

WARE WATER WORKS

AT YOUR SERVICE™

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NEWSLETER FROM THE WARE WATER DEPARTMENT

Drink Tap Water

Where does my drinking water come from?

The sources of Ware's Drinking Water come from a collection of groundwater wells numbered 1, 2, 3, 4 & 2 Replacement & 3 Replacement. These wells are located between Barnes, Eagle and Pleasant Streets.

Groundwater Well 5 is located off Route 32 near the Ware River.

The Cistern is the original Town source and is a dug well located on Barnes Street.

"It's good for You"



Lead and Copper Detections

Director's Tip... Flush before you fill....

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. Ware Water Division (WWD) is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When 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 or at (1-800-426-4791).

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Ware Water Division

"at your service"

Office Hours M-F 9:00am-4:00pm

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Health Effects of Some Contaminants

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 U.S. Environmental Protection Agency (EPA) Safe Drinking Water Hotline (1-800-426-4791).



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 from their health care providers. EPA/ CDC guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791)

Sources of Drinking Water and Drinking Water Contaminants

Sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.

Inorganic contaminants, such as salts and metals which can be naturally- occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining and farming.

Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban storm water runoff and residential uses.

Organic chemical contaminants, including synthetic and volatile organic chemicals which are by-products of industrial processes and petroleum production and can also come from gas stations, urban storm water runoff and septic systems.

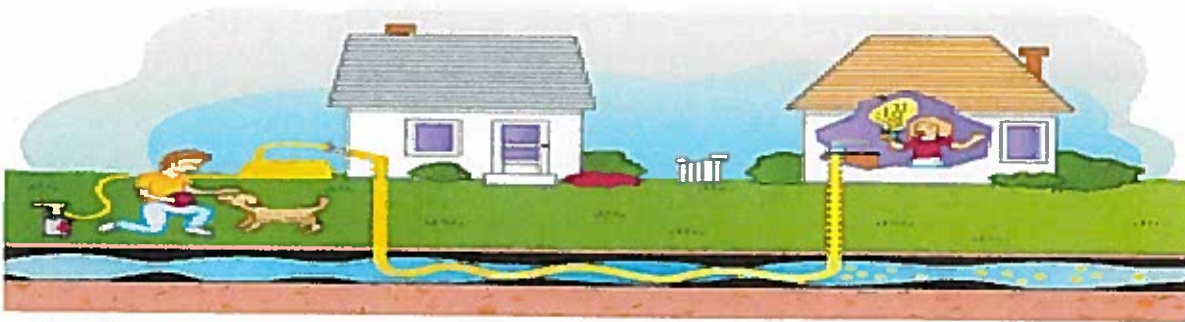
Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the MA Department of Environmental Protection (DEP) and EPA prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) and the MA Department of Public Health (DPH) regulations establish limits for contaminants in bottled water that must provide the same protection for

Source Water Assessment

Our wells draw their water from source water protection areas along Barnes Street, Pleasant Street and Gilbertville Road (Route 32). Potential sources of contamination in these areas are associated with a variety of commercial, residential and agricultural land uses as well as transportation corridors. DEP has assessed these areas as medium and high and they could be susceptible to potential contamination from fertilizers, pesticides and underground storage tanks. For a full copy of the DEP Source Water Assessment Report for our system, call us or download it at

<http://www.mass.gov/eea/docs/dep/water/drinking/swap/wero/1309000.pdf>.



Protecting Against Cross Connections

What is a "cross-connection"?

A cross-connection is a permanent or temporary piping arrangement which can allow your drinking water to be contaminated if backflow occurs.

Cross connections can occur in many residential, commercial and institutional settings and are often associated with boilers, air conditioning units, fire sprinklers, lawn irrigation, solar heaters, chemical sprayers/storage, auxiliary wells, lab equipment, submerged piping, cooling towers, soda fountains, mop sinks, heat exchangers, soap injectors, etc.



What is "backflow"?

Backflow is when the water flows in the opposite direction from normal. With the direction of flow reversed, due to a change in pressures, contaminants may enter the town's water system through cross-connections.

A potentially hazardous cross-connection occurs every time someone uses a garden hose sprayer to apply insecticides or herbicides to their lawn. Another cross-connection occurs when someone uses a garden hose to clear a stoppage in their sewer line. Without a backflow prevention device between your hose and hose bibb (spigot or outside faucet), the contents of the hose and anything it is connected to can backflow into the piping system and contaminate drinking water throughout the town.

Backflows and cross-connections are serious plumbing problems. They can cause sickness and even death. However, they can be avoided by the use of proper protection devices such as air gaps, pressure vacuum breakers, reduced pressure valves and double check valves. The type of device used depends on the degree of health hazard. For example, hose-bibb vacuum breakers (photo above) are simple, inexpensive and easy to find, and should be installed on every home spigot.

