

Auburn Water District Consumer Confidence Report 2020



NOW IT COMES WITH A LIST OF INGREDIENTS.

What's in your tap water besides water? A short new report from your water supplier will tell you where your water comes from, what's in it, and how safe it is. Because when it comes to understanding your drinking water, the most important ingredient is you.

DRINKING WATER. KNOW WHAT'S IN IT FOR YOU.

ANNUAL 2020 DRINKING WATER QUALITY REPORT

FOR THE

AUBURN WATER DISTRICT

Auburn, Massachusetts (MassDEP PWS ID #2017000)

This report is a snapshot of drinking water quality that we provided during the 2020 calendar year. Included are details about where your water comes from, what it contains, and how it compares to state and federal standards. We are committed to providing you with information because informed customers are our best allies.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses).

I. PUBLIC WATER SYSTEM INFORMATION

Water System Improvements

The Department of Environmental Protection (MassDEP) routinely monitors our water system, while the District inspects and monitors the water system daily. The DEP inspects our system for its technical, financial and managerial capacity to provide safe drinking water to you. To ensure that we provide the highest quality of water available, your water system is operated by a Massachusetts certified operator who oversees the routine operations of our system. As part of our ongoing commitment to you, last year we made the following improvements to our system:

- In addition to the completion of the replacement of the two Leicester Street water storage tanks in 2019, the District replaced the first of two one-million gallon tanks at the Prospect Street Tank site. Tank #1 at Prospect Street replaced the existing 0.5-million gallon steel tank and Tank #2, which started construction in late 2020, will replace the existing two-million gallon steel tank. When completed, approximately five million dollars will have been spent replacing the painted welded steel tanks which have reached their service life of approximately 50 years. The new tanks are constructed of a bolted steel with a glass coating that is not subject to rusting.
- The District has always been pursuing new sources of water to supplement our existing wells which have become susceptible to sodium infiltration as well as being exposed to spills that are the result of accidents on the nearby highway system. Currently we are finalizing the permitting of an interconnection with the City of Worcester on Southbridge Street that would provide a supplemental source of water should any of our major producing wells be off-line during higher demand times.
- We continue our annual efforts to replace numerous valves, and to replace watermains in those streets / roads scheduled for resurfacing by the Town DPW. These efforts will reduce the need to excavate the newly paved surface to make repairs on the aging water mains.
- We continue with upgrades to the pumps and control systems in our pump stations and to upgrade chemical feed and monitoring equipment in our treatment plants. Efforts are underway to add chlorine to all of our water pump stations and treatment plants. Chlorine in the water is another way to continue to provide safe water to our customers.
- We work closely with the Auburn Fire Department on any responding to and training for hazardous materials releases (i.e. fuel releases from motor vehicle accidents) which continue to threaten the District's water sources.

