



2017 Annual Water Quality Report

Fitchburg DPW – Division of Water Supply

Fitchburg, Massachusetts

MA DEP PWS ID# - 2097000

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Opportunity for Public Involvement: Meetings of the Fitchburg Water & Wastewater Commission are typically held on the second Wednesday of each month at the J.A. Provenzial Water Treatment Facility, 1200 Rindge Road, Fitchburg, MA 01420

The Fitchburg DPW - Division of Water Supply is pleased to present you with our 2017 annual water quality report, also called a Consumer Confidence Report (CCR), that provides details about your drinking water. Within this report you will find information about where your water comes from, what it contains, and how it compares to State and Federal drinking water standards. Your water system is routinely inspected by the Massachusetts Department of Environmental Protection (MA DEP) to determine that it has the technical, financial, and managerial capacity to provide safe drinking water to you. To ensure that we provide the highest quality of water possible, your water system is operated by Massachusetts certified operators who oversee the day to day operations of the water system. We are proud to report that, after having completed more than 10,000 tests over the course of the year, your drinking water met or exceeded all State and Federal standards during 2017.

Fitchburg's Drinking Water Sources

The City of Fitchburg has a total of 7 surface water reservoirs from which it can withdraw water. Together they have a storage capacity of more than 4.8 billion gallons of water! The following table lists the City's reservoirs and their location.

Source Name	MA DEP Source ID #	Source Type	Location of Source
Bickford Pond	2097000-09S	Surface Water	Hubbardston/Princeton
Fitchburg Reservoir	2097000-11S	Surface Water	Ashby
Lovell Reservoir	2097000-04S	Surface Water	Fitchburg
Mare Meadow Reservoir	2097000-06S	Surface Water	Hubbardston/Westminster
Meetinghouse Reservoir	2097000-01S	Surface Water	Westminster
Scott Reservoir	2097000-02S	Surface Water	Fitchburg
Wachusett Lake	2097000-03S	Surface Water	Westminster

Is Fitchburg's Water Treated?

The City makes every effort to provide you with safe and pure drinking water. The City has two filtration plants, the J.A. Provenzial and Regional Water Treatment Facilities, which treat and distribute water to Fitchburg residents. Water is also supplied to the Town of Westminster from the Regional Water Treatment Facility. Each of the plants utilize a two-step filtration process to remove any contaminants such as sediment, algae, and bacteria from the source waters. A disinfectant (chlorine) is added to protect you against microbial contaminants and the water is also treated to reduce the potential for lead and copper to leach from building plumbing systems. Fluoride is also added in minimal concentrations to aid in dental health and hygiene. Water quality at the treatment facilities is constantly monitored by us and MA DEP to verify the effectiveness of the existing water treatment systems and to determine if any additional treatment is needed.

• *Este informe contiene informacion importante acerca de su agua potable. Haga que alguien lo traduzca para usted, o hable con alguien que lo entienda.*

Source Water Assessment and Protection (SWAP) Program

Massachusetts Department of Environmental Protection (MA DEP) has completed a source water assessment and protection (SWAP) program report for the City's water supply sources. SWAP reports assess the susceptibility of public water supply sources. MA DEP's 2002 SWAP report ranked Fitchburg's reservoirs as having high susceptibility. The susceptibility of a water source to contamination does not imply poor water quality. Actual water quality is best reflected by the results of regular water tests. Fitchburg protects its drinking water by monitoring the water for chemicals, treating, filtering, and disinfecting the water supply, and by protecting the land surrounding the reservoirs. The full source water assessment report, which explains the MA DEP ranking, can be seen online at <http://www.mass.gov/eea/docs/dep/water/drinking/swap/cero/2097000.pdf>, or copies of this report can be obtained by calling the Fitchburg Division of Water Supply at (978) 345-9616.

Substances Found in Drinking Water

In nature, all water contains some impurities – there is no such thing as “naturally pure water.” Sources of drinking water, both bottled and tap, include reservoirs, lakes, ponds, rivers, streams, 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 substances resulting from animal or human activity. Some of these substances are harmless while others are not. Drinking water suppliers use treatment methods that are appropriate for the quality of their “source water” to ensure that the water supplied to their customers is safe to drink.

