

## 2020 Annual Drinking Water Quality Report

for the

### Chester Water Department

Public Water System (PWS) ID # 1059000

This report summarizes the quality of the drinking water that we provided in 2020. Included are details about where your water comes from, how it is treated, what it contains, and how it compares to state and federal standards. We are committed to providing you with this information because you have a right to know about the quality of the water you use, and informed customers are our best allies. This report is also known as the 2021 Consumer Confidence Report (CCR).

#### HIGHLIGHTS:

- ***Does My Drinking Water Meet Current Health Standards?***

The water quality data collected and reported by our Licensed Operator to the Massachusetts Department of Environmental Protection (MassDEP) indicate that all current health standards were met in 2020.

- ***Were there any regulatory violations in 2020?***

There were no citations for violating any water quality standards, but there was one Monitoring and Reporting violation. The Town of Chester received a Notice of Noncompliance from the MassDEP on February 11, 2020 for missing the required annual monitoring for synthetic organic chemicals (SOCs) during the third quarter of 2019. The samples were instead collected on February 17, 2020, and all SOC results were non-detect.

- ***What are we doing to improve the water?***

We continually maintain our system, and in 2020 replaced the three filter effluent valves, and rehabbed the Austin Brook Reservoir gatehouse. We also hired an expert water quality consultant (Water Compliance Solutions, LLC of Leominster, MA) to conduct an independent evaluation of our drinking water system, and to guide us in developing a Strategic Plan for the future. We have started implementing the resulting recommendations. Please review the Strategic Plan on the Town website to learn about our planned technical, managerial, and financial improvements.

#### I. PUBLIC WATER SYSTEM INFORMATION

Name: Chester Water Department  
 Address: 15 Middlefield Road, Chester, MA 01011  
 Contact Person: Kathe Warden, Town Administrator  
 Telephone #: 413-354-7760 Fax #: 413-354-2268  
 Internet Address: <https://townofchester.net/water-department>

#### Water System Operations

Our water system is routinely inspected by the Massachusetts Department of Environmental Protection (MassDEP) to ensure we have the technical, managerial, and financial capacity to provide safe drinking water to you. To ensure that we continuously provide high-quality water, a Massachusetts certified licensed operator oversees system operations, checks the treatment plant, tests the water, and records data every day of the year including weekends and holidays.

#### Opportunities for Public Participation

If you would like to participate in discussions regarding your water quality, you may attend the meetings of the Water Board, held the 2<sup>nd</sup> and 4<sup>th</sup> Mondays of each month and additional Mondays as needed at 6:00pm during the Board of Selectmen meetings. The current Water Commissioners are John Baldasaro, Barbara Huntoon, and Rich Holzman. Please call and make an appointment so enough time can be provided for you. In the event of an emergency during the day please call the Highway Department first at 413-354-2276 and then the Town Administrator at 413-354-7760. If you are unable to reach either office, please call the Primary Water Operator, Bernard St. Martin at 413-207-1112.

#### II. YOUR DRINKING WATER SOURCE

##### Where Does Our Drinking Water Come From?

The Chester Water System is supplied by two surface water sources known as Horn Pond and Austin Brook Reservoir. The main water source is Horn Pond, which is located in Becket and flows by gravity through a pipe to the water treatment plant and then into town. The treatment plant is located one mile west of the center of town next to Austin Brook Reservoir, which serves as the backup water supply. These are both high-quality water sources, located within small, largely undeveloped watersheds.



## How Are These Water Sources Protected?

MassDEP prepared a Source Water Assessment Program (SWAP) report in 2003 for the water supply sources serving this water system to assess their susceptibility for contamination. Horn Pond was rated as having "high" susceptibility and Austin Brook Reservoir as having "moderate" susceptibility based largely on watershed land ownership and potential illegal access to the watersheds. *The complete SWAP report is available at the Town Hall; call the Chester Water Department at 413-354-7760.*



Horn Pond

***It is imperative that all consumers take responsibility for the safety of the water in their charge.*** If you have problems with your plumbing, please repair it in a timely manner to reduce the cost of wasting treated water. If you become aware of a problem in the system, such as a line break or leaky service connection, please contact the Water Department immediately.

## How Is the Water Treated?

Our water system makes every effort to provide you with safe, clean drinking water. To improve the quality of the water delivered to you, we treat it to remove several contaminants. We use three slow sand filters for treatment of the raw water. Small particles and organisms such as sediment, algae and bacteria can cause water to take on unpleasant odors or tastes, and sometimes make it unhealthy to drink. To remove this material, it is necessary to pass it through a sand filter bed that has several feet of sand. Water is applied to the top of the filter and passes slowly through the sand. This traps most of the particles, and bacteria in the sand degrade organic chemicals. Over time, the sand filter starts to clog. When this happens, it is necessary to remove the top 1/2-inch of the filter which is done manually with rakes.