Opportunities for Public Participation

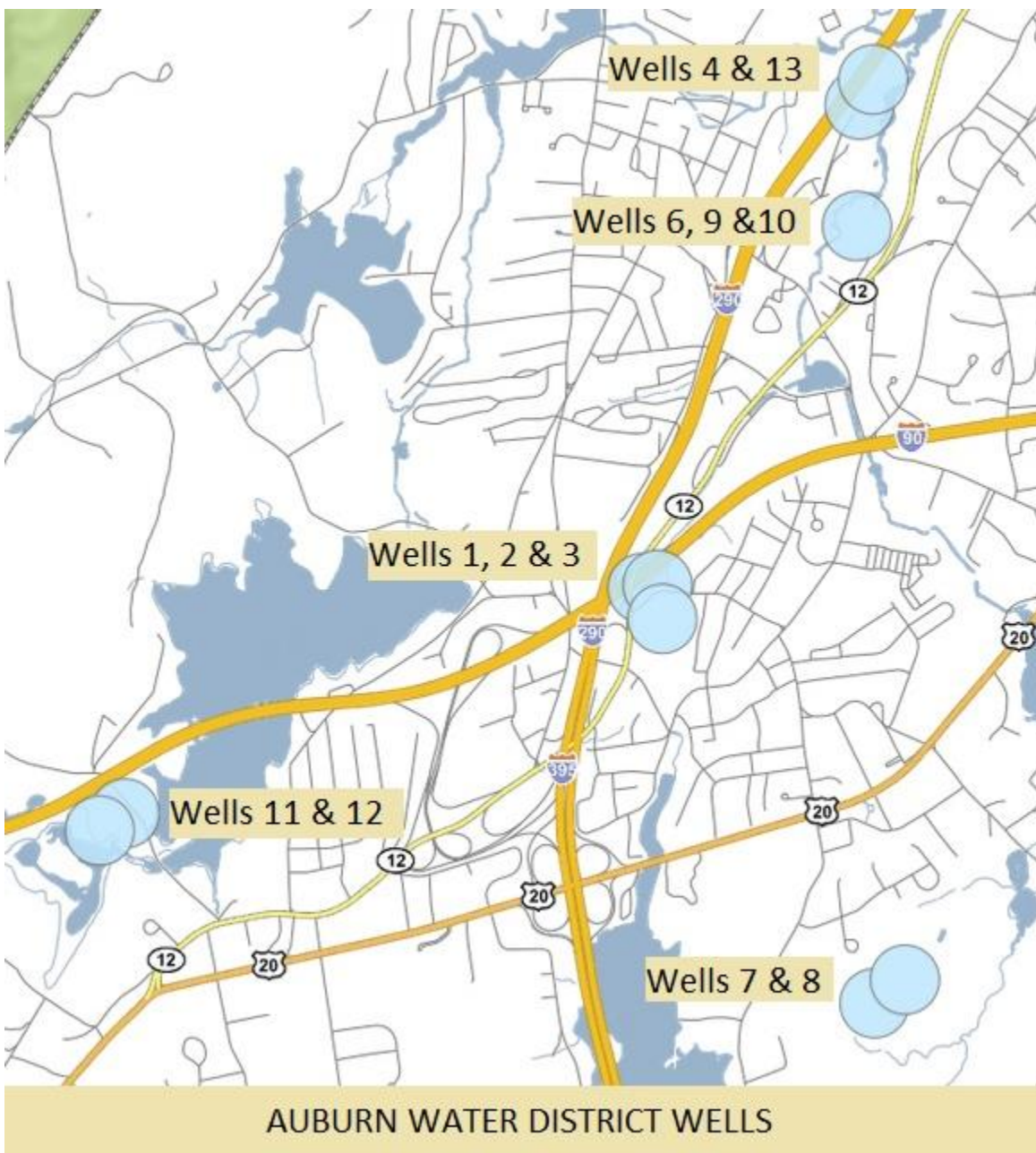
If you would like to participate in discussions regarding your water quality, you may attend the following meetings or educational events: The public is invited to attend any of our Water Commissioner's meetings. Meetings are generally held the 3rd Wednesday of each month at 9:00 AM at the Water District office located at 75 Church St., Auburn, MA. Unless otherwise posted. Should you have any question or require additional information, please call the Auburn Water District Office during normal business hours, Monday to Friday, 8:00 AM – 4:00 PM at (508) 832-5336.

II. YOUR DRINKING WATER SOURCES

Where Does My Drinking Water Come From?

Your water is provided by the following sources listed below:

Source Name	DEP ID#	Source Type	Location of Source
Well # 1	2017000-01G	Groundwater	Church St.
Well # 2	2017000-02G	Groundwater	Church St. (off-line)
Well # 3	2017000-03G	Groundwater	Church St.
Well # 4	2017000-04G	Groundwater	Walsh Ave.
Well # 13	2017000-13G	Groundwater	Walsh Ave.
Well # 6	2017000-06G	Groundwater	Southbridge St. Court
Well # 9	2017000-09G	Groundwater	Southbridge St. Court
Well # 10	2017000-10G	Groundwater	Southbridge St. Court
Well # 7	2017000-07G	Groundwater	South Street / Pine Valley Dr.
Well # 8	2017000-08G	Groundwater	South Street / Pine Valley Dr.
Well # 11	2017000-11G	Groundwater	West St.
Well # 12	2017000-12G	Groundwater	West St.



Is My Water Treated?

