Drink Tap Water
Your 2010 Drinking Water Test Results from the Massachusetts Water Resources Authority

This report contains very important information about your drinking water. Please translate it, or speak with someone who understands it.

Si usted desea obtener una copia de este reporte en español, llámenos al teléfono 617-788-1100.

Esta publicación contiene información muy importante sobre la calidad del agua de su comunidad. Tradúzcala o llame a alguien que comprenda nuestro idioma.

Ilustra una pagina importante che lo comprenda.

O telefona conte informações importantes sobre a qualidade do agua de sua comunidade. Traduza ou peça a alguém que o ajude a entender.

Por favor consulte esta importancia informação na têmático juliet rainwater e as suas comunidades. Pode-lhe trazer saber para a sua percepção e a sua saúde.

Spornenzone zawiera ważne informacje na temat jakości wody w Twojej miejscowości. Proszę przetłumaczyć je lub skonsultować z kimś, kto ją zrozumie.

Massachusetts Water Resources Authority
Your Local Water Department

This report is required under the Federal Safe Drinking Water Act Public Law 104-182, Section 1414(c)(4)
MWRA PWS ID#: 60000000

Where To Go For Further Information

| Massachusetts Water Resources Authority (MWRA) | www.mwra.com | 617-242-5323 |
| Massachusetts Dept. of Environmental Protection | www.mass.gov/dep | 617-292-5500 |
| Department of Conservation and Recreation | www.mass.gov/or/watersupply.htm | 617-626-1250 |
| Massachusetts Dept. of Public Health (DPH) | www.mass.gov/dph | 617-624-6000 |
| US Centers for Disease Control & Prevention (CDC) | www.cdc.gov | 800-232-4636 |
| Source Water Assessment and Protection Reports | www.mwra.com/sourcewater.htm | 617-242-5323 |

Public Meetings

MWRA Board of Directors | www.mwra.com/02org/html/boardofdirectors.htm | 617-788-1117 |
MWRA Advisory Board | www.mwraadvisoryboard.com | 617-788-2050 |
Water Supply Citizens Advisory Committee | www.mwra.com/02html/wscac.htm | 413-213-0434 |

For a large print version of this report, call 617-242-5323.
From the Reservoir to Your Home

**Water Treatment**

From the Reservoir to your home, water undergoes several treatments. The first is coagulation, where aluminum sulfate is added to the water to cause suspended solids to settle out. After that, a coagulator forms a sludge that can be easily filtered. Finally, the water is treated to remove dissolved gases and organic matter. The treated water then goes through a series of filters and disinfectants, before being delivered to your home or business. The water is treated to meet or exceed all state and federal drinking water standards.

**Drinking Water At Home**

Drinking water at home is tested for a variety of contaminants. The most common include lead, copper, chlorine, and fluoride. In addition, trace amounts of other substances such as radionuclides and volatile organic compounds are sometimes detected. The results of these tests are available on the website of the local water department.

**Tests in Community Pipes**

These tests are conducted to ensure the safety of the water supply. The results are used to monitor the effectiveness of the treatment processes and to identify any problems that need to be addressed. The tests are conducted regularly, and the results are made available to the public.

**Chicopee Water Department**

The Chicopee Water Department is responsible for providing potable water to the residents of Chicopee, Massachusetts. The department is committed to ensuring the safety and quality of the water supply. The department is responsible for monitoring the water quality, providing customer service, and regulating the water usage. The department is also responsible for maintaining the water distribution system and ensuring that the water is delivered to the homes and businesses on a regular basis.

**South Hadley FD #1**

The South Hadley Fire Department is responsible for providing fire protection to the residents of South Hadley, Massachusetts. The department is responsible for responding to emergencies, providing medical assistance, and enforcing fire codes. The department is also responsible for maintaining the fire prevention program and educating the public on fire safety.

**Your Community Information**

In 2008, the Wilbraham Municipal Center Contamination Control System was installed to monitor the water quality. This system was designed to detect any contamination that may occur in the water supply. The system is regularly monitored, and the results are made available to the public.

**Water Conservation**

Water conservation is a critical issue in the United States, where the population is increasing and the water supply is limited. There are several ways to conserve water, including turning off the tap when brushing your teeth, fixing leaks, and using water-efficient appliances. The state of Massachusetts has implemented several water conservation programs, including the Massachusetts Drought Contingency Plan, which was activated in 2010 due to the severe drought conditions.