Only two chemicals are added to the water during treatment. Sodium hypochlorite (bleach, NaOCl) is added to the filtered water to provide chemical disinfection and protect you against microbial contaminants. Sodium hydroxide (caustic soda, NaOH) is then added to the water to raise the pH from an initial median value of 5.8 up to about 7.4 so that the water will be less corrosive to the distribution pipes and household plumbing. That helps to minimize the potential for lead and copper to leach from those materials into the water.

The water quality of our system is monitored by us and reviewed by MassDEP to determine the effectiveness of the water treatment system and to determine if any additional treatment is required. We monitor continuously at the treatment plant for filtered water turbidity, and for finished water pH and chlorine residual. We also monitor regularly for a wide variety of contaminants in both the finished water and in the distribution system. Monitoring results are presented in Section V.

## III. SUBSTANCES FOUND IN DRINKING WATER

**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.

**All 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 at 800-426-4791.

### 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 stormwater runoff, industrial, or domestic wastewater discharges, oil and gas production, mining, or farming. Periodic yellow to brown discoloration of our water is due to naturally occurring manganese and is not a health concern.
- Pesticides and herbicides - which may come from a variety of sources such as agriculture, urban stormwater 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 stormwater runoff, septic systems, etc.
- 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 Massachusetts Department of Environmental Protection (MassDEP) and U.S. Environmental Protection Agency (EPA) prescribe regulations which limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) and Massachusetts Department of Public Health (DPH) regulations (105 CMR 500.000: *The Manufacture, Collection, and Bottling of Water and Carbonated Nonalcoholic Beverages*) establish limits for contaminants in bottled water that must provide the same protection for public health.

**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/Centers for Disease Control and Prevention (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 (800-426-4791).

#### IV. IMPORTANT DEFINITIONS

- Maximum Contaminant Level (MCL) – The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.
- Maximum Contaminant Level Goal (MCLG) – The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
- Secondary Maximum Contaminant Level (SMCL) – These standards are developed to protect the aesthetic qualities of drinking water and are not health based.
- Maximum Residual Disinfectant Level (MRDL) -- The highest level of a drinking water disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
- Maximum Residual Disinfectant Level Goal (MRDLG) -- The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
- Treatment Technique (TT) – A required process intended to reduce the level of a contaminant in drinking water.
- Action Level (AL) – The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
- 90<sup>th</sup> Percentile – Out of every 10 homes sampled, 9 were at or below this level.
- Variances and Exemptions – State or EPA permission not to meet an MCL or a treatment technique under certain conditions.
- Massachusetts Office of Research and Standards Guideline (ORSG) – This is the concentration of a chemical in drinking water, at or below which, adverse health effects are unlikely to occur after chronic (lifetime) exposure. If exceeded, it serves as an indicator of the potential need for further action.
- Units and acronyms used:

|       |   |   |
|-------|---|---|
| ppm   | = | parts per million, or milligrams per liter (mg/l) |
| ppb   | = | parts per billion, or micrograms per liter (µg/l) |
| ppt   | = | parts per trillion, or nanograms per liter (ng/L) |
| pCi/L | = | picocuries per liter (a measure of radioactivity) |
| LRAA  | = | Locational Running Annual Average                 |
| NTU   | = | Nephelometric Turbidity Units                     |
| ND    | = | Not Detected                                      |
| N/A   | = | Not Applicable                                    |

#### V. WATER QUALITY TESTING RESULTS

##### What Do These Data Represent?

The water quality information presented in the table(s) are from the most recent testing done in accordance with the regulations. All data shown was collected during the last calendar year (2020) unless otherwise noted in the table(s).



**A. Treated Water Quality (before leaving the treatment plant):**

**Filter effluent turbidity (monitored to evaluate performance of the slow sand filters):**

| Regulated Contaminant | Date collected | MCL                               | MCLG | Level Found | Range of Detections | Violation (Y/N) | Typical Source(s) of Contaminant |
|-----------------------|----------------|-----------------------------------|------|-------------|---------------------|-----------------|----------------------------------|
| Turbidity (NTU)       | continuous     | TT = 5 NTU                        | N/A  | 0.16        | 0.01 – 0.16         | No              | Suspended particles              |
|                       |                | TT = percentage of samples <1 NTU |      | 100%        | N/A                 | No              |                                  |