Our water system makes every effort to provide you with high quality drinking water. To improve the quality of the water delivered to you, we treat it to remove several contaminants.

- We add a disinfectant (chlorine) to protect you against microbial contaminants.
- We chemically treat the water to adjust the pH to reduce lead and copper concentrations that come from the household plumbing lines.
- We chemically treat and filter the water to reduce levels of iron, manganese and arsenic.

The water quality of our system is constantly monitored by us and the MassDEP to determine the effectiveness of existing water treatment and to determine if any additional treatment is required.

How Are These Sources Protected?

The MassDEP has prepared a Source Water Assessment Program (SWAP) Report for the water supply source(s) serving this water system. The SWAP Report assesses the susceptibility of public water supplies. A susceptibility ranking of "high" was assigned to this system using the information collected during the assessment by the MassDEP due to land uses within Water Supply Protection areas of our wells (Zone I and Zone II). The complete SWAP report is available at the Auburn Water Department, the Auburn Board of Health and online at <https://www.mass.gov/service-details/the-source-water-assessment-protection-swap-program>.

What Can Be Done To Improve Protection?

Our public water system plan addresses the protection recommendations by:

- Our staff monitors these wells at least once per day.
- Fences are installed around all our wells and gates are locked.
- Alarms are installed at all our treatment plants.
- Our radio-based computerized monitoring system that provides us with many facets of information of our system, including water quality parameters continues to keep us continuously informed on the operation of our system and notifies us immediately of alarms or irregularities within the system.
- Our best source of protection continues to be early detection and response to hazardous materials releases and outstanding by the Auburn Fire Department and MassDOT personnel responding to control the impacts of these spills resulting from accidents primarily on the interstate highways that cross our community. Additionally as important are a set of maps that were funded by two MassDEP grants to map the drainage systems of the Mass Pike, Route 12, Route 395, Route 290, and other roads that pass near our well fields. These maps have been used many times by response teams from the MassDEP, the Auburn Fire Department and our department when accidents involving hazardous waste spills occur in these areas. Through the efforts of the MassDOT, our mapping of the interstate highways in Auburn has been updated and copies distributed to the appropriate responding agencies to be better prepared to respond to spills of potentially hazardous materials as the result of motor vehicle crashes.

Residents can help protect sources by:

- Practicing good septic system maintenance.
- Supporting water supply protection initiatives at the next town meeting.
- Taking hazardous household chemicals to hazardous materials collection days.
- Contacting the Water District or Board of Health to volunteer for monitoring or education outreach to schools.
- Limiting pesticide and fertilizer use, etc.

III. SUBSTANCES FOUND IN TAP WATER

In order to ensure that tap water is safe to drink, the MassDEP and U.S. Environmental Protection Agency (EPA) prescribe 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 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).

Sources of drinking water (both tap water and bottled water) can 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. The source of the Auburn Water is strictly from groundwater wells. 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 and farming.

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 and septic systems.

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

Sodium Information: Sodium is a naturally occurring common element found in soil and water. The sodium in our wells is caused by runoff of de-icing materials from the many miles of highways and local roads that traverse near our well sites. This is a public safety issue and as such we have to balance the use of salt with the public safety of our roads. The Auburn Water District is aggressively working MassDEP and MassDOT to develop alternatives to reduce the sodium levels in our wells in the area of the highways within our watershed.

Sodium is necessary for the normal functioning of regulating fluids in human systems. Some people, however, have difficulty regulating fluid volume as a result of several diseases, including congestive heart failure and hypertension. The guideline of 20 mg/l (20 ppm) for sodium represents a level in water that physicians and sodium-sensitive individuals should be aware of in cases where sodium exposures are being carefully controlled. For additional information, contact your health care provider, your local Board of Health, or MassDPH's Bureau of Environmental Health Assessment at 1-617-624-5757

Immuno-Compromised Persons: 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 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)**.

IV. WATER QUALITY TESTING RESULTS

What Does This Data Represent?

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

Coliform Bacteria

Coliform are bacteria that are naturally present in the environment and are not harmful themselves; however, their presence can be an indicator that other potentially harmful bacteria may be present. The District presently collects 16 coliform bacteria samples each month throughout the distribution system. The water entering our distribution system has been chlorinated, and the results represent the water we deliver to our customers.

