This is a "right-to-know" report and contains important information on the quality of your drinking water!

<table>
<thead>
<tr>
<th>Language</th>
<th>Information Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>This report contains very important information about your drinking water. Please translate it, or speak with someone who understands it.</td>
</tr>
<tr>
<td>Spanish</td>
<td>Este informe contiene información muy importante sobre el agua que bebes. Por favor tradúcelo, o habla con alguien que la comprenda.</td>
</tr>
<tr>
<td>Italian</td>
<td>Questa relazione contiene informazioni importanti sulla qualità dell'acqua della tua comunità. Parla con qualcuno con cui lo comprenda.</td>
</tr>
<tr>
<td>Portuguese</td>
<td>Este relatório contém informações importantes sobre o consumo da água da comunidade. Comunique-se com alguém que entenda-lo melhor.</td>
</tr>
<tr>
<td>Chinese (Simplified)</td>
<td>这份报告包含关于您饮用水的重要信息。请翻译它，或与了解有关的人交谈。</td>
</tr>
<tr>
<td>Chinese (Traditional)</td>
<td>這份報告包含關於您飲用水的極其重要信息。請翻譯它，或與了解其的人討論。</td>
</tr>
<tr>
<td>German</td>
<td>Dieser Bericht enthält sehr wichtige Informationen über die Qualität des Wassers, das Sie trinken. Bitte übersetzen Sie es, oder sprechen Sie mit jemandem, der es versteht.</td>
</tr>
<tr>
<td>Japanese</td>
<td>この報告は飲料水の品質に関する重要な情報を含んでいます。翻訳して読むか、理解できる人に話してください。</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>Báo cáo này chứa thông tin quan trọng về chất lượng nước bạn uống. Xin vui lòng dịch nó, hoặc nói chuyện với người hiểu nó.</td>
</tr>
<tr>
<td>Russian</td>
<td>Этот отчет содержит важную информацию о качестве воды, которую вы пьете. Пожалуйста, переведите его, или поговорите с тем, кто его понимает.</td>
</tr>
</tbody>
</table>

FOR A LARGE PRINT VERSION OF THIS REPORT, CALL (617) 242-5323.
Dear Customer,

The Massachusetts Water Resources Authority is pleased to send you this year’s annual report on your drinking water quality. MWRA has great confidence in the water we deliver to your home and we want you to have the same confidence.

MWRA and your local water department test thousands of water samples each week, under strict federal and state guidelines. The results for 2007 are excellent. MWRA again met every standard for the 120 contaminants we test for.

I am also pleased to report that the lead test results for 2007 and the first half of 2008 show that system-wide, MWRA was below the federal Lead Action Level. It is important to remember that lead is not in the source water, but can enter the water through some household plumbing that contains lead. Please read page 7 to see if your community tested above the Lead Action Level, and page 5 to learn what MWRA is doing to help reduce lead at the tap and what you can do to reduce lead exposure in your home.

In recent months, you may have heard news reports about pharmaceuticals found in drinking water supplies in some parts of the country. The most common sources of pharmaceuticals are wastewater treatment plants that discharge to water bodies that are also used as drinking water sources. Rest assured that the water MWRA delivers comes from protected reservoirs with no wastewater treatment plants in their watersheds. And, just to be sure, recent tests have shown no traces of pharmaceuticals in MWRA water.

Another topic that’s frequently in the news is bottled water versus tap water. Sure, bottled water is convenient when you’re on the go and is a healthy alternative to soft drinks. But in dozens of taste and quality tests here and across the country, the only area where bottled water and tap water differ significantly is cost. At less than a penny per gallon, tap water is the cleanest, safest and most cost effective choice.

This report contains important information and I hope you take a moment to read through it. Please contact us if you have any questions or comments about your water quality, or any of MWRA’s programs.

Sincerely,

Frederick A. Laskey
Executive Director

THIS REPORT IS REQUIRED UNDER THE FEDERAL SAFE DRINKING WATER ACT AND PROVIDES IMPORTANT INFORMATION ON:

Where your water comes from________________________ 2
Map of the water system_____________________________ 2
How your water is treated____________________________ 3
Improvements to the system___________________________ 3
Test results__________________________________________ 4
Information about lead________________________________ 5
Special notice for the immuno-compromised______________ 6
List of further resources______________________________ 6

Massachusetts Water Resources Authority
PWS ID #6000000
Charlestown Navy Yard, Building 39, Boston, MA 02129

Share your comments.
Call or email us and let us know what you think about this report or your water. For instance, have you noticed a change in the taste of your water? Water quality complaints from our customers are at an all time low since the start of the new ozone treatment plant. 🌟🌟🌟🌟
WHERE DOES YOUR WATER COME FROM?