**Chlorine Disinfectant Residual (as measured at the point of entry to the distribution system):**

| Contaminant                 | Date(s) Collected | Highest Detect | Range Detected | MCL or MRDL | MCLG or MRDL | Violation (Y/N) | Typical Source(s) of Contaminant        |
|-----------------------------|-------------------|----------------|----------------|-------------|--------------|-----------------|---|
| Chlorine disinfectant (ppm) | continuous        | 2.6            | 0.24 – 2.6     | N/A         | N/A          | No              | Water additive used to control microbes |

**Radioactive Contaminants and Nitrate:**

| Regulated Contaminant                      | Date(s) Collected | Highest Detect | Range Detected | MCL | MCLG | Violation (Y/N) | Possible Source(s) of Contamination   |
|--|-------------------|----------------|----------------|-----|------|-----------------|---|
| Gross Alpha (pCi/L) (minus uranium)        | 7/21/2015         | 0.88           | N/A            | 15  | 0    | No              | Erosion of natural deposits   |
| Radium 226 & 228 (pCi/L) (combined values) | 7/21/2015         | 0.95           | N/A            | 5   | 0    | No              | Erosion of natural deposits   |
| Nitrate (ppm)                              | 6/2/2020          | 0.13           | N/A            | 10  | 10   | No              | Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits |

**Secondary Contaminants (aesthetic contaminants):**

| Secondary Contaminants | Date(s) Collected     | Result or Range Detected | Average Detected | SMCL | ORSG                      | Possible Source(s) of Contamination               |
|------------------------|-----------------------|--------------------------|------------------|------|---------------------------|---|
| Iron (ppb)             | 9/23/2020, 11/24/2020 | < 50 – 79                | 52               | 300  | None                      | Naturally occurring, corrosion of cast iron pipes |
| Manganese (ppb)        | 9/23/2020, 11/24/2020 | 22 - 78                  | 50               | 50   | Health Advisory = 300 ppb | Erosion of natural deposits                       |

**Unregulated contaminants (those for which EPA has not established drinking water standards):**

| Unregulated Contaminants             | Date(s) Collected | Result or Range Detected | Possible Source(s) of Contamination   |
|--------------------------------------|-------------------|--------------------------|---|
| Sodium (ppm)                         | 6/2/2020          | 7.18                     | Natural sources; runoff from use as salt on roadways; by-product of treatment process |
| Hardness (ppm as CaCO <sub>3</sub> ) | 11/24/2020        | 12                       | Natural sources of calcium and magnesium  |

***B. Distribution System Water Quality (samples collected from homes or businesses):***

**Bacteria and chlorine disinfectant levels (monitoring for the Revised Total Coliform Rule):**

| Regulated Contaminant       | Date(s) Collected | Highest Detect | Range Detected | MCL or MRDL        | MCLG or MRDLG | Violation (Y/N) | Possible Source(s) of Contamination     |
|-----------------------------|-------------------|----------------|----------------|--------------------|---------------|-----------------|---|
| Total coliform bacteria     | monthly           | absent         | absent         | TT                 | -----         | No              | Naturally present in the environment    |
| <i>E. coli</i> bacteria     | monthly           | absent         | absent         | confirmed positive | zero          | No              | Naturally present in the environment    |
| Chlorine disinfectant (ppm) | monthly           | 0.33           | 0.04 – 0.33    | 4                  | 4             | No              | Water additive used to control microbes |

**Lead and Copper:**

| Regulated Contaminant | Date Collected | 90 <sup>th</sup> Percentile | Action Level (AL) | MCLG | # of Sites Sampled | # of Sites Above the AL | Exceeds AL? | Possible Sources                |
|-----------------------|----------------|-----------------------------|-------------------|------|--------------------|-------------------------|-------------|---------------------------------|
| Lead (ppb)            | 9/17/2020      | 4.7                         | 15                | 0    | 10                 | 0                       | no          | Corrosion of household plumbing |
| Copper (ppm)          | 9/17/2020      | 0.10                        | 1.3               | 1.3  | 10                 | 0                       | no          | Corrosion of household plumbing |

Sampling from approved locations is conducted to ensure that the locations with the greatest likelihood of contributing lead and copper to the drinking water supply are evaluated and compared to the lead and copper action levels.

**INFORMATION ABOUT LEAD IN DRINKING WATER:** 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. The Chester Water Department 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 <https://www.epa.gov/ground-water-and-drinking-water/basic-information-about-lead-drinking-water>.