Distribution System	Highest # Positive in a month	MCL	MCLG	Violation (Y/N)	Possible Source of Contamination
Total Coliform	0	1	0	N	Naturally present in the environment
E.coli	0	*	0	N	Human or animal fecal waste
* Compliance with the E.coli MCL is determined upon additional repeat testing.					

Regulated, Unregulated and Secondary Contaminants

Regulated Contaminant	Date(s) Collected	Highest Detect	Range Detected	MCL or MRDL	MCLG or MRDLG	Violation (Y/N)	Possible Source(s) of Contamination
Inorganic & Organic Contaminants							
1,1-Dichloroethylene	Quarterly	0.54	ND - 0.54	7	7	N	Discharge from industrial chemical factories
2,4-D (ppb)	3/14/19	0.153	ND - 0.153	70	70	N	Runoff from herbicide used on row crops
Arsenic (ppb)	Quarterly	ND	ND	10	10	N	Naturally occurring compound from eroding / decomposing natural deposits,
Nitrate (ppm)	5/20/20	1.75	0.135 - 1.75	10	10	N	Runoff from fertilizer use; leaching from septic tanks; sewage; erosion of natural deposits
Disinfection Contaminants							
Trihalomethanes (TTHMs) (ppb)	12/15/20	21	14 - 21	80	--	N	Byproduct of drinking water chlorination
Haloacetic Acids (HAA5) (ppb)	12/15/20	4.2	ND - 4.2	60	--	N	Byproduct of drinking water disinfection
Chloroform (ppb)	Quarterly	6.7	ND - 6.7	--	--	N	Byproduct of drinking water disinfection
Bromodichloromethane (ppb)	Quarterly	8.28	ND - 8.28	--	--	N	Byproduct of drinking water disinfection
Chlorodibromomethane (ppb)	Quarterly	6.09	ND - 6.09	--	--	N	Byproduct of drinking water disinfection
Bromoform (ppb)	Quarterly	1.07	ND - 1.07	--	--	N	Byproduct of drinking water disinfection
Chlorine	Monthly	0.98	ND - 0.98		4	N	Water additive used to control microbes

Unregulated and Secondary Contaminant	Date(s) Collected	Result or Range Detected	Average Detected	SMCL	Health Advisory or ORSG	Possible Source
Sodium (ppm)	5/20/20	197 - 495	346	--	20	Natural sources; runoff from use as salt on roadways; by-product of treatment process
Alkalinity (ppm)	6/23/20 & 12/15/20	20 - 132	85	none	--	Naturally occurring
Aluminum (ppm)	3/14/19	ND - 0.136	0.022	0.2	--	Naturally occurring
Calcium (ppm)	3/14/19	14.2 - 102	53	None	--	Naturally occurring
Chloride (ppm)	3/14/19	52.3 - 984	374	250	--	Runoff from road de-icing, use of inorganic fertilizers, landfill leachates, septic tank effluents
Hardness (ppm)	3/13/17	50.4 - 358	155		--	CaCO3 calcium carbonate
Iron (ppb)	Quarterly	ND - 205	23	300	--	Naturally occurring, corrosion of cast iron pipes
Magnesium (ppm)	3/14/19	2.27 - 7.98	5.3	none	--	Natural sources as well as discharges from industrial uses
Manganese (ppb)	Quarterly	ND - 37.80	2.6	50	300*	Naturally occurring
pH	Monthly	6.41 - 8.2	--	6.5-8.5	--	Runoff and leaching from natural deposits
Potassium (ppm)	3/14/19	3.08 - 71.9	35.5	none	--	Naturally occurring
Sulfate (ppm)	3/14/19	0 - 36	19.5	250	--	Naturally occurring
Total Dissolved Solids (ppm)	3/14/19	184 - 1,810	762	500	--	Erosion of natural deposits.
Zinc (ppb)	3/14/19	16.3 - 27.4	20.6	5,000	--	Erosion of natural deposits, leaching from plumbing materials

