on lead, a list of certified laboratories, and sampling instructions, go to mwra.com/moreinfo or scan the QR code below.

Steps To Reduce Lead In Your Home Or Office

- Find out if you have a lead service line, and **get it replaced.**
- **Let the water run** before using it—fresh water tastes better than stale anyway.
- If the water has not been used for more than six 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 1-800-424-LEAD for more information.

Water Service Lines



Copper | Galvanized | Lead With Bulb | Lead

Important Water Quality Takeaways


Quabbin Reservoir, Shaft 12

Sodium and Drinking Water

Sodium in drinking water contributes only a small fraction of a person's overall intake (less than 5%). MWRA and your community test for sodium, and the highest level was 14.6 mg per liter (about four mg per eight-ounce glass of water). This level is considered Very Low Sodium by the Food and Drug Administration (FDA).

Information On Bottled And Tap Water From The EPA

Drinking water, including bottled water, may reasonably be expected to contain small amounts of some contaminants. The presence of these contaminants does not necessarily mean that your water poses a health risk. More information about contaminants and potential health effects can be obtained by going to www.epa.gov/safewaterhotline or contacting MWRA. To ensure that your tap water is safe to drink, MassDEP and the EPA prescribe regulations which limit the amount of certain contaminants in the 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 provide the same protection for public health.

A Message For Vulnerable Populations

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 their 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 at www.epa.gov/safewaterhotline.

Working With Your Community To Test Your Water

Total coliform bacteria come from the intestine of warm-blooded animals, and can be found in soil, plants, or other places. Oftentimes, they are not harmful. However, their presence could be an indicator that harmful bacteria may be present. Every week, MWRA works with local water departments to sample and test 300-500 water samples for total coliform bacteria. If total coliform is detected in more than 5% of water samples in a month, the water system is required to investigate the possible sources and fix any identified problems. If one of these samples test positive, our laboratory staff will run a more specific test for *E. coli,* which is a type of coliform bacteria found in human and animal fecal waste, potentially causing illness. Your community letter will tell you if they were required to do a coliform investigation or found *E. coli.*

Cross Connection Information

A cross-connection occurs whenever the drinking water supply may be in contact with potential sources of contamination. These can include garden hoses, swimming pools, boilers, irrigation systems, or fire protection systems. MassDEP recommends the installation of backflow prevention devices on all hose connections to help protect the water in your home and the town system. For more information on cross connections, please go to mwra.com/moreinfo or scan the QR code.

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 reliable 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 mwra.com/moreinfo, or scan the QR code.

MWRA Meets all PFAS Standards

Since the 1940s, PFAS, or per- and polyfluoroalkyl substances (sometimes called "forever chemicals"), have been used for many purposes—from personal care products and water proofing to firefighting. This continues to be a national concern. Our well-protected sources have shown only trace amounts of these compounds in MWRA water, well below the state PFAS6 standard of 20 parts per trillion and the upcoming EPA standards announced in April 2024. Scan the QR code for results and more details on PFAS.

The sacrifices of the 2500 people who lived in the four towns that were removed to build the Quabbin Reservoir continue to help protect our drinking water, even today. Learn more at MWRA.com/moreinfo.


Winter Maintenance and Repairs

Building and Managing for Reliability

MWRA is focused on ensuring your water remains reliable, even as we face the challenges of aging infrastructure and a changing climate. Reliability means having a "Plan B", to protect public health, provide proper sanitation and fire protection. Our infrastructure is designed thoughtfully so that no single point of failure will stop your water delivery.

A key concept is **redundancy**—separate parallel ways to deliver water that allow us to inspect, maintain and rehabilitate key assets. The Brutsch Water Treatment Facility has multiple treatment elements to allow maintenance or rehabilitation. MWRA added key parallel components to the Chicopee Valley Aqueduct, the 36 and 48 inch pipe that connects your community to the Brutsch Water Treatment Facility to allow each community redundant paths from either the treatment facility or the Nash Hill storage tanks in an emergency. The Nash Hill storage facility has two separate tanks to allow either to be taken out of service for inspection or maintenance. Our goal is to have a resilient system able to provide you uninterrupted service.

MWRA doesn't just manage the big pipes; we help your town stay resilient too. Through zero-interest loans, **MWRA helps communities** replace or rehab aging local mains to prevent leaks and maintain high water quality. We provided $30.5 million to 19 communities for pipeline and other water projects in 2025, and over $651 million since 1998. Together, we are building a system that is ready for whatever the future brings.

Weather-Ready Water

With climate change bringing more intense storms and seasonal droughts, MWRA's huge reservoirs and drought-management planning help ensure a reliable water supply today and for the future. The Quabbin and Wachusett reservoirs can hold a combined 477 billion gallons of water – the equivalent of 6 years of water use.

MWRA and DCR monitor reservoir levels daily: Quabbin levels fluctuate based on precipitation, runoff and water use. Its storage capacity is designed to handle drought conditions, filling during wet and average conditions, and dropping during dry periods, ensuring a reliable, long-term supply of high-quality drinking water for over 2.5 million people, even during extended dry periods.

Water Conservation

Part of what makes our region drought resilient is the dramatic drop in water use since the 1980's. Water use in our region has dropped from over 330 million gallons to around 200 million gallons per day, due to less leaks, water saving appliances, and customers using water wisely. This keeps our reservoirs full, reduces the cost of building and operating our facilities, and protects the environment.