Your drinking water comes from the Quabbin Reservoir, about 65 miles west of Boston, and the Wachusett Reservoir, about 35 miles west of Boston. The water from these reservoirs supply wholesale water to local water departments in 50 communities, 44 in greater Boston and MetroWest, three in Western Massachusetts, and is a back-up supply for three others. The two reservoirs combined supplied about 220 million gallons a day of high-quality water to consumers in 2007.

Rain and snow falling on the watersheds - protected land around the reservoirs - turn into streams that flow to the reservoirs. This water comes in contact with soil, rock, plants, and other material as it follows its natural path to the reservoirs. While this process helps to clean the water, it can also dissolve and carry very small amounts of material into the reservoir. Minerals from soil and rock do not typically cause problems in the water. But, water can also transport contaminants from human and animal activity. These can include bacteria, viruses, and fertilizers - some of which can cause illness. The test data in this report show that these contaminants are not a problem in your reservoirs’ watersheds.

The Quabbin and Wachusett watersheds are protected naturally with over 85% of the land covered in forest and wetlands. About 75% of the total watershed land cannot be built on. The natural undeveloped watersheds help to keep MWRA water clean and clear. Also, to ensure safety, the streams and the reservoirs are tested often and patrolled daily by the Department of Conservation and Recreation (DCR).

The Department of Environmental Protection (DEP) has prepared a Source Water Assessment Program report for the Quabbin and Wachusett Reservoirs. The report notes that wildlife (birds and aquatic animals), agriculture, transportation corridors, transmission lines, and residential land use are the key issues in the watershed. The DEP report commends DCR and MWRA on the existing source protection plans, and states that our “watershed protection programs are very successful and greatly reduce the actual risk of contamination.” The report recommends that we maintain present watershed plans and continue to work with the residents, farmers, and other interested parties to maintain the pristine watershed areas.
Since July 2005, the water you drink is treated at the John J. Carroll Water Treatment Plant in Marlborough. The first treatment step is disinfection of reservoir water. MWRA’s licensed treatment operators carefully add measured doses of ozone gas bubbles to the water to kill any pathogens (germs) that may be present in the water. Fluoride is then added to reduce cavities. Next, the water chemistry is adjusted to reduce corrosion of lead and copper from home plumbing (see page 5). Last, we add mono-chloramine, a mild and long lasting disinfectant combining chlorine and ammonia, which protects the water while it is in the local pipelines. This treatment ensures that MWRA meets current and tougher future state and federal water quality standards.

MWRA’s Improvements to Water Supply
MWRA has nearly completed its $1.7 billion Integrated Water Supply Improvement Program. These projects are the largest investments made in the water system since the Quabbin Reservoir was constructed in the 1930s. But, MWRA is still working to improve the system. Construction is underway on a covered storage tank in the Blue Hills in Quincy. MWRA and our community partners will continue to make the necessary investments to maintain and upgrade our facilities, so that we can deliver quality water directly to customers’ taps 24 hours a day, seven days a week.

Maintaining the Pipe System
MWRA and its customer communities have an extensive pipe network with thousands of miles of pipes. Many of these pipes are over 50 years old, with some over 100 years old. MWRA provides zero-interest loans to help communities replace and improve these older pipes. To date, $135 million dollars have been loaned to communities, and nearly 300 miles of pipes have been repaired or replaced. But, there are still hundreds of miles that need to be replaced over the coming years to ensure drinking water quality, system reliability, and water pressure.

What is ozone?
Ozone consists of three atoms of oxygen. It is created by applying an electrical current to pure oxygen in a specially designed chamber. Ozone provides better disinfection than chlorine alone, especially against Cryptosporidium and other hard to kill germs. It also greatly reduces the amount of potentially harmful chlorine byproducts.

Bottled vs. Tap – The Smart Choice!
While tap water costs around 1 penny per gallon, bottled water can range from about $1 to over $8 dollars per gallon.