**Disinfection Byproducts:**

| Regulated Contaminant               | Date(s) Collected | Highest Detect | Range Detected | Highest Average (LRAA)*      | MCL or MRDL          | MCLG or MRDL | Violation (Y/N) | Possible Source(s) of Contamination      |
|-------------------------------------|-------------------|----------------|----------------|------------------------------|----------------------|--------------|-----------------|--|
| Total Trihalomethanes (TTHMs) (ppb) | quarterly         | 92             | 43 - 92        | 67 (2 <sup>nd</sup> quarter) | 80 (compare to LRAA) | -----        | No              | Byproduct of drinking water chlorination |
| Haloacetic Acids (HAA5) (ppb)       | quarterly         | 51             | 3.7 - 51       | 33 (4 <sup>th</sup> quarter) | 60 (compare to LRAA) | -----        | No              | Byproduct of drinking water disinfection |

\*LRAA = Locational Running Annual Average

**INFORMATION ABOUT TRIHALOMETHANES IN DRINKING WATER:** Trihalomethanes are a by-product of drinking water disinfection. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.



## VI. COMPLIANCE WITH DRINKING WATER REGULATIONS

### Does My Drinking Water Meet Current Health Standards?

The water quality data collected and reported by our Licensed Operator to the MassDEP indicate that all current health standards were met in 2020.

### Drinking Water Quality Violations

We are committed to providing you with high quality water that is safe for your use. We are required to monitor our drinking water for specific contaminants on a regular basis. Results of regular monitoring are indicators of whether or not our drinking water meets health standards.

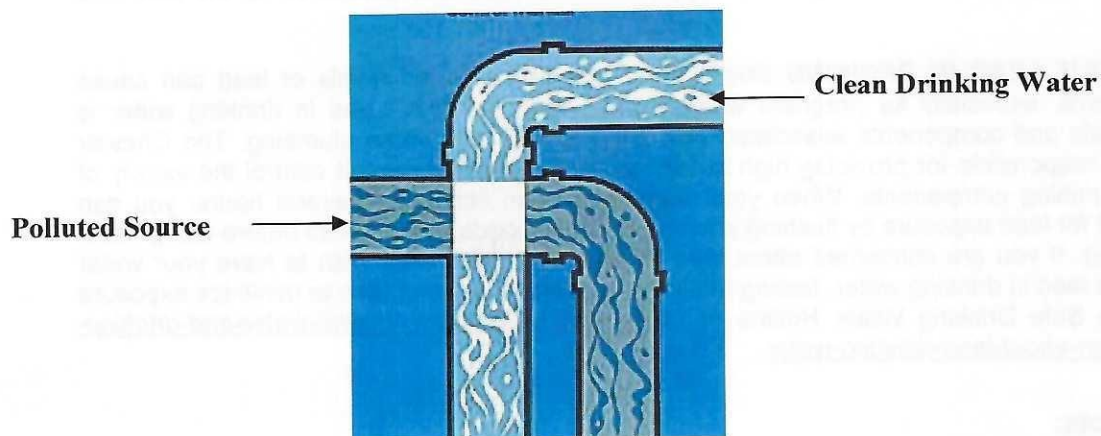
We are required to submit to MassDEP a series of reports each month documenting daily performance of the treatment system. This includes reports for filter turbidity, chlorine disinfection, and pH adjustment. In addition, as a public water supply with a surface water source, we are required to monitor for coliform bacteria and disinfectant residual in the distribution system and report this information monthly to MassDEP. This measurement tells us whether we are maintaining sufficient chlorine disinfectant in the distribution system pipes. If the amount of disinfectant is too low, bacteria or other organisms could grow in the pipes.

*The Town of Chester received a Notice of Noncompliance from the MassDEP on February 11, 2020. The violation was for missing the required annual monitoring for synthetic organic chemicals (SOCs) during the third quarter of 2019. The samples were instead collected on February 17, 2020, and all SOC results were non-detect.*

## VII. EDUCATIONAL INFORMATION

### Cross Connections are hazardous to our drinking water!

Please help us protect our drinking water by eliminating cross connections.



### What is a Cross Connection and What Can I do About it?

A cross connection is a connection between a drinking water pipe and a polluted source. The pollution can come from your own home. For instance, you are going to spray fertilizer on your lawn. You hook up your hose to the sprayer that contains the fertilizer. If the water pressure drops (say because of fire hydrant use in the town) when the hose is connected to the fertilizer, the fertilizer may be sucked back into the drinking water pipes through the hose. Using an attachment on your hose called a backflow-prevention device can prevent this problem.

The Chester Water Department recommends the installation of backflow-prevention devices, such as a low-cost hose bib vacuum breaker, for all inside and outside hose connections. You can purchase this at a hardware store or plumbing supply store. This is a great way for you to help protect the water in your home as well as the drinking water system in your town. For additional information on cross connections and on the status of your water system's cross connection program, please contact the Water Department at 413-354-7760.