It is important to conserve water wherever you can, both indoors and outdoors. Your support does not go unnoticed. Thanks for your help. Check out the list of actions you can take to help keep our water supply sustainable. For more information and water saving tips, go to mwra.com/moreinfo.

Small changes can have big impacts. Request your free MWRA water conservation kit at: wc.mwra.com/home

Climate Change Action

MWRA has a long-standing commitment to decrease greenhouse gas emissions (GHG) and increase our renewable energy use, supporting our mission to protect public health and promote environmental stewardship. MWRA's resiliency planning combined with our dedication to advance Massachusetts' climate and energy goals has been shown through early investment in energy efficiency, customer conservation, and renewable energy production. MWRA has also invested in future-proofing facilities against increased precipitation and rising sea levels so we can continue to provide reliably and environmentally sound service for decades to come.

Your Water Makes Electricity

Electricity and water do mix! As the water leaves Quabbin Reservoir and heads toward the treatment facility in Ware, some passes through a hydroelectric generator that supplies water to the McLaughlin Fish Hatchery. This creates clean green renewable power, lowers MWRA's costs, and reduces greenhouse gas emissions. This generator is one of five units designed to capture excess energy as water travels from the Quabbin Reservoir all the way to the wastewater treatment plant on Deer Island. Almost 30% of MWRA's electrical use relies on renewable resources, with self-generated power from biomass, hydro, wind, and solar.

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 lowers energy use and cost by decreasing the energy needed to pump, treat and heat water.


Swift River

Help Protect Our Rivers

- Only flush toilet paper—most "flushable wipes" can clog pipes and cause overflows.
- Fats, oil and grease go in the trash, not down the drain.
- Sump pumps and roof drains should connect to a storm drain or a dry well, not the sanitary sewer. Too much clean water can overload the sewer system.

For more information, go to: mwra.com/moreinfo.

South Hadley

Fire Department: 144 Newton Street, South Hadley, MA 01075
Water Department: 438 Granby Road, South Hadley, MA 01075

South Hadley – Fire District No.1 has been fortunate to be one of the original 40 member communities to join the Metropolitan District Commission (MDC) - now the Massachusetts Water Resource Authority (MWRA) - back in 1951. We are a consecutive system of the MWRA and purchase 100% of our water from the Authority. The Authority performs all our water quality testing.

Our water is treated for bacteria and other pathogens utilizing Ultraviolet Light for primary disinfection and Sodium Hypochlorite for secondary disinfection at the Brutsch Water Treatment Facility in Ware, which is managed by the MWRA. Corrosion control and emergency chlorination is done at our Treatment Facility, located on Fuller St. in Ludlow. Sodium Silicate is added for corrosion control. Corrosion control is essential to comply with the federally mandated Lead and Copper Rule. In addition, we utilize a booster chlorination system at our Alvord Street water tank seasonally, between the months of June and November each year, to maintain chlorine residuals in the far end the distribution system.

Each month we are required to collect and analyze samples for total coliform and disinfectant residual. Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We had total coliform rule (TCR) exceedances in July, August and September of 2025, indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct assessment(s) to identify any problems. The assessments are very detailed studies of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system on multiple occasions. We were required to do two Level 1 Assessments and one Level 2 Assessment (a more detailed assessment). All three were completed and submitted to MassDEP on time. We were required to revise our sampling protocol and did so, and also arranged for additional training for our samplers.

Every three years we are required to collect lead and copper samples at higher risk homes. Our most recent sampling round for lead and copper occurred in June of 2025, which entailed sampling 30 residential homes and 2 schools. The following table shows the testing results. Our 90th percentile lead result of 4 parts per billion (ppb) was well under the lead Action level of 15 ppb.

	Range	90th Percentile Value	Action Level	MCLG	Samples Over Action Level
Lead	ND–7.8 ppb	4	15 ppb	0 ppb	0 of 30
Copper	ND–82.9 ppb	27.6	1300 ppb	1300 ppb	0 of 30

We completed the DEP/EPA mandated service line inventory of all 5,058 connections to our system in October 2024. Fortunately, we have no lead or galvanized service lines within the distribution system. The inventory is available upon request at our office.

We used approximately 369 million gallons of water in calendar year 2025. This amount was about 5 percent lower than 2024.

We continue to update our water mains within our replacement program. Water main replacements are prioritized by leak history, pipe type and the annual street paving list provided by the Department of Public Works. This collaboration results in reduced costs and extending pavement integrity. We intend to continue replacing mains as funding and time permits.

Within our water main replacement program, we replaced 800 ft. of 6 inch AC and Cast-iron pipe main on Central Ave. with 8 inch C-909 PVC pipe. All service connections and hydrants on the street was replaced as well. The new main will provide reliability and improved fire protection. We also had the interior of our Alvord St. tank cleaned and inspected to be sure the coating inside the tank is performing well.

These projects were done in-house with our own staff, resulting in significant cost savings and could not have been possible without the coordination of many departments within the town, for which we are grateful.

The Board of Water Commissioners feel strongly that the Water Department – Fire District No.1 is operated very efficiently by providing the rate payers with what they expect from a municipal department at the lowest possible cost.

The Board of Water Commissioners meet monthly at the Water Department Office located at 438 Granby Road. The meetings are posted on our website listed below as well as at the Fire Dept. located at 144 Newton St.

Please take a moment to view our website with historical and frequently updated information about our department. Our capital improvement list was recently added outlining our future projects. Our Board meeting agendas and minutes are also available at the following address www.shdistrict1.org. 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 to inquire about information as well.