Lead and Copper

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. Auburn Water District is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components within our customer's homes and facilities. 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 the 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>**

Lead and Copper	Date(s) Collected	90 TH Percentile	Action Level (AL)	MCLG	# of Sites Sampled	# of Sites Above AL	Possible Source of Contamination
Lead (ppb)	9/30/20 to 11/30/20	1	15	0	54	2	Corrosion of household plumbing systems; Erosion of natural deposits
Copper (ppm)	9/30/20 to 11/30/20	0.928	1.3	1.3	54	1	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives

Abbreviations

AL = Action Level -The concentration of a contaminant that, if exceeded, triggers treatment or other requirements that a water system must follow.

MCL = Maximum Contaminant Level -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.

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 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 below which there is no known expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

mrem/year = millirems per year (a measure of radiation absorbed by the body)

ND = Not Detected

ORSG = Massachusetts Office of Research and Standards Guideline –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.

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

RAA = Running Annual Average – the average of four consecutive quarters of data.

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

TT = Treatment Technique –A required process intended to reduce the level of a contaminant in drinking water.

Unregulated Contaminants -Those for which USEPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist USEPA in determining their occurrence in drinking water and whether future regulations are warranted.

The District received one MassDEP Notice of Non-Compliance in 2020. NON-CE-21-5D00010722-CSA was issued on March 3, 2021 for failure to collect and analyze the required samples during the third quarter of the 2020 compliance period. Some parameters were collected during the subsequent monitoring period. Those parameters that were not analyzed during the third quarter (arsenic, iron, manganese) were sampled for the each of the other three quarters.

V. SPECIAL NOTICES

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses).

AUBURN WATER DISTRICT MANDATORY WATER BAN ON NON-ESSENTIAL WATER USE FROM MAY 1 THRU SEPTEMBER 30

As part of the MassDEP Water Management Act (WMA) the permit issued to the Auburn Water District now mandates that the Auburn Water District impose a seasonal water ban restriction from May 1st through September 30th for non-essential outdoor water use between the hours of 9:00 AM. to 5:00 PM.

Non-Essential water uses that are subject to the mandatory water restrictions between 9:00 AM. to 5:00 PM. are as follows:

- Irrigation of lawns via hose sprinklers or automatic irrigation systems.
- Washing of motor vehicles , except in commercial car washes or as necessary for operator safety
- Washing of exterior building surfaces, parking lots, driveways or sidewalks except as necessary to apply surface treatments such as paint, preservatives, stucco, pavement, or cement.
- The following uses may be allowed when mandatory non-essential use restrictions are in place:
 - Irrigation to establish new lawn and new plantings during the months of May and September.
 - Irrigation of public parks and recreational fields by means of automatic sprinklers outside the hours of 9:00 AM. to 5:00 PM
 - Irrigation of lawns, gardens, flowers and ornamental plants by means of a hand-held hose.

Water uses NOT subject to mandatory restrictions are those required:

- For health or safety reasons
- For the production of food and fiber
- For the maintenance of livestock

To meet the core functions of a business (for example, irrigation by golf courses as necessary to maintain tees, greens, and limited fairway watering or irrigation by plant nurseries as necessary to maintain stock).

In spite of the fact that the 2020 average residential average water use was less than the allowable per day of 65 gallons per person per day, to watering between the hours of 5:00 PM. and 9:00 AM without restriction. However, in light of the recent severe drought conditions that we all endured in the past years, and in an effort of water conservation, the Board of Water Commissioners have voted to allow non-mandatory outdoor water use on an odd / even day basis based on the street number of the property address. Odd numbered properties water on Tuesdays, Thursdays and Saturdays. Even numbered properties water on Wednesdays, Fridays and Sundays. No watering is allowed on Mondays.

The Auburn Water District appreciates the ongoing cooperation, especially during the past drought, with your complying these restrictions between the months of May and September. These restrictions are not that difficult or imposing to follow. It is hoped that these restrictions will promote smart water use and to lessen the loss of valuable water that is evaporated from irrigation systems as well as reducing the peak water demands that water suppliers face during warmer, dry weather periods.

