

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER Monitoring Requirements Not Met for the City of Medford

Our water system violated several drinking water requirements during 2018 to 2021. Even though these were not emergencies, as our customers, you have a right to know what happened and what we did to correct these situations.

*We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During 2018–2021 we did not complete all monitoring or testing for lead and therefore cannot be sure of the quality of our drinking water during that time.*

### What should I do?

There is nothing you need to do at this time.

### What happened?

Our records related to the Lead and Copper Rule for the years 2018 to 2021 were reviewed by EPA and MassDEP in the spring of 2022. That review found that while we sampled each year as required, some of our records were insufficient or inadequate. Because our records of which homes still had lead service lines were not fully up to date, in some cases we monitored locations that did not meet the requirements of the Lead and Copper Rule. Therefore while we collected the right number of samples, they were not all the appropriate "Tier 1" category and cannot be credited towards the requirements.

The table below shows how many samples we were required to sample, how many we took, and how many were of the required Tier 1 category. Collecting fewer than the required number of samples from Tier 1 (lead service line or lead solder) sampling locations is a monitoring violation. Once we were alerted to the violation, we updated our records, and collected the right number of samples from appropriate locations in September/October of 2022

	Required Sampling Frequency	Total Number of Samples Collected	Number of Samples Taken at Required Locations
<b>Lead</b>	Second Round - 2018	15	14 of 15 required
<b>Lead</b>	Every 6 Months - 2019	30	26 of 30 required
<b>Lead</b>	Every 6 Months - 2020	30	28 of 30 required
<b>Lead</b>	Every 6 Months - 2021	30	25 of 30 required

Our violations also included these two related monitoring violations:

1. Failure to collect all samples from the pool of targeted sampling sites identified in the materials evaluation.
2. Samples were collected in accordance with a materials evaluation which had not been updated to reflect that lead service lines were removed. Thus, several locations remained on the sampling plan which were not lead service lines.

When we mailed sample results to the residents who took the samples, we failed to include a date on the letter, and thus could not document that the letters were mailed within the required time frame. This was a reporting violation.

Even though we did not sample at the required Tier 1 locations, Medford exceeded the lead action level during each of the years indicated, and the required educational materials were sent to all residents.

### What Corrective Actions Have We Taken:

1. Medford's service line inventory is now being updated daily. Medford is in the process of completing a complete inventory of every service line using the MassDEP Materials Inventory Spreadsheet that is due by October 2024. We will be beginning a water meter replacement program which will supply us with an improved house side inventory which we will include in our Materials Inventory Spreadsheet.
2. Any new sampling sites will be determined by a visual inspection and photo documentation of the lead service before being adding to our sampling site plan to ensure that we can confirm that they meet the regulatory standards.
3. Medford has improved record keeping for the lead and copper program: all files will be digitally stored and cloud based.
4. Letters to homeowners or school representatives with sample results will have a date of mailing or hand delivery included on the letter.

We also had a recording keeping violation. We are required to keep and have readily available 12 years of records indicating that we provided sample results to customers. We could not readily provide these to MassDEP when requested, which resulted in a record keeping violation. Going forward, we will maintain appropriate readily accessible files.

For more information, please contact Dan Stoneking at 781-393-2502 or email at [dstoneking@medford-ma.gov](mailto:dstoneking@medford-ma.gov).

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you via the on-line version of the Annual Water Quality Report