

HERE'S TO WATER!

YOUR 2009 DRINKING
WATER TEST RESULTS
FROM THE
MASSACHUSETTS WATER
RESOURCES AUTHORITY



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|--|---|
| <p>This report contains very important information about your drinking water. Please translate it, or speak with someone who understands it.</p> | <p>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.</p> |
| <p>Si usted desea obtener una copia de este reporte en español, llámenos al teléfono 617-788-1190.</p> | <p>この報告書は、重要な飲料水の品質に関する情報を提供しています。この報告書は、お知り合いの方から日本語に訳していただくか、電話でお問い合わせください。</p> |
| <p>La relazione contiene importanti informazioni sulla qualità dell'acqua della Comunità. Tra-durlo o parlarne con un amico che lo comprenda.</p> | <p>この資料では、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読頭を受けてください。</p> |
| <p>O relatório contém informações importantes sobre a qualidade da água da comunidade. Traduza-o ou peça a alguém que o ajude a entendê-lo melhor.</p> | <p>ಈ ಸಂವೇದನೆಯು, ನೀರಿನ ಗುಣಮಟ್ಟದ ಬಗ್ಗೆ ಮುಖ್ಯ ಮಾಹಿತಿಗಳನ್ನು ನೀಡುತ್ತದೆ. ಇದನ್ನು ಅರ್ಥಮಾಡಿಕೊಳ್ಳಲು ಅಥವಾ ಇದನ್ನು ಅರ್ಥಮಾಡಿಕೊಳ್ಳಲು ಸಹಾಯ ಮಾಡಲು ಸಹಾಯ ಮಾಡಲು ಕೇಳಿ.</p> |
| <p>Sprawozdanie zawiera ważne informacje na temat jakości wody w Twojej miejscowości. Poproś kogoś o przetłumaczenie go lub porozmawiaj z osobą, która go dobrze rozumie.</p> | <p>ಈ ಸಂವೇದನೆಯು, ನೀರಿನ ಗುಣಮಟ್ಟದ ಬಗ್ಗೆ ಮುಖ್ಯ ಮಾಹಿತಿಗಳನ್ನು ನೀಡುತ್ತದೆ. ಇದನ್ನು ಅರ್ಥಮಾಡಿಕೊಳ್ಳಲು ಅಥವಾ ಇದನ್ನು ಅರ್ಥಮಾಡಿಕೊಳ್ಳಲು ಸಹಾಯ ಮಾಡಲು ಸಹಾಯ ಮಾಡಲು ಕೇಳಿ.</p> |
| <p>يحتوي هذا التقرير على معلومات هامة عن نوعية مياه الشرب في منطقتك. يرجى ترجمته أو استشر المتكلمين مع صديقك الذي يفهم هذه المعلومات جيداً.</p> | <p>この報告書は、重要な飲料水の品質に関する情報を提供しています。この報告書は、お知り合いの方から日本語に訳していただくか、電話でお問い合わせください。</p> |
| <p>Η έκθεση περιέχει σημαντικές πληροφορίες σχετικά με την ποιότητα του νερού που πίνετε στην περιοχή σας. Παρακαλούμε να το μεταφράσετε ή να το συζητήσετε με τη μελέτη που το κατανοεί καλά.</p> | <p>Bản báo cáo có ghi những chi tiết quan trọng về phẩm chất nước trong cộng đồng quý vị. Hãy nhờ người thông thạo, hoặc hỏi một người bạn biết rõ về vấn đề này.</p> |



This report is required under the Federal Safe Drinking Water Act Public Law 104-182, Section 1414(c)(4)
MWRA PWS ID# 6000000

WHERE TO GO FOR FURTHER INFORMATION

| | | |
|--|--|--------------|
| Massachusetts Water Resources Authority (MWRA) | www.mwra.com | 617-242-5323 |
| Massachusetts Dept. of Environmental Protection | www.mass.gov/dep | 617-292-5500 |
| Department of Conservation and Recreation | www.mass.gov/dcr/watersupply.htm | 617-626-1250 |
| Massachusetts Dept. of Public Health (DPH) | www.mass.gov/dph | 617-624-6000 |
| US Centers for Disease Control & Prevention (CDC) | www.cdc.gov | 800-232-4636 |
| List of State Certified Water Quality Testing Labs | www.mwra.com/04water/html/testinglabs.html | 617-242-5323 |
| Source Water Assessment and Protection Reports | www.mwra.com/sourcewater.htm | 617-242-5323 |
| Information on Water Conservation | www.mwra.com/conservation.html | 617-242-SAVE |

PUBLIC MEETINGS

| | | |
|--|--|--------------|
| MWRA Board of Directors | www.mwra.com/02org/html/boardofdirectors.htm | 617-788-1117 |
| MWRA Advisory Board | www.mwraadvisoryboard.com | 617-742-7561 |
| Water Supply Citizens Advisory Committee | www.mwra.com/02org/html/wscac.htm | 413-586-8861 |



For a large print version of this report, call 617-242-5323.