Water Conservation
Want to know how you can save some pennies? Conservation! On average, each person uses about 65 gallons of water each day. There are many simple ways you can conserve water, including: fixing leaks, installing low-flush toilets and low-flow shower heads, or minimizing your outdoor watering. MWRA has an active conservation program, and it is paying off. Demand has dropped dramatically and water usage is lower than it has been in over 20 years. But, we must still conserve this precious resource. To find out more, contact the MWRA at 617-242-SAVE or visit www.mwra.com.

Sodium in water contributes only a small fraction of a person’s overall sodium intake (less than 10%). MWRA tests for sodium monthly and the highest level found was 32.2 mg/L (about 9 mg per 8 oz. glass). This is considered VERY LOW SODIUM by the Food and Drug Administration (FDA).
YOUR PENNY BUYS YOU A GALLON OF SAFE WATER THAT HAS BEEN TESTED EVERY STEP OF THE WAY FROM THE RESERVOIR TO YOUR HOME.  

TESTING YOUR WATER every step of the way

Tests Before Treatment
We test the water as it leaves the reservoir to see how well protected our watersheds are. Test results show few contaminants are found in the reservoir water. The few that are found are in very small amounts, well below EPA’s standards. Turbidity (or cloudiness of water) is one measure of overall water quality. Typical levels at Wachusett Reservoir are 0.4 NTU (Nephelometric Turbidity Units). In 2007, turbidity was always below both EPA’s standard of 5.0 NTU and the stricter Massachusetts standard of 1.0 NTU, with the highest level at 0.78 NTU. MWRA also tests reservoir water for pathogens - such as fecal coliform, bacteria, viruses, and the parasites Cryptosporidium and Giardia. They can enter the water from animal or human waste. All test results were well within state and federal testing and treatment standards.

Tests After Treatment
EPA and state regulations also require many water quality tests after treatment to check the water you are drinking. MWRA conducts tens of thousands of tests per year on over 120 contaminants. The bottom line is that the water quality is excellent. All of the levels are below EPA’s allowable limits. For a complete list of contaminants, go to www.mwra.com.

| Total Coliform Results

<table>
<thead>
<tr>
<th>Community</th>
<th>Highest % of positive samples and month</th>
<th>Violations of EPAs 5% limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>SOMERVILLE</td>
<td>1.2% (November)</td>
<td>No</td>
</tr>
<tr>
<td>WESTON</td>
<td>1 of 16 (July)</td>
<td>No</td>
</tr>
<tr>
<td>MWRA TRANSMISSION LINE</td>
<td>1.4% (July)</td>
<td>No</td>
</tr>
</tbody>
</table>

How did we do in 2007? The table above reports test results from 30 communities that receive all of their water from MWRA. Total coliform were found in two communities, though no community exceeded the EPA standard. No E.Coli was found in any of these communities in 2007.

| Bottled vs. Tap - What’s the testing difference? |

Tap and bottled water must meet the same water standards. Tap water must meet more intensive Environmental Protection Agency (EPA) testing requirements in comparison to bottled water which is regulated by the Food and Drug Administration (FDA). MWRA water meets all federal and state standards, so you are receiving clean, crisp water straight from the tap – no bottles, no extra cash, no costly transport, no trash.

| Reservoir Water Results - After Treatment

<table>
<thead>
<tr>
<th>Compound</th>
<th>Units</th>
<th>(MCL) Highest Level Allowed</th>
<th>(We found) Detected Level-Average</th>
<th>Range of Detections</th>
<th>(MCLG) Ideal Goal</th>
<th>Violation</th>
<th>How it gets in the water</th>
</tr>
</thead>
<tbody>
<tr>
<td>BARIUM</td>
<td>ppm</td>
<td>2</td>
<td>0.009</td>
<td>0.007-0.011</td>
<td>2</td>
<td>No</td>
<td>Common mineral in nature</td>
</tr>
<tr>
<td>MONO-CHLORAMINE</td>
<td>ppm</td>
<td>4-MRDL</td>
<td>1.9</td>
<td>0.0-3.7</td>
<td>4-MRDLG</td>
<td>No</td>
<td>Water disinfectant</td>
</tr>
<tr>
<td>FLUORIDE</td>
<td>ppm</td>
<td>4</td>
<td>1.14</td>
<td>0.69-1.21</td>
<td>4</td>
<td>No</td>
<td>Additive for dental health</td>
</tr>
<tr>
<td>NITRATE^</td>
<td>ppm</td>
<td>10</td>
<td>0.17</td>
<td>0.02-0.17</td>
<td>10</td>
<td>No</td>
<td>Atmospheric deposition</td>
</tr>
<tr>
<td>NITRITE^</td>
<td>ppm</td>
<td>1</td>
<td>0.01</td>
<td>0.005-0.01</td>
<td>1</td>
<td>No</td>
<td>Byproduct of water disinfection</td>
</tr>
<tr>
<td>TOTAL TRIHALOMETHANES</td>
<td>ppb</td>
<td>80</td>
<td>4.9</td>
<td>1.6-6.6</td>
<td>ns</td>
<td>No</td>
<td>Byproducts of water disinfection</td>
</tr>
<tr>
<td>HALOACETIC ACIDS-5</td>
<td>ppb</td>
<td>60</td>
<td>6.3</td>
<td>nd-11.4</td>
<td>ns</td>
<td>No</td>
<td>Byproducts of water disinfection</td>
</tr>
</tbody>
</table>