**The Smart Choice!**

The Smart Choice! program is a water conservation initiative that encourages homeowners to replace their water-efficient toilets with high-efficiency models. The program provides rebates to homeowners who participate, and the savings on water bills can be significant.

**What If I Know About a Problem With My Drinking Water?**

If you suspect that there is a problem with your drinking water, you should contact the local water department. They will be able to investigate the issue and provide you with information on how to resolve it. In the meantime, you should avoid using the water for drinking or cooking.

**How Do I Give Drugs To My Drinking Water?**

If you need to give a drug to your drinking water, you should follow the manufacturer's instructions carefully. You should also make sure that the drug is compatible with your water supply and that it will not react with other substances in the water. The drug should be added to the water before it is distributed to your home or business.
From the Reservoir to Your Home

Tests in Community Pipes

The Water Treatment Facility at the Reservoir to Community facility treats water by removing impurities and contaminants. The treated water is then distributed through a network of pipes to homes and businesses in the area. The treated water meets all state and federal standards for drinking water quality.

WRMDA and Local Water Departments work together to ensure that water is safe and free from contamination. They implement a variety of measures to maintain the quality of the water delivered to your home. This includes:

- Regular sampling and testing of water at the treatment facility and along the distribution system.
- Monitoring of water intake sources, including surface water and groundwater sources.
- Implementation of hygiene and sanitation practices at water treatment facilities.
- Compliance with state and federal regulations.

The Water Department also provides information on how to identify potential issues with your water and how to contact them if you have concerns.

Water Conservation

Water conservation is essential for maintaining a sustainable water supply. Many simple actions you can take to conserve water include:

- Fixing leaks in faucets, toilets, and other fixtures.
- Installing low-flow showerheads and faucets.
- Using water-efficient appliances and fixtures.
- Planting drought-resistant plants.
- Using a broom instead of a hose to clean driveways and patios.
- Collecting rainwater for gardening.

Cross Connections

Cross connections occur when a potable water source becomes contaminated by non-potable sources. They can occur due to intentional or accidental actions, such as:

- Failure to properly install or use backflow prevention devices.
- Improper maintenance or repair of water distribution systems.
- Construction or excavation activities that disrupt water mains.
- Improper installation or maintenance of fire hydrants.
- Improperly sealed or maintained sample taps or testing equipment.

The Smart Choice!

To reduce the risk of cross connections, the Water Department encourages the use of approved backflow preventers and other backflow protection devices at all locations where a cross connection risk exists.

Water Testing - Before Treatment

Water samples are taken from the treatment facility to ensure that the water meets all required quality standards. These samples are analyzed for a variety of parameters, including:

- pH, temperature, and conductivity.
- Total dissolved solids and turbidity.
- Copper, lead, and other metals.
- Bacteriological and viral indicators.

Water Testing - After Treatment

Water samples are taken from the distribution system to ensure that the water remains safe for consumption. These samples are analyzed for:

- pH, temperature, and conductivity.
- Total dissolved solids and turbidity.
- Copper, lead, and other metals.
- Bacteriological and viral indicators.

The Smart Choice!

To ensure the safety of the water supply, the Water Department recommends:

- Installing approved backflow preventers at all locations where a cross connection risk exists.
- Regularly monitoring and maintaining backflow preventers.
- Ensuring proper installation and maintenance of all water-related equipment.

Water Conservation

The Water Conservation Program aims to:

- Reduce water consumption in residential and commercial settings.
- Promote the use of water-efficient appliances and fixtures.
- Encourage the use of rainwater harvesting systems.
- Implement water-saving practices in landscaping.

Cross Connections

Cross connections must be avoided to ensure the safety of the water supply. The Water Department encourages the use of approved backflow preventers and other backflow protection devices at all locations where a cross connection risk exists.

Water Testing

Water samples are taken from the treatment facility to ensure that the water meets all required quality standards. These samples are analyzed for a variety of parameters, including:

- pH, temperature, and conductivity.
- Total dissolved solids and turbidity.
- Copper, lead, and other metals.
- Bacteriological and viral indicators.

Cross Connections

Cross connections must be avoided to ensure the safety of the water supply. The Water Department encourages the use of approved backflow preventers and other backflow protection devices at all locations where a cross connection risk exists.
Tests in Community Pipes

Water Conservation

Drinking Water and People With
Waterborne Infectious Systems

How Would I Know About
A Problem With My Drinking Water?