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DEAR CUSTOMER,

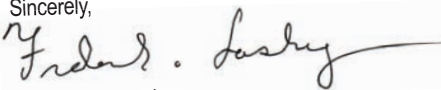
This report contains the 2009 test results on your drinking water. Hundreds of thousands of tests have confirmed that your water quality is excellent.

Over the last 25 years, MWRA has made major improvements to the water system that will ensure the delivery of great water to your tap for decades to come. The major water main break in May really emphasized the importance of this work – and the work that is still left to do.

Fortunately, we were able to get the pipe fixed and the system back to normal within 65 hours. The precautionary boil water order was necessary to ensure your safety. I apologize for the inconvenience and would like to thank you all for your patience and cooperation.

For 2009, MWRA met every standard for 120 contaminants. System-wide, we have been below the Lead Action Level for 12 consecutive sampling rounds. Please see your community's letter for more information on your local water system.

Please take a moment to read this important information. We want you to share our confidence in your drinking water.

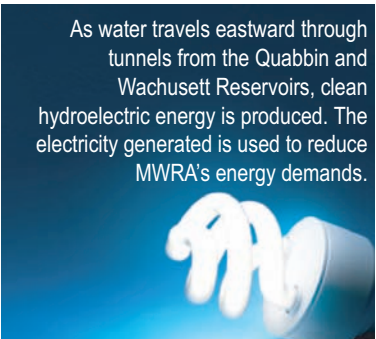
Sincerely,

Frederick A. Laskey
Executive Director

Where does your water come from?

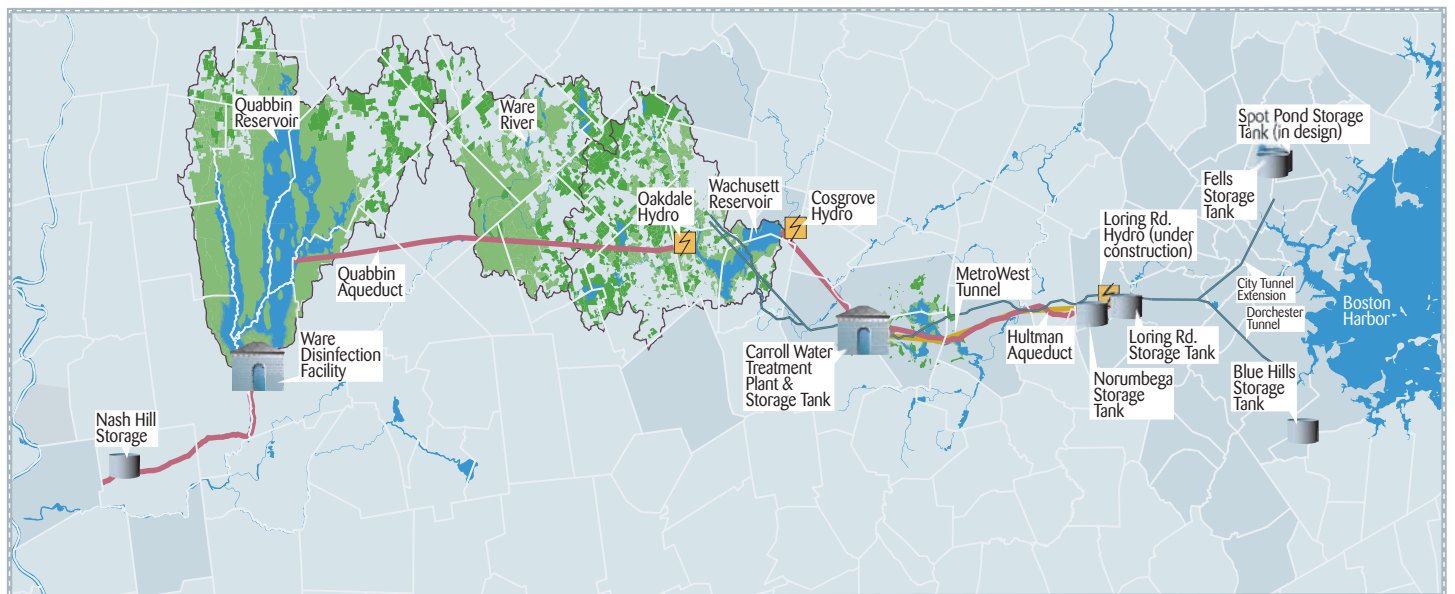
Your water comes from the Quabbin Reservoir, about 65 miles west of Boston, and the Wachusett Reservoir, about 35 miles west of Boston. These reservoirs supply wholesale water to local water departments in 51 communities. The two reservoirs combined supplied about 194 million gallons a day of high quality water to consumers in 2009.