Contaminants that may be present in source water (both tap and bottled) include:

- **Microbial contaminants** - such as viruses and bacteria, which may come from wildlife, septic systems, sewage treatment plants, and livestock operations.
- **Inorganic contaminants** - such as salts and metals, that can be naturally-occurring or result from storm water runoff, wastewater discharges, or industry.
- **Pesticides and herbicides** - that may come from a variety of sources such as agriculture, urban storm water runoff, and residential landscaping/household 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/or mining activities.

In order to ensure that tap water is safe to drink, the Massachusetts Department of Environmental Protection (MA DEP) and the U.S. Environmental Protection Agency (EPA) institute regulations that 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 establish limits for contaminants in bottled water that must provide the same protection for public health. 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 the 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 (800-426-4791).

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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 some 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 lowering the risk of infection by cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

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 Fitchburg Division of Water Supply is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When water has been sitting in your home's plumbing system for several hours, you can minimize the potential for lead exposure by flushing your tap for 2 to 3 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 <http://www.epa.gov/safewater/lead>.

Cross-Connections

A cross connection is a connection between a drinking water pipe and a source of pollution or contaminants. The contaminants or pollution can even come from your own home. For example, when applying fertilizer to a lawn or plants some people use a container that attaches directly to the garden hose. If the water pressure drops due to use of a fire hydrant or water main break while the container with the fertilizer in it is still attached to the hose, fertilizer can be siphoned back (this is called backsiphonage) into the water pipes in your home (and also the drinking water mains in the street) through the garden hose. Using a backflow prevention device on your hose called a hose bibb vacuum breaker will prevent this from occurring. Hose bibb vacuum breakers consist of a spring-loaded check valve that seals against an atmospheric outlet when the water supply is turned on. When the water is turned off, the device vents to atmosphere, thus protecting against backsiphonage conditions. You can purchase these at hardware or plumbing supply stores and it is an inexpensive and great way for you to help protect the water in your home as well as the drinking water system in your community. More elaborate backflow prevention devices are required on water supply lines to industrial and commercial buildings where cross connections exist and also on fire sprinkler systems. For additional information on cross connections, how to purchase a hose bibb vacuum breaker, or the status of your water system's cross connection program, please contact our Backflow Prevention/Water Meter office at 978-345-9616 ext.105.

Fitchburg's Water Quality Testing Results

We are required to monitor our drinking water for specific contaminants on a regular basis. If we fail to monitor the water or to report results on time; we are in violation of the regulations. The water quality information presented in the table on the last page is generated from the results of more than 10,000 water tests that were completed in 2017 (unless otherwise noted in the table). MA DEP has granted Fitchburg a waiver from testing for arsenic on an annual basis as past results indicated no evidence of this contaminant being present in our water supplies. We are proud to report that for 2017 your drinking water met or exceeded all EPA and MA DEP standards and, with one exception (described below), there were no violations of applicable Federal and State regulations.

Monitoring Violation - November 15, 2017

CHLORINE RESIDUAL MONITORING: Late on the night of November 14, 2017 into the early morning hours of November 15, 2017, one of two continuous disinfection monitoring systems at the City's Regional Water Filtration Facility in Westminster failed and inoperable. Due to an operator error, the required manual monitoring of the chlorine residual during this time period caused us to violate the Surface Water Treatment Rule requirements. Because we have a redundant system and monitor chlorine concentrations at two locations at this facility, we are absolutely confident that the water being delivered to our customers remained safe during the time that one of the instruments was down. The second disinfectant monitoring instrument did not experience any issues and recorded chlorine levels throughout the time period that the other instrument was down. It also should be noted that this is only a monitoring/reporting violation and not a public health violation. Had the issue posed a threat to your health, more immediate notification would have occurred (the violation described here is a Tier 3 violation requiring public notification within one year of its occurrence). The operation of the (continuous/real-time) chlorine analyzer that failed was fully restored on the morning of November 15, 2017, after being offline for approximately 8 hours, and there were no additional issues.

Definitions of abbreviations used in the tables:

90th Percentile: Out of every 10 homes/locations sampled, 9 were at or below this level.