Watering at night improves the effectiveness of the watering as well as reducing the amount of water needed for plant growth. Established lawns need no more than a one-inch total depth application of water per week. Watering more than that results in shallow root systems and with decreased tolerance to drier weather conditions and does not make for a better or healthier lawn.

If everybody co-operates, we and other towns in the state may not have to institute stricter requirements. These restrictions were instituted by the MassDEP to try and insure that the water suppliers within the state to have sustainable water supply for years to come. This requirement is not just our commitment to have sufficient water but it should be everybody's commitment to insure that we have sufficient water for years to come. Water is a very precious resource and if it is not managed properly, it can be lost and not easily returned if ever.

Failure to comply with this non-essential use restriction will result in more stringent, mandatory water use restrictions which may include severely restricted or prohibited irrigation of lawns and other outdoor water uses.

We all should make a commitment to do our little share of conservation and statewide it will make a large improvement to save our water supply for our children and their children. The Auburn Water District wells fall within the Blackstone River Basin. The aquifer within this basin has been increasingly stressed. Failure to curtail our water needs will result in the basin becoming increasingly stressed resulting in future problems and resulting restrictions. With your co-operation we can work to prevent this and to insure that we have sufficient water for our present and future needs. Thank you for your help in this matter.

Should you have any question or require additional information on water conservation please call the Auburn Water District Office during normal business hours, M-F 8:00 AM – 4:00 PM, at (508) 832-5336.

VI. CROSS-CONNECTION CONTROL AND BACKFLOW PREVENTION

The Auburn Water District makes every effort to ensure that the water delivered to your home and business is clean, safe and free of contamination. Our staff works very hard to protect the quality of the water delivered to our customers from the time the water is extracted via deep wells from underground aquifers or it is withdrawal from a surface water source, throughout the entire treatment and distribution system. But what happens when the water reaches your home or business? Is there still a need to protect the water quality from contamination caused by a cross-connection and, if so, how?

What is a cross-connection?

A cross-connection is any actual or potential connection between the drinking water lines and potential sources of pollution or contamination, such as a piping arrangement or equipment that allows the drinking water to come in contact with non-potable liquids, solids or gases hazardous to humans in event of a backflow event.

What is backflow?

Backflow is the undesired reverse of the water flow in the drinking water distribution lines. This backward flow of the water can occur when the pressure created by equipment, such as a boiler or air-conditioning system, is higher than the water pressure inside the water distribution line (back pressure), or when the pressure in the distribution line drops due to routine occurrences such as water main breaks or heavy water demand, causing the water to flow backward inside the water distribution system (back siphonage). Backflow is a problem that many water consumers are unaware of, a problem that each and every water customer has a responsibility to help prevent.



What can I do to help prevent a cross-connection?

Without the proper protection, something as simple as a garden hose has the potential to contaminate or pollute the drinking water lines in your house. In fact, more than half the country's cross-connection incidents involve unprotected garden hoses. There are very simple steps that you, as a drinking water user, can take to prevent such hazards, including:

- NEVER submerge a hose in soapy water buckets, pet watering containers, pools, tubs, sinks, drains or chemicals.
- NEVER attached a hose to a garden sprayer without the proper backflow preventer.
- Buy and install a hose bibb vacuum breaker in any threaded water fixture. The installation can be as easy as attaching a garden hose to a spigot. This inexpensive device is available almost hardware stores and home-improvement centers.
- Identify and be aware of potential cross-connections to your water line.
- Buy appliances equipped with backflow prevention devices.
- Buy and install backflow preventers or assemblies for all high and moderate hazard connections.

If you are the owner or manager of a property that is being used as a commercial, industrial or institutional facility, you must have your property's plumbing system surveyed for cross-connections by your water supplier. If your property has NOT yet been surveyed, contact the District to schedule a cross-connection survey.

The Massachusetts Drinking Water Regulations, 310 CMR 22.00, require all public water systems to have an approved and fully implemented Cross-connection Control Program (CCCP). The District is working diligently to protect the public health of its drinking water customers from the hazards caused by unprotected cross-connections through the implementation of its cross-connection survey program, elimination or proper protection of all identified cross-connections, the registration of all cross-connections protected by reduced pressure backflow preventers (RPBPs) or double check valve assemblies (DCVAs), and the implementation of a testing program for all RPBPs and DCVAs.

