



City of Boston
BOSTON WATER AND SEWER COMMISSION

Public Water Supply
3035000

Dear Customer:

This report contains 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. Within this report, there is detailed information on the MWRA's system, and how the water delivered to Boston meets both federal and state testing guidelines.

BWSC strives to provide our customers with the best possible water through maintaining a reliable water system. To achieve this, BWSC rehabilitates and replaces old pipes, which reduces the occurrences of water main breaks and leaks. Routine maintenance, an aggressive leak detection program, and the replacement of hydrants and valves also improve overall system efficiency.

EPA requires that no more than 5% of samples in a month may be positive for total coliform. BWSC and MWRA test over 60 samples each week for total coliform. Boston had positive results in only 1.9% of samples during September of 2013; however, all follow-up samples were clear.

BWSC continues to be concerned about the presence of lead in tap water and vigilantly monitors lead levels in our drinking water. We test twenty-five homes once a year, and we are pleased to report that since 2007, the Boston lead sampling results have remained below the EPA Lead Action Level of 15 ppb. In 2013, the test results were 10.7 ppb at the 90th percentile. BWSC continues its efforts to replace lead service lines, thereby improving overall 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 continues to provide the Lead Replacement Incentive Program, which offers owners of eligible properties the opportunity to replace private lead service lines. This program offers homeowners financial assistance to offset a portion of the total cost of the lead service replacement. For more information about this program, contact the BWSC Lead Hotline at (617) 989-7888 or visit our website at www.bwsc.org.

In addition to providing high quality drinking water, BWSC is concerned with improving the quality of stormwater in Boston. As stormwater runs over streets and sidewalks and into storm drains, it can become polluted. Although BWSC has a major role in improving stormwater quality, we cannot meet this goal without assistance from Boston residents. Remember to pick up after your pet, do not put pet waste into catch basins, and keep storm drains on your street clear of trash and debris. Don't dump chemicals or auto fluids into catch basins and report any illegal dumping to Boston Water and Sewer Commission. Following these tips will reduce the amount of pollutants that enter the storm drain system, which leads directly into Boston's waterways.

Any questions regarding the information in this letter may be directed to BWSC's Communications and Community Services Department at (617) 989-7000.

A handwritten signature in black ink that reads "Henry F. Vitale".

Henry F. Vitale
Executive Director/CFO and Treasurer