



**City of Boston**  
**BOSTON WATER AND SEWER COMMISSION**

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[www.bwsc.org](http://www.bwsc.org)

Public Water Supply  
# 3035000

Dear Customer:

This report is an annual update on the quality of drinking water supplied to you by Boston Water and Sewer Commission (BWSC) in partnership with Massachusetts Water Resources Authority (MWRA). BWSC purchases water from MWRA for distribution to homes and businesses within the City of Boston. This report provides detailed information on the MWRA's system, 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 is continuing to improve the delivery of water by upgrading its infrastructure. In 2010, a comprehensive water distribution study was completed. The study details a progressive approach to improving the water infrastructure, includes detailed recommendations for maintaining water quality standards, outlines new maintenance requirements, and recommends a strategic improvement plan for the next twenty years. In contrast to most long range infrastructure programs, this study incorporates technology and analysis that has resulted in one of the most informed plans any water utility has undertaken.

BWSC remains concerned about lead in tap water and vigilantly monitors lead levels in our drinking water. We test twenty-five homes twice a year, and we are pleased to report that for 2009, 2010, and 2011, the Boston lead sampling results were below the Lead Action Level. In 2011, the test results were 14.7 ppb and 9.03 ppb at the 90th percentile. BWSC continues its efforts to replace lead service lines and thereby improve water quality. Please see page 5 for more information about lead in tap water.

Although private lead service lines represent less than 4% 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. BWSC continues to provide homeowners with financial assistance to offset a portion of the total cost of the lead service replacement. For more information about the program, contact the BWSC Lead Hotline at 617-989-7888 or visit our website at [www.bwsc.org](http://www.bwsc.org).

Boston Water and Sewer Commission is committed to providing you with the best water possible. The public is welcome to comment on water quality issues at our Capital Improvement Program hearing held annually in November. If you would like to attend, visit our website for more information or email us at [pubrel@bwsc.org](mailto:pubrel@bwsc.org).

Vincent G. Mannering  
Executive Director