Quabbin and Wachusett watersheds are protected naturally with over 85% of the watersheds covered in forest and wetlands. To ensure safety, the streams and the reservoirs are tested often and patrolled daily by the Department of Conservation and Recreation (DCR). Rain and snow falling on the watersheds - protected land around the reservoirs - turn into streams that flow to the reservoirs. This water comes in contact with soil, rock, plants, and other material as it follows its natural path to the reservoirs. While this process helps to clean the water, it can also dissolve and carry very small amounts of material into the reservoir. Minerals from soil and rock do not typically cause problems in the water. But, water can also transport contaminants from human and animal activity. These can include bacteria, viruses, and fertilizers - some of which can cause illness. The test data in this report show that these contaminants are not a problem in your reservoir's watersheds.

The Department of Environmental Protection (DEP) has prepared a Source Water Assessment Program report for the Quabbin and Wachusett Reservoirs. The DEP report commends DCR and MWRA on the existing source protection plans, and states that our watershed protection programs are very successful and greatly reduce the actual risk of contamination. The report recommends that we maintain present watershed plans and continue to work with the residents, farmers, and other interested parties to maintain the pristine watershed areas.



As water travels eastward through tunnels from the Quabbin and Wachusett Reservoirs, clean hydroelectric energy is produced. The electricity generated is used to reduce MWRA's energy demands.



From the Reservoir to Your Home

WATER TREATMENT

Your water is treated at the John J. Carroll Water Treatment Plant in Marlborough. The first treatment step is disinfection of reservoir water with ozone to kill any pathogens (germs) that may be present in the water. Fluoride is then added to reduce cavities. Next, the water chemistry is adjusted to reduce corrosion of lead and copper from home plumbing. Last, we add mono-chloramine, a mild and long-lasting disinfectant which protects the water while it is in the local pipelines.

MWRA'S IMPROVEMENTS TO WATER SUPPLY

2010 marks the 25th anniversary of the MWRA. In that time, MWRA and our community partners have made improvements to the entire water system: from the the watersheds, to the aqueducts and tunnels, to treatment plants and MWRA and local pipelines. These are the largest investments in the water system since the 1930s. MWRA and our community partners continue to make the necessary investments to maintain and upgrade our facilities. For instance in 2009, MWRA completed the Blue Hills covered storage tank in Quincy.

TESTING YOUR WATER —EVERY STEP OF THE WAY

Test results show few contaminants are found in the reservoir water. The few that are found are in very small amounts, well below EPA's standards. Turbidity (or cloudiness of water) is one measure of overall water quality. It should never be over 5 NTU (Nephelometric Turbidity Units) and can be over 1 NTU only if we can demonstrate that disinfection is not affected. Typical levels at Wachusett Reservoir are 0.35 NTU. In 2009, turbidity was always below both the 5.0 and 1.0 NTU standards, with the highest level at 0.66.

MWRA also tests reservoir water for pathogens - such as fecal coliform, bacteria, viruses, and the parasites *Cryptosporidium* and *Giardia*. They can enter the water from animal or human waste. All test results were well within state and federal testing and treatment standards.

What is Ozone?

Ozone consists of three atoms of oxygen. It is created by applying an electrical current to pure oxygen in a specially designed chamber. Ozone provides better disinfection than chlorine alone, especially against *Cryptosporidium* and other hard to kill germs. It also reduces the amount of potentially harmful chlorine byproducts.

Information About Cross Connections



Massachusetts DEP recommends the installation of backflow prevention devices for inside and outside hose connections. For

more information on cross connections and how to help protect the water in your home as well as the drinking water system in your town, please call 617-242-5323 or visit www.mwra.com/crosscon.html.