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

MCLG (Maximum Contaminant Level Goal): 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

MRDL (Maximum Residual Disinfectant Level): The highest level of a disinfectant, such as chlorine, allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

MRDLG (Maximum Residual Disinfectant Level Goal): The level of a drinking water disinfectant, such as chlorine, 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.

TT (Treatment Technique): A required process intended to reduce the level of a contaminant in the drinking water.

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

ppm (parts per million): A unit of measure, equal to milligrams per liter - about one drop in one 55- gallon barrel of water.

ppb (parts per billion): A unit of measure, equal to micrograms per liter – about one drop in 1,000 55-gallon barrels of water.

NTUs (Nephelometric Turbidity Units): the cloudiness or haziness of a fluid caused by suspended solids that are usually invisible to the naked eye

ND = Not Detected

SMCL (Secondary Maximum Contaminant Level): These standards are developed to protect the aesthetic qualities of drinking water and are not health based.

Unregulated contaminants: Contaminants for which there are no established drinking water standards. The purpose of unregulated contaminant monitoring is to assist regulatory agencies in determining their occurrence in drinking water and whether future regulation is warranted.

Manganese Advisory: The EPA has established a lifetime health advisory (HA) value of 300 ppb for manganese to protect against concerns of potential neurological effects, and a one-day and 10-day HA of 1000 ppb for acute exposure.

ORSG (Massachusetts Office of Research and Standards Guideline) – 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.

pCi/L = picocuries per liter (a measure of radioactivity)

2017 TESTING RESULTS FOR <u>BACTERIA</u>						
Regulated Contaminant	Highest % Positive in any Month	Total # Positive	MCL	MCLG	Violation YES/NO	Possible Source(s) of Contamination
Total Coliform	0%	0	<5%	0	NO	Naturally present in the environment
E. Coli	0%	0	(a)	0	NO	Animal and human fecal waste

(a) Compliance with the Fecal Coliform/E. Coli MCL is determined upon additional repeat testing if coliform bacteria are detected.

2016 (b) TESTING RESULTS FOR <u>LEAD AND COPPER</u>								
Regulated Contaminant	Date(s) Collected (b)	90 th Percentile	Action Level	MCLG	# of sites sampled	# of sites above AL	Violation YES/NO	Possible Source(s) of Contamination
Lead (ppb)	8/29 - 9/1/16, 9/8 - 9/9/16 (b)	3 ppb	15 ppb	0	30	0	NO	Corrosion of household plumbing systems; erosion of natural deposits
Copper (ppm)	8/29 - 9/1/16, 9/8 - 9/9/16 (b)	0.2 ppm	1.3 ppm	1.3	30	0	NO	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives

(b) MA DEP requires that Fitchburg sample for lead and copper every three years. The analytical results for 2016, the most recent year that testing was completed, are shown in the table.

2017 TESTING RESULTS FOR REGULATED CONTAMINANTS

Regulated Contaminant	Date(s) Collected	Highest level allowed MCL or MRDL	Highest level detected	Range detected	Goals MCLG MRDLG	Violation YES/NO	Possible Source(s) of Contamination
Chlorine Residual (ppm)	Continuous monitoring	4.0 ppm	0.85 ppm (running annual average)	0.44 ppm – 0.85 ppm	4.0 ppm	NO	Disinfection of drinking water
Haloacetic Acids (HAA5) (ppb)	Quarterly	60.0 ppb (running annual average)	34.0 ppb (running annual average)	3.1 ppb – 68.0 ppb	----	NO	By-product of drinking-water chlorination
Trihalomethanes (TTHMs) (ppb)	Quarterly	80.0 ppb (running annual average)	61.0 ppb (running annual average)	29.0 ppb – 110.0 ppb	----	NO	By-product of drinking-water chlorination
Barium (ppm)	6/6/17	2.0 ppm	0.013 ppm	0.01 ppm - 0.013 ppm	2	NO	Erosion of natural deposits; discharge of drilling wastes; discharge from metal refineries
Fluoride (ppm)	Continuous monitoring	4.0 ppm	0.66 ppm	0.47 – 0.66	4.0 ppm	NO	Erosion of natural deposits; water additive for dental health; discharge from fertilizer and aluminum factories
Nitrate (ppm)	6/6/17	10.0 ppm	0.04 ppm	0.40 ppm	10 ppm	NO	Runoff from fertilizer use; septic system effluent; erosion of natural deposits
Perchlorate (ppb)	8/1/17	2.0 ppb	0.07 ppb	< 0.05 – 0.07 ppb	N/A	NO	Runoff from fertilizer use, pyrotechnics industry
Radium 226 & 228 (pCi/L), combined	6/11/15	5 pCi/L	3.49 pCi/L	0.56 – 3.49	0	NO	Erosion of natural deposits