Should you have any question or require additional information on water conservation please call the Auburn Water District Office during normal business hours, M-F 8:00 AM – 4:00 PM, at (508) 832-5336.

VII. ADDITIONAL INFORMATION

Q: HOW TO CONTACT THE AUBURN WATER DISTRICT?

A: The District office is open from 8:00 AM to 4:00 PM Monday thru Friday. We are located at 75 Church St., Auburn MA 01501 at the corner of Southbridge and Church Streets. Our office telephone number is (508) 832-5336 and our fax number is (508) 832-5338. Please stop in, or call and our staff would be happy to answer any questions you may have regarding the operation of the Auburn Water District.

FOR AFTER HOURS EMERGENCIES, PLEASE CALL (508) 832-5336 FOR THE TELEPHONE NUMBER OF THE ON-CALL SERVICE TECHNICIAN

Q. HOW WOULD I KNOW IF THERE WAS A PROBLEM WITH THE DISTRICTS WATER SUPPLY?

A. The Auburn Water District and the MassDEP keep a close watch on your water system. If a problem were found, all affected water users would be made aware of the problem via radio, local cable television, local newspapers, telephone alerting systems, the District and the Auburn Board of Health.

Q. MY WATER IS OCCASIONALLY DISCOLORED. IS IT SAFE TO DRINK?

A. You can safely drink, cook, and bathe in the water. Yellow color is caused by small particles of iron in the water. When there is a disruption in the system such as a water main break or when hydrants are flushed or used for a fire, the heavy flows of water can cause the water to flow in different directions and speeds than under normal conditions. This disruption can cause small particles of iron (rust) to become dislodged and to cause the water to become discolored. Try running the water for a while and wait until the water runs clear before doing laundry.

Q. MY WATER IS SOMETIMES CLOUDY, BUT IT CLEARS UP QUICKLY. CAN I DRINK IT?

A. This cloudiness is caused by air being trapped in the water. The water is completely safe to drink and will clear up very quickly.

Q: I HAVE HEARD ABOUT CHLORINATION BY-PRODUCTS CAUSED BY TREATMENT WITH CHLORINE TO KILL BACTERIA IN DRINKING WATER. IS IT SAFE?

A. Due to treatment with chlorine there are small residuals of trihalomethanes found in drinking water. As long as these residuals do not exceed the MCL for these compounds the water is completely safe to drink. Since our system uses groundwater and is void of organics which reacts with the chlorine to create trihalomethanes, the water in our system is periodically tested for these compounds and are all below the MCL.

Q. SOMETIMES, ESPECIALLY DURING THE SUMMER, MY WATER MAY SMELL FUNNY. WHAT IS THE CAUSE OF THIS?

A. Ground water as the source of our water, is usually not affected the same as surface water with respect to algae and other problems. However, ground water is susceptible to concentrations of hydrogen sulfide, especially during periods of heavy prolonged water use. These tastes and smells are usually not signs of harmful water but please let your water supplier know if you do encounter a strange smell or taste in your water.

Q. WHAT IS THE BOTTOM LINE ON WATER QUALITY IN THE AUBURN WATER DISTRICT?

A. The Auburn Water District performed over 800 tests concerning water quality last year. Most of our testing found no contaminants over the MCL's. That does not mean that the water does not have trace amounts of some contaminants but it does meet all of the current EPA and MassDEP Drinking Water Standards and is safe to drink.

VIII. AUBURN WATER DISTRICT FACTS

We are one of two water districts in town. The other District, which purchases water from the City of Worcester, is the Elm Hill Water District. The Woodland Water District, which has been incorporated in the Auburn Water District, is also supplied with water from the City of Worcester.

We were chartered in 1947 by chapter 585 of the Commonwealth of Massachusetts. We, being a separate water district, are independent from the Town of Auburn. And as such, we do not receive any tax dollars to operate our system.

We service about 80 % of the town. We have approximately 4,800 service connections.