FACTS ABOUT SODIUM

Sodium in water contributes only a small fraction of a person's overall sodium intake (less than 10%). MWRA tests for sodium monthly and the highest level found was 37.4 mg/L (about 9 mg per 8 oz. glass). This would be considered VERY LOW SODIUM by the Food and Drug Administration (FDA).

Test Results - After Treatment

EPA and State regulations require many water quality tests after treatment to check the water you are drinking. MWRA conducts tens of thousands of tests per year on over 120 contaminants (a complete list is at www.mwra.com).

The only contaminants found are listed below, and all levels met EPA's standards. The bottom line is that the water quality is excellent.



| 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 | 0.01 | 0.009-0.011 | 2 | No | Common mineral in nature |
| MONO-CHLORAMINE | ppm | 4-MRDL | 1.9 | 0-3.6 | 4-MRDLG | No | Water disinfectant |
| FLUORIDE | ppm | 4 | 1.02 | 0.36-1.2 | 4 | No | Additive for dental health |
| NITRATE [^] | ppm | 10 | 0.14 | 0.06-0.14 | 10 | No | Atmospheric deposition |
| TOTAL TRIHALOMETHANES | ppb | 80 | 12.2 | 1.0-35.4 | ns | No | Byproducts of water disinfection |
| HALOACETIC ACIDS-5 | ppb | 60 | 12.4 | 0-35.4 | ns | No | Byproducts of water disinfection |

KEY: **MCL**=Maximum Contaminant Level. The highest level of a contaminant allowed in water. MCLs are set as close to the MCLGs as feasible using the best available technology. **MCLG**=Maximum Contaminant Level Goal. The level of contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety. **MRDL**=Maximum Residual Disinfectant Level. The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants. **MRDLG**=Maximum Residual Disinfectant Level Goal. The level of a drinking water disinfectant below which there is no known or expected health risk. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contamination. **ppm**=parts per million **ppb**=parts per billion **ns**=no standard [^]As required by DEP, the maximum result is reported for nitrate, not the average.



HOW WOULD I KNOW ABOUT A PROBLEM WITH MY WATER SUPPLY?

MWRA and your local water department keep a close watch on the water supply. If there is a problem with your water, you would get the news by radio, television, newspapers, state and local government, health officials, and from MWRA.

Important Information from EPA and DEP

▶ **Drinking Water and People with Weakened Immune Systems**

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections.

These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

▶ **Contaminants In Bottled Water And Tap Water**

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline (1-800-426-4791) or MWRA. In order to ensure that tap water is safe to drink, the Massachusetts DEP and EPA prescribe regulations which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration (FDA) and the Massachusetts Department of Public Health regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

Tests in Community Pipes

MWRA and local water departments test 300 to 500 water samples each week for total coliform bacteria. These 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. The EPA requires that no more than 5% of the total coliform samples in a month can be positive. If a water sample does test positive, we run more specific tests for *E. coli*, which is a bacteria found in human and animal waste and can cause illness.

RESEARCH FOR NEW REGULATIONS

MWRA has been working with EPA and other researchers to define new national drinking water standards by testing for unregulated contaminants. In order to better understand the water supply and treated water, MWRA has voluntarily been testing for *Cryptosporidium* and *Giardia*.

| Total Coliform Results | | |
|------------------------|---|-----------------------------|
| Community | Highest % of positive samples and month | Violation of EPA's 5% limit |
| Boston | 0.4% (May) | No |
| Chelsea | 2.3% (April) | No |
| Everett | 2.3% (April) | No |
| Framingham | 1.3% (Nov) | No |
| Newton | 1.0% (Feb) | No |
| Somerville | 9.4% (Oct) | Yes* |
| Southborough | 1 of 14 (Sept) | No |
| Waltham | 1.2% (Sept) | No |
| Winthrop | 3.7% (April) | No |
| MWRA | 0.7% (Sept) | No |

| Ongoing Research For New Regulations | | |
|--------------------------------------|-------------------|-------------------|
| Test | Measurement Units | 2009 Average |
| <i>Cryptosporidium</i> | oocysts per 100L | 0.01 [^] |
| <i>Giardia</i> | cysts per 100L | 0.17 |
| NDMA | ng/L | 0.54* |

KEY: ng/L=nanograms per liter (parts per trillion) [^]Proposed treatment threshold is 1 oocyst per 100 liters. *The DEP "guidance value" is 10 ng/L



How Did We Do In 2009?

