



City of Boston
BOSTON WATER AND SEWER COMMISSION

Public Water Supply
3035000

900 Harrison Avenue
Boston, MA 02119
617-989-7000
www.bwsc.org

Dear Customer:

The enclosed report is the annual update on the quality of drinking water supplied to you by Boston Water and Sewer Commission (BWSC or the Commission) in partnership with Massachusetts Water Resources Authority (MWRA). BWSC purchases water from the MWRA's source water reservoirs for distribution to homes and businesses within the City of Boston. This report provides detailed information on those reservoirs, and how the water delivered to Boston meets federal and state testing guidelines.

In addition to the steps taken by MWRA to protect water quality, BWSC has established an on-going infrastructure improvement program. In 2009, the Commission replaced or rehabilitated over 20 miles of water main to improve the long-term quality and reliability of the water system. Performing work on old pipes and valves reduces the occurrences of main breaks and water leakage, ultimately lowering the rates Boston's residents pay. The Commission's other maintenance efforts, along with its water main flushing program, also help to improve system efficiency.

Because BWSC is concerned about lead in tap water, we test twenty-five (25) homes twice a year. We are pleased to report that for six (6) consecutive sampling rounds, the Boston lead sampling results were below the Lead Action Level of 15 ppb, with a September 2009 result of 14.6 ppb. BWSC will continue its efforts to replace lead service lines and improve water quality. Please see Page 5 for more information about lead in tap water.

Although private lead service lines represent less than 5% of BWSC's service connections, BWSC has a program that offers owners of eligible properties the opportunity to participate in the Lead Replacement Incentive Program for the replacement of private lead service lines. For more information about the program contact the BWSC Lead Hotline at 617-989-7888 or visit our website at www.bwsc.org.

Boston Water and Sewer Commission is committed to providing you with the best water possible. We hope that you find this report informative and useful.

Vincent G. Mannering
Executive Director