2017 TESTING RESULTS FOR TURBIDITY

Turbidity	MCL	Lowest Monthly % of Samples	Highest level detected	Violation YES/NO	Possible Source(s) of Contamination
Daily Turbidity Compliance (NTU)	1.0 NTU	-----	0.30 NTU	NO	Soil runoff
Monthly Compliance	At least 95% < 0.35 NTU	100%	-----	NO	

- Turbidity is a measure of the cloudiness of water. We monitor it because it is a good indicator of water quality and a measure of the effectiveness of our treatment process.
- Monthly turbidity compliance is related to a specific treatment technique (TT). Our system filters the water so that at least 95% of our samples each month must be below the turbidity limits specified in the regulations.

2017 TESTING RESULTS FOR UNREGULATED AND SECONDARY CONTAMINANTS

Unregulated and Secondary Contaminants	Date(s) Collected	Result or Range Detected	Highest Detected or Average Detected	SMCL	ORSG	Possible Source(s) of Contamination
Inorganic Contaminants						
Hexavalent Chromium (ppb)	3/9/15, 6/2/15, 9/2/15, 12/2/15	0.031 ppb – 0.062 ppb	0.045 ppb	----	----	Erosion of natural deposits; discharge from steel and pulp mills
Strontium (ppb)	3/9/15, 6/2/15, 9/2/15, 12/2/15	18.0 ppb – 38.0 ppb	27.4 ppb	----	----	Erosion of natural deposits
Sodium (ppm)	6/6/17	16.8 – 21.9	19.35	----	20	Natural sources; road de-icing chemicals; by-product of treatment process
Sulfate (ppm)	11/27/17	3.0 - 3.0	3.0	250	---	Natural sources
Organic Contaminants						
Bromodichloromethane (ppb)	6/6/17	1.58 – 6.53	4.05	---	---	By-product of drinking water chlorination
Chloroform (ppb)	6/6/17	7.15 – 10.3	8.73	---	---	By-product of drinking water chlorination
Dibromodichloromethane (ppb)	6/6/17	ND – 1.58	1.58	---	---	By-product of drinking water chlorination
Secondary Contaminants						
Manganese (ppb)	11/27/17	8.0 – 41.0	24.5	50	300	Erosion of natural deposits
Aluminum (ppb)	11/27/17	ND – 110.0	55.0	200	---	By-product of treatment process
Alkalinity (mg/l as CaCO ₃)	11/27/17	26 – 29	27.5	---	---	Naturally occurring
Calcium (ppm)	12/1/17	1.69 – 3.88	2.79	---	---	Naturally occurring
Magnesium (ppm)	11/27/17	0.55 – 0.69	0.62	---	---	Naturally occurring
Hardness (mg/l as Ca CO ₃)	12/1/17	6.05 – 12.6	9.33	---	---	Naturally occurring
Chloride (ppm)	11/27/17	21 – 34	27.5	250	---	Road de-icing chemicals; use of inorganic fertilizers; septic system effluent; animal feeds
Color (C.U.)	11/27/17	<5	<5	15	---	Naturally occurring organic material
Odor (T.O.N.)	11/27/17	8 - 20	14	3 T.O.N.	---	Erosion of natural deposits; leaching from wood preservatives
pH	11/27/17	6.80 – 7.00	6.9	6.5 - 8.5	---	-----
Total Dissolved Solids (TDS) (ppm)	11/27/17	60 – 104	82	500	---	Erosion of natural deposits