KEY: MCL=Maximum Contaminant Level - The highest level of a contaminant allowed in water. MCLs are set as close to the MCLGs as feasible using the best available technology. MCLG=Maximum Contaminant Level Goal - The level of contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety. MrDRL-Maximum Residual Disinfectant Level. The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants. MRDLOG-Maximum Residual Disinfectant Level Goal. The level of a drinking water disinfectant below which there is no known or expected health risk. MRDLOGS do not reflect the benefits of the use of disinfectants to control microbial contamination. ppm=parts per million ppb=parts per billion nd=not detected ns=no standard

^As required by DEP, the maximum result is reported for nitrate and nitrite, not the average.
what you need to know about

LEAD IN YOUR TAP WATER

MWRA WATER IS LEAD-FREE WHEN IT LEAVES THE RESERVOIRS. MWRA AND LOCAL PIPES THAT CARRY THE WATER TO YOUR COMMUNITY ARE MADE MOSTLY OF IRON AND STEEL, AND DO NOT ADD LEAD TO WATER.

Lead can get into tap water through pipes in your home, your lead service line, lead solder used in plumbing, and some brass fixtures. Corrosion or wearing away of lead-based materials can add lead to tap water, especially if water sits for a long time in the pipes before it is used.

What is MWRA doing to lower levels? What can I do?

In 1996, MWRA began adding sodium carbonate and carbon dioxide to adjust the water’s pH and buffering capacity. This change has made the water less corrosive, thereby reducing the leaching of lead into drinking water. Lead levels found in sample tests of tap water have dropped by over 80 percent since this treatment change. Local water departments are working to decrease lead corrosion by replacing existing lead service lines. Also, MWRA is working with city and state governments to get rid of lead in all new household plumbing, particularly faucets. Federal law still allows new faucets to contain as much as 8% lead.

To further decrease your potential exposure, you should always use cold, fresh running water for drinking or cooking and buy plumbing fixtures that have no or low lead levels. Read the labels of any new plumbing fixture closely.

MWRA Meets Lead Standard in 2007

Under EPA rules, each year MWRA and your local water department must test tap water in a sample of homes that are likely to have high lead levels. These are usually homes with lead service lines or lead solder. The EPA rule requires that 9 out of 10, or 90%, of the sampled homes must have lead levels below the Action Level of 15 parts per billion (ppb).

Lead levels in sampled worst case homes have dramatically dropped since 1992. Over the last several years, the results have been below the EPA standard. Results for 452 samples taken in September 2007 are shown in the table, with an overall test score meeting the 90% standard. 9 of 10 houses were below 8.3 ppb, which is below the Action Level of 15 ppb.

Some individual communities had more than one home test above the Action Level for lead. If you live in one of these communities, your town letter on page 7 will provide you with more information.

Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels in your home may be higher than at other homes in the community as a result of materials used in your home’s plumbing. Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure. If you are concerned about elevated lead levels in your home’s water, you may wish to have your water tested and flush your tap until after it is cold before using tap water.
Important Information from EPA AND DEP

Contaminants in Bottled Water and Tap Water

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 (1-800-426-4791) or MWRA.

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

Research and New Regulations

MWRA has been working with EPA and other researchers to define new national drinking water standards by testing for contaminants that are not regulated. Our results will be used with those of other water suppliers to help EPA set regulations if they are necessary. MWRA is also participating with Tufts University on a nationally-funded study testing for Cryptosporidium and Giardia.

Drinking Water and People with Weakened Immune Systems:

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/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).