We process about a million gallons of water through our treatment plants daily. Our daily consumption during the winter months is about 1.0 million gallons a day. During the summer months is 1.8 million gallons a day. Our maximum safe yield is about 2.4 millions gallons a day.

We have about 70 miles of pipe in our distribution system varying in size from 2 to 16 inches.

We have 3.2 millions gallons of water storage, two million gallons are stored in two tanks at the Prospect Street site and 1.2 million gallons being stored in the two Bryn Mawr Avenue tanks.

The District is made up of twelve gravel packed wells. We have three treatment plants for the removal of substances such as iron, manganese, arsenic and radon from our water.

We have 424 hydrants in town and another 45 private hydrants that we service. The hydrants located on the public ways are maintained at no cost to the Town.

The District maintains a cross-connection control program to protect our water from cross-connection contamination. All backflow devices shall be tested annually, with some types requiring semi-annual testing.

We also own and maintain five dams in the Town of Auburn, which include three dams on Dark Brook Reservoir and one each on Upper and Lower Stoneville Reservoirs respectfully. Even though we do not use these reservoirs for our drinking water they are a very important recharge area for all our wells.

The District works very hard to try to educate people on hazardous waste issues. We continue to co-sponsor various hazardous waste pickups in Town in conjunction with the Auburn Board of Health. We work with the MassDEP and the Auburn Fire Department to respond to any hazardous waste spills that may affect our water supplies. We monitor existing hazardous waste releases to ensure remedial actions are completed.

We are on call 24-hours a day 365 days a year. We do the majority of our service connections and repair work. We are a public water supplier and are subject to EPA and MassDEP drinking water regulations. The Commonwealth of Massachusetts licenses all our staff.

Summary

The Auburn Water District has prepared this report as required under the Safe Drinking Water Act and in accordance with the EPA and the MassDEP. We hope this report has been of value to the customers of the Auburn Water District. As always it is the mission of the Auburn Water District to supply you with the best and safest drinking water possible.

If you have any questions regarding this Consumer Confidence Report please call to talk to Greg Woods, Auburn Water District Superintendent at 508-832-5336. The District's office is located at 75 Church Street in Auburn. Please visit our website at AUBURNWATER.COM

WATER RATES AND FEES

Effective 6/09/2021
(AS SET BY THE BOARD OF WATER COMMISSIONERS)

Water Rates Based on Cubic Feet (CF) Used. (One Cubic Foot (CF) of water equals 7.48 gallons)

Minimum Charge for up to 600 CF per quarter	\$ 44.00
Charge for 601 CF to 4999 CF per quarter	\$ 44.00 + \$7.17 per each 100 CF over 601 CF
Charge for 5000 CF per quarter	\$ 359.48
Charge for over 5000 CF per quarter	\$ 359.48 + \$9.65per each 100 CF over 5000 CF

Fire Sprinkler Charges

Minimum Charge (Up to 100 Heads) per quarter	\$ 32.50
Additional Charge per head per quarter	\$ 0.15 each head

Fire Hydrant Charges (Private)

Charge per hydrant per quarter	\$ 25.00 per hydrant
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Backflow Device Testing

\$ 75.00 each per test

Service Rates

Service Rate from 7:30 AM to 4:00 PM	\$ 60.00 / man / hour
Service Rate after 4:00 PM, & weekends / holidays	\$ 90.00 / man / hour
Backhoe Rate (w/ operator) 7:30 AM. to 4:00 PM	\$ 65.00 / hour
Backhoe Rate (w/ operator) after 4:00 PM & weekends / holidays	\$ 130.00 / hour

ENTRANCE FEES

<u>DOMESTIC SERVICE</u>		<u>FIRE SERVICE</u>	
<u>SIZE</u>	<u>COST</u>	<u>SIZE</u>	<u>COST</u>
3/4" - 1"	\$1,000.00	4"	\$4,000.00
1 1/2"	\$1,500.00	6"	\$6,000.00
2"	\$2,000.00	8"	\$8,000.00
4"	\$3,500.00	10"	\$10,00.00

Notes: All domestic services over 1" require backflow protection
All Fire Protection Services Systems, require backflow protection
All underground irrigation systems require backflow protection.