The table reports test results from 30 communities that receive all of their water from MWRA. Total coliforms were found in nine communities. No *E. coli* was found in any MWRA community in 2009.

* Residents of Somerville should read their community letter for more information.

What You Need to Know About Lead in Tap Water



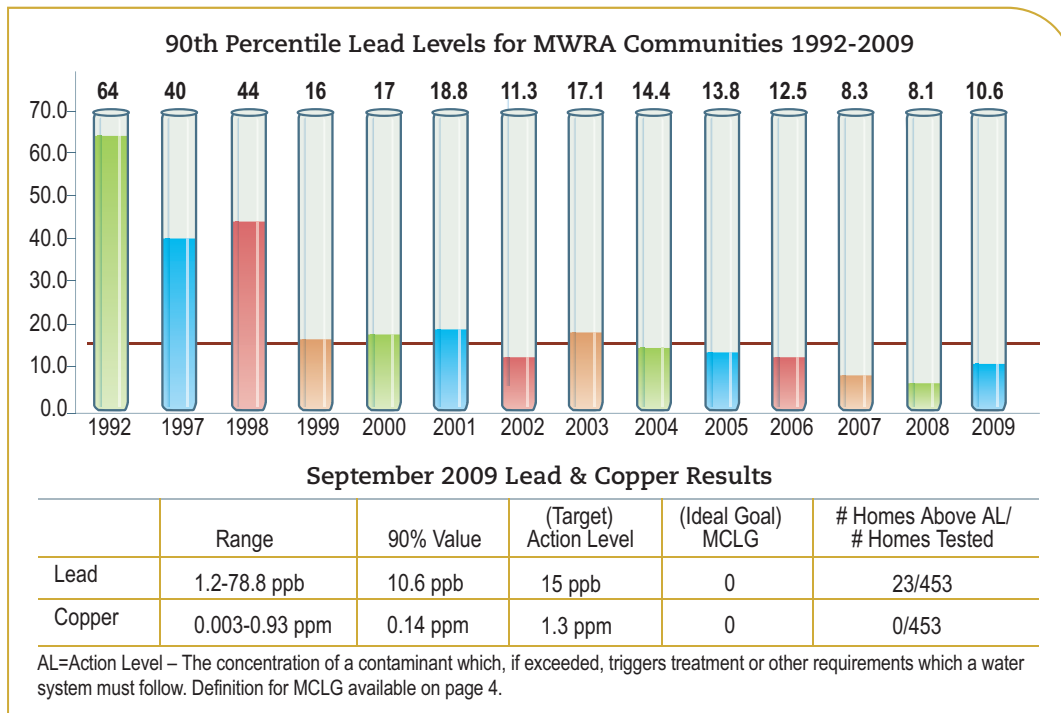
MWRA water is lead-free when it leaves the reservoirs. MWRA and local pipes that carry the water to your community are made mostly of iron and steel, and do not add lead to water. However, lead can get into tap water through pipes in your home, your lead service line, lead solder used in plumbing and some brass fixtures. Corrosion or wearing away of lead-based materials can add lead to tap water, especially if water sits for a long time in the pipes before it is used.

In 1996, MWRA began adding sodium carbonate and carbon dioxide to adjust the water's pH and buffering capacity. This change has made the water less corrosive, thereby reducing the leaching of lead into drinking water. Lead levels found in sample tests of tap water have dropped by over 80 percent since this treatment change.

MWRA MEETS LEAD STANDARD IN 2009

Under EPA rules, each year MWRA and your local water department must test tap water in a sample of homes that are likely to have high lead levels. These are usually homes with lead service lines or lead solder. The EPA rule requires that 9 out of 10, or 90%, of the sampled homes must have lead levels below the Action Level of 15 parts per billion (ppb).

The following results are for the MWRA system. For lead and copper results for your local water supply, please see page 4. All 12 sampling rounds over the past six years have been below the EPA standard. Results for 453 samples taken in September 2009 are shown in the table. 9 of 10 houses were below 10.6 ppb, which is below the Action Level of 15 ppb. Some individual communities had more than one home test above the Action Level for lead. If you live in one of these communities, your town letter will provide you with more information.



What Can I Do To Reduce Exposure To Lead In Drinking Water?

Run the tap until after the water feels cold. To save water, fill a pitcher with fresh water and place in refrigerator for future use.

Never use hot water from the faucet for drinking or cooking - especially when making baby formula or other food for infants.