Ongoing Research for New Regulations

<table>
<thead>
<tr>
<th>Test</th>
<th>Measurement Units</th>
<th>2007 Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aeromonas</td>
<td>cfu/100 ml</td>
<td>0.002 (0-0.2)</td>
</tr>
<tr>
<td>Cryptosporidum</td>
<td>oocysts per 100L</td>
<td>0.06^</td>
</tr>
<tr>
<td>Giardia</td>
<td>cysts per 100L</td>
<td>0.05</td>
</tr>
<tr>
<td>NDMA</td>
<td>ng/L</td>
<td>1.4</td>
</tr>
</tbody>
</table>

 cfu/100 ml=colony forming units per 100 milliliters
 ng/L=nanograms per liter (parts per trillion)
 ^Proposed treatment threshold is 1 oocyst per 100 liters

For further information...

| Massachusetts Water Resources Authority (MWRA) | www.mwra.com | 617-242-5323 |
| Massachusetts Department of Environmental Protection | www.mass.gov/dep | 617-292-5500 |
| Department of Conservation and Recreation | www.mass.gov/dcr/waterSupply.htm | 617-626-1250 |
| Massachusetts Department of Public Health (DPH) | www.mass.gov/dph | 617-624-6000 |
| US Centers for Disease Control and Prevention (CDC) | www.cdc.gov | 1-800-311-3435 |
| | www.mass.gov/dep/water/drinking/swap.htm | |

Public Meetings

| MWRA Board of Directors | www.mwra.com/02org/html/gov.htm | 617-788-1117 |
| MWRA Advisory Board | www.mwraadvisoryboard.com | 617-742-7561 |
| Water Supply Citizens Advisory Committee | www.mwra.com/02org/html/wscac.htm | 413-586-8861 |

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Hopefully, you have enjoyed reading this report and have confidence in your drinking water. If you would like more information on your water quality, a monthly report is available at www.mwra.com or by calling 617-242-5323. Thank you for reading this report.
WATER CONSERVATION

WASTING WATER CAN ADD UP QUICKLY. ON AVERAGE, EACH PERSON USES ABOUT 65 GALLONS OF WATER EACH DAY. CONSUMERS ARE DISCOVERING THAT MORE EFFICIENT WATER USE CAN REDUCE THE IMPACT ON THE WATER SUPPLY AND THEIR WALLETS. HERE ARE SOME WAYS TO MAKE YOUR HOME AND YOUR HABITS MORE WATER EFFICIENT.

How to Find and Fix Leaks

Dripping, trickling, or leaking faucets, showerheads and toilets can waste up to several hundred gallons of water a week depending on the size of the leaks.

Worn-out washers are the main cause of leaks in faucets and showerheads and a new washer generally costs about 25 cents.

That trickling sound you hear in the bathroom could be a leaky toilet, but sometimes toilets leak silently. TRY THIS: Crush a dye tablet and carefully empty the contents into the center of the toilet tank and allow it to dissolve. Wait about 8 to 9 minutes. Inspect the toilet bowl for signs of dye indicating a leak.

If the dye has appeared in the bowl, your flapper or flush valve may need to be replaced. Parts are inexpensive and fairly easy to replace. If no dye has appeared in the 8 to 9 minutes, you probably don’t have a leak.

Install a Low-Flow Showerhead and Faucet Aerator

Some showerheads may still use over 5 gallons per minute. A low-flow showerhead uses 2.5 gallons or less and can save you over 20 gallons per 10-minute shower. In one year, that’s over 7,000 gallons. Faucets can use 2 to 7 gallons of water per minute – a low flow-aerator can reduce the flow by about 25%.

The Inch Rule:

Most lawns, shrubs, vegetables, and flowers need just one inch of water per week. If there has been an inch of rainfall during the week, you don’t have to water at all. Overwatering can actually weaken your lawn by encouraging shallow roots that are less tolerant of dry periods and more likely to be damaged by insects.

Follow Outdoor Water Saving Ground Rules

Summer is an especially important time to save water. Water consumption can increase up to 50% in the summer months due to outdoor water use.

Outdoor Water Saving Ground Rules

- Water your lawn (and other landscaping) in the early morning or evening to avoid evaporation.
- Be sure sprinklers water only your lawn, not the pavement.
- Never water on a windy, rainy, or hot day.
- Never use the hose to clean debris from your driveway or sidewalk. Use a broom.
- Apply mulch around flowers to reduce evaporation, promote plant growth, and control weeds.

For more water saving ideas or devices, call 617-242-SAVE or go to www.mwra.com