More complex backflow prevention devices are often needed for businesses and municipal facilities. These devices are tested on an annual or semi-annual basis. If you own one or more of these devices, please refer to State Regulation 310 CMR22.22 to fully understand your maintenance responsibilities.

For more information on cross connection control in your home or business, please contact the water DPW Water Division @ 413-967-9620.

Hydrants are an important part of your water system



Hi, I am flushed two times a year both spring & fall. I dump water to improve water quality and make sure I'm available if needed. I would really like to be taken care of in the winter. Please take the time to shovel me out. The life I save could be yours.

Plain Talk About Your Drinking Water

Is water with chlorine in it safe to drink?

Yes, although some object to the taste it has been used for disinfecting water supplies since the 1930's . Try chilling tap water in a glass container. It's so good.

Is it safe to drink water form my garden hose?

No, a standard garden hose has many chemicals in it to keep it flexible. A white flexible hose used for camping is acceptable.

We have Asbestos-cement pipes in the street. Are they safe?

Yes, the interior of the pipe is lined with cement and the asbestos fibers are used to give the pipe strength on it's outside wall. It never comes in contact with drinking water.

How often am I billed & How long do I have to Pay ?

Residents are billed quarterly February 1, May 1, August 1, and November 1. The water and sewer usage is for the three previous months prior to the billing date.

Residents have 30 days from the billing date to make payment . The DPW then issues a demand notice for payment and interest begins to accrue beyond the 30 day period.

Multiple hydrants and valves will be repaired.

Construction of your Iron & Manganese removal plant is scheduled to break ground this year, with completion in 2019.



Field work may cause delays and interruption of water service

Your patience is greatly appreciated

2017 Water Quality Testing Results

Reportable detections of contaminants from the most recent annual round of testing done within the last five years in accordance with the regulations are included below. We are committed to providing you the best water quality available and encourage you to contact us with any questions. Your drinking water continues to meet all applicable state and federal health standards.

Contaminate	Highest Detected	Range Detected	Average Detected	MCL or SMCL	MCLG or ORSG	Violation (Y/N)	Possible Sources
Perchlorate (ppb)	.28	0.06 – 0.28	0.17	2.0		N	Rocket propellants, fireworks, munitions, flares, blasting agents
Nitrate (ppm)	1.4	0.16-1.4	0.78	10	10	N	Runoff from fertilizer, leaching from septic tanks; erosion of natural deposits
Barium (ppm)	.0024	.0018-0.024	.0021	2	2	N	Erosion of natural deposits
Contaminate	# of Sites Sampled	# of Sites Above AL	90th Percentile	AL		Violation (Y/N)	Possible Sources
Lead (ppb)	20	0	4.0	15		N	Corrosion of lead solder in household plumbing; erosion of natural deposits
Copper (ppm)	20	0	.194	1.3		N	Corrosion of lead solder in household plumbing; wood preservatives
Unregulated & Secondary Contaminate	Highest Detected	Range Detected	Average Detected	MCL or SMCL	MCLG or ORSG	Violation (Y/N)	Possible Sources
Sodium (ppm)	30	16-30	23	None	20	N	Runoff from winter road deicing
Manganese (ppb)	197	110 - 197	154	50	300	N	Erosion of natural deposits
Iron (ppm)	0.602	0.195 - 0.602	0.399	0.3	None	N	Naturally present in the environment
Haloacetic Acids (HAA5)	1.1	1.1	1.1	60	N/A		Byproducts of drinking water disinfection
Total TriHaloMethanes (TTHM)	0	0	0	80	N/A		Byproducts of drinking water disinfection

Monitoring and Reporting Requirements:

A fecal indicator, enterococci, was detected in a sample from the cistern on Friday May 26, 2017. Ware was notified of the result on Tuesday May 30, 2017. Customers of the Ware Water Department were notified on May 30, 2017 of the detection of *Enterococci*, in a routine water sample collected from our cistern well. A *boil order* was instituted for the system. Residents were informed that chlorinated water is regularly delivered to your drinking water taps, none of our chlorinated water samples contained bacteria and we immediately increased the level of chlorine in the system. On May 31, five samples returned clean of *Enterococci*, and the order was lifted.

Maximum Contaminant Level or MCL: The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to MCLGs (see below) as feasible using the best available technology.

Maximum Contaminant Level Goal or MCLG: The level of a contaminant in drinking water below which there is no known or expected health risk. MCLGs allow for a margin of safety.

Action level or AL: The concentration of a contaminant that, if exceeded, triggers treatment or other requirements, which a water system must follow.

Office of Research & Standards Guideline or ORSG: Health-based guidance level for a contaminant without an MCL.

90th Percentile: Out of every 20 homes tested, 18 were at or below this level.

Units: Milligrams/Liter or mg/l = parts per million, Micrograms/Liter or ug/l = parts per billion,