MWRAs and Local Water Departments work together all the way to the tap. The first examples of water quality are monitored at the point where local public and private systems meet. Total coliform bacteria can come from the intestines of warm-blooded animals, or can be found in soil, plants, or in gravel. Water can also contain bacteria that are not harmful. However, their presence does indicate that harmful bacteria could also be present. The EPA requires that no more than 2% of the samples be positive for total coliform bacteria. For more specific tests for E. coli, if a public water system finds human or animal waste in their water, they must find the source.

What on Earth! How to get the water? How much? How does it taste? How much will it cost? Water Conservation

In general, there’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap water unless it is treated in a water treatment plant. There’s no substitute for getting tap w
What You Need to Know About Lead In Tap Water

All Thane CAs communicate on DNAs to lead in tap water. MAWA is interested in the lead levels for the Waterstone Reservoir and local towns who buy their water from them. lead in tap water in your community is made up of lead in the system and lead to the water. However, lead can get tap water through pipes, your lead solder used in plumbing, and lead-free sources. Careful use of water helps prevent lead from entering your tap water, especially after first use, before the system is used for drinking or cooking.

What Can I Do to Reduce Exposure to lead in drinking water?

Do this before you use the tap water, either before or after cooking or boiling water.

Lead can be found in tap water for the first time in the system’s tap water and in the refrigerator for future use.

To test your water department if there is a lead service line in your home.

Ask your plumbing services to test your water for lead.

Test your tap water. Call your MAWA District Office (which differs from area to area) to test your water for lead.

If water is from a faucet where you may not lead in drinking water, testing methods, and steps you can take to remove lead from your water. Make sure the water is lead-free before use. You will then see a list of local tests.

Informative Lead Information

For more information, contact your local water utility or environmental group. You can also check the MAWA website for lead testing procedures and how to test your tap water.

Local Test Results for 2010

<table>
<thead>
<tr>
<th>Town</th>
<th>Thane District Test Results</th>
<th>Annual Average</th>
<th>Range</th>
<th>MpL*</th>
<th>Sample Size</th>
<th>Lead in lg/L</th>
<th>Median in lg/L</th>
<th>Percent above MP L*</th>
<th>Median in lg/L</th>
<th>Percent above MP L*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chicopee</td>
<td>46.5</td>
<td>26.0-62.7</td>
<td>27</td>
<td>18.8-28.4</td>
<td>1.3</td>
<td>0-1.6</td>
<td>0.00</td>
<td>1.8</td>
<td>0.00</td>
<td>1.8</td>
</tr>
<tr>
<td>South Hadley</td>
<td>52.1</td>
<td>33.5-75.7</td>
<td>17</td>
<td>110-23.1</td>
<td>0.5</td>
<td>0.0-0.6</td>
<td>0.00</td>
<td>13.2</td>
<td>0.00</td>
<td>13.2</td>
</tr>
<tr>
<td>Milford</td>
<td>47.7</td>
<td>23.0-78.7</td>
<td>19</td>
<td>18.4-28.4</td>
<td>0.5</td>
<td>0.2-0.7</td>
<td>0.00</td>
<td>7.1</td>
<td>0.00</td>
<td>7.1</td>
</tr>
<tr>
<td>Agawam</td>
<td>66.1</td>
<td>32.2-78.0</td>
<td>19</td>
<td>38.8-46.0</td>
<td>0.3</td>
<td>0.2-0.3</td>
<td>0.00</td>
<td>13.7</td>
<td>0.00</td>
<td>13.7</td>
</tr>
</tbody>
</table>

*MP L* is the level of lead that is safe for tap water consumption. It is based on health-based standards set by the US Environmental Protection Agency (EPA) and the Massachusetts Water Resources Authority (MWRA).

Where Does Your Water Come From?

MAWA Supplies About 10 Million Gallons Of High Quality Water Each Day In Four Chicopee Valley communities, Chicopee, Wilberforce, and East Hadley Fire Districts. MAWA also serves 44 cities and towns in central Massachusetts. Your water comes from the Quabbin Reservoir. Water from the New-Mendonad in the skies of the region.

Waste and sewer systems - water quality tests and results. MAWA’s goal is to provide clean, safe water for everyone.

The Green Ceramic

MAWA uses ceramic “green” improve water treatment technology to remove disinfection by-products. For more information, contact your local water utility or environmental group. You can also check the MAWA website for lead testing procedures and how to test your tap water.

For a large print version of this report, call 617-242-5323.