Ask your local water department if there are lead service pipes leading to your home.

Check your plumbing fixtures to see if they are lead-free. Read the labels closely.

Test your tap water. Contact MWRA at 617-242-5323 or www.mwra.com for more tips and a list of certified labs.



Be careful of places you may find lead in or near your home. Paint, soil, dust, and some pottery may contain lead.

Call the Department of Public Health at 1-800-532-9571 or EPA at 1-800-424-LEAD for health information.

Important Information from EPA About Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. MWRA is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. If your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline at 1-800-426-4791 or at www.epa.gov/safewater/lead.





Water Conservation

Wasting water can add up quickly. On average, each person uses about 65 gallons of water each day. More efficient water use can reduce the impact on the water supply and on your wallet. Here are some ways to make your home and your habits more water efficient

The Inch Rule for Saving Water Outdoors

Most lawn, shrubs, vegetables, and flowers need just one inch of water per week. If there has been an inch of rainfall during the week, you don't have to water at all. Overwatering can actually weaken your lawn by encouraging shallow roots that are less tolerant of dry periods and more likely to be damaged by insects.



Follow Outdoor Water Saving Ground Rules

- Water your lawn (and other landscaping) in early morning or evening to avoid evaporation.
- Be sure sprinklers water only your lawn, not pavement.
- Never water on a windy, rainy, or hot day.
- Never use the hose to clean debris from your driveway or sidewalk. Use a broom.
- Apply mulch around flowers to reduce evaporation, promote plant growth, and control weeds.



How to Find and Fix Leaks

Dripping, trickling, or leaking faucets, showerheads and toilets can waste up to several hundred gallons of water a week, depending on the size of the leaks.

Worn-out washers are the main cause of leaks in faucets and showerheads. A new washer generally costs about 25 cents.



That trickling sound you hear in the bathroom could be a leaky toilet, but sometimes toilets leak silently. **TRY THIS:** Crush a dye tablet and carefully empty the contents into the center of the toilet tank and allow it to dissolve. Wait about 8 to 9 minutes. Inspect the toilet bowl for signs of dye indicating a leak.

If the dye has appeared in the bowl, your flapper or flush valve may need to be replaced. Parts are inexpensive and fairly easy to replace. If no dye has appeared in the 8 to 9 minutes, you probably don't have a leak.

Install a Low-Flow Showerhead and Faucet Aerator

Some showerheads may still use over 5 gallons per minute. A low-flow showerhead uses 2.5 gallons less and can save you over 20 gallons per 10-minute shower. In one year, that's over 7,000 gallons. Faucets can use 2 to 7 gallons of water per minute – a low-flow aerator can reduce the flow by about 25%.

- For more water saving ideas or devices, call 617-242-SAVE or go to www.mwra.com.



THE CITY OF MALDEN, MASSACHUSETTS

Malden Government Center
Two Hundred Pleasant St.
Malden, Massachusetts 02148

Public Water Supply
3248000

Department of Engineering
Planning and Waterworks

Dear Water Customer:

Your water and sewer systems are provided to you through a collaborative effort between the Massachusetts Water Resources Authority (MWRA) and the Malden Waterworks Division. The City works closely with the MWRA on testing and monitoring these systems in order to assure that regulatory standards are met.

The Malden water and sewer systems have been serving the community since the late 1800's. Malden's combined water-sewer charge is among the lowest of all the surrounding communities that participate in the MWRA system.

The Malden Water Department works with the MWRA to test water for lead levels in fifteen homes twice a year. During the July 1, 2009 - December 31, 2009 sampling period, the results of these water tests have shown our 90th percentile level at 16.8 ppb. 2 of 15 sampling sites exceeded the lead Action Level. Malden has taken the following steps to address lead in drinking water: (1) identified all lead service lines in the City to determine which are city-owned; (2) established a program to remove at least 200 of all of the identified city-owned lead service lines on an annual basis; and has (3) offered property owners the opportunity to participate in Malden's lead reduction program. The City in partnership with the Malden Redevelopment Authority (MRA) provides long-term low-interest loans to help homeowners finance the replacement of lead service lines. Persons should call the MRA at 781-324-5720 for more information.

Additionally, the City of Malden through its Engineering and Water Department also offers a free water test to identify lead levels in any house constructed prior to 1985. For more information regarding water testing, or for copies of free educational brochures about the hazards of lead, persons should contact the Malden Engineering and Water Department at 781-397-7040 or visit the MWRA's web site at www.mwra.com.
