**AUBURN WATER DISTRICT**
**75 CHURCH STREET – PO BOX 187 – AUBURN MA 01501**
**(508) 832-5336 FAX (508) 832-5338**

**Commissioners**
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**Clerk**
David P. Doherty

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Timothy Harrison

**Superintendent**
Gregory Woods

# WOODLAND WATER DISTRICT
# 2025 ANNUAL WATER QUALITY REPORT
# (Consumer Confidence Report)

The following is the 2025 annual report published on the quality of drinking water supplied to the customers of the former Woodland Water District during the 2025 calendar year. Woodland Park Water District was chartered in 1935 by Chapter 585 of the Acts of 1935 of the Commonwealth of Massachusetts General Laws. It operated as such until it was unchartered by an Act of Legislature in 2004 and became part of the Auburn Water District. The Woodland Water District public water system identification number was officially declassified by the MassDEP on April 9, 2021. The Auburn Water District has assumed the operation and maintenance of the former Woodland Water District including but not limited to making repairs, billing and performing all water testing and reporting required by the MassDEP

All water supplied to the customers of the former Woodland Water District is purchased from the City of Worcester. Since the water supply is not from Auburn's sources, the Consumer Confidence Report (CCR) prepared by the City of Worcester is provided to those customers. An electronic copy of this CCR, as was as copies of previous reports, can be found at www.auburnwater.com/water-quality/. The City of Worcester is fully compliant with all health and safety standards established by Federal and State regulations for public water systems.

The Auburn Water District operates under its elected Board of Water Commissioners, which meet monthly, generally on the third Wednesday, at 9AM at the Auburn Water District Office which is located at 75 Church St., Auburn MA 01501. The normal business hours are M-F 8AM to 4PM. The telephone number is (508) 832-5336. The Auburn Water District public water supply number is PWS ID 2017000. Should you have any questions regarding this report please do not hesitate to contact me at (508) 832-5336**.**

Sincerely,
Auburn Water District

Gregory Woods
Superintendent

The City *of* Worcester
Department of Public Works
*Water Operations*
Public Water Supply # 2348000
18 East Worcester Street
Worcester, MA 01604

# 2025 Water Quality Report

www.worcesterma.gov 508-929-1300

English
This is an important notice. Please have it translated.

Greek
Αυτή είναι μια σημαντική ειδοποίηση. Παρακαλουμε να το μεταφρασετε.

Italian
Ciò è un avviso importante. Prego traducalo.

French
C'est une annonce de votre eau potable. Parlez s'il vous plaît avec quelqu'un qui comprend.

Spanish
Esto es un aviso importante. Por favor tenga esto traducido.

Polish
To sprawozdanie zawiera informacje na temat jakości wody, przetłumacz je lub porozmawiaj z osobą która je dobrze rozumie.

Vietnamese
Đây là một thông báo về nước uống của bạn. Xin nói với người mà hiểu.

**This report contains important information about your drinking water.**

The Worcester Water Operations Division of Worcester's Department of Public Works is dedicated to providing a safe, reliable, potable water supply today, and to protect the availability of that supply for the future.

**Spread the word.**

If you are a property owner who rents or leases your property, please forward a copy of this important report to your tenants, or inform them that copies are available at the business office.

*Turkey vulture lands on shoreline of Holden Reservoir #2*

## Consumer Confidence Report

Worcester Department of Public Works (DPW) Water Operations is pleased to announce that we successfully provided the same high quality drinking water you have come to expect from us. In this report we present to you this year's water quality results and additional information about Worcester's drinking water system. The intent of this report is to inform you about your drinking water and provide you with all of the information available on Worcester's drinking water quality. This report represents the calendar year 2025. Inside this report you will find:

- Where Your Water Comes From
- How Your Water Is Treated
- Water Quality Test Results
- Cross Connection and Conservation Tips

## Your Water Meets all Federal and State Standards

We are happy to report that Worcester's drinking water meets all federal and state requirements set forth by the *Safe Drinking Water Act.*

In order to ensure that tap water is safe to drink, USEPA and MassDEP 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 regulations establish limits for contaminants in bottled water that must provide the same protection of public health. By continuing to comply with the strict regulations for public water systems, Worcester DPW Water Operations can be sure that your drinking water is safe.

## 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 infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/ Centers for Disease Control and Prevention (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

## Your Water Supply

Worcester obtains its drinking water from 10 surface water sources, or reservoirs, located outside of the City. The watershed for these reservoirs covers 40 square miles. These reservoirs, totaling a combined storage capacity of 7,379.9 Million Gallons (MG) are:

| | |
|---|---|
| • Lynde Brook Res. (Leicester) | 717.4 MG |
| • Kettle Brook Res. No. 1 (Leicester) | 19.3 MG |
| • Kettle Brook Res. No. 2 (Leicester) | 127.3 MG |
| • Kettle Brook Res. No. 3 (Leicester, Paxton) | 152.3 MG |
| • Kettle Brook Res. No. 4 (Paxton) | 513.7 MG |
| • Holden Res. No. 1 (Holden) | 729.3 MG |
| • Holden Res. No. 2 (Holden) | 257.4 MG |
| • Kendall Res. (Holden) | 792.2 MG |
| • Pine Hill Res. (Paxton, Holden, Rutland) | 2,971.0 MG |
| • Quinapoxet Res. (Holden, Princeton) | 1,100.0 MG |

In addition to these 10 active reservoirs, other sources of water supply remain inactive but could be used in the case of an emergency. These additional supplies include two wells and two reservoirs; the Coal Mine Brook Well on Lake Ave North in Worcester and the Shrewsbury Well off Holden Street in Shrewsbury, the Wachusett Reservoir and the Quabbin Aqueduct.

A small area around West Mountain Street is supplied with water purchased from the Town of Holden. This area includes West Mountain Street from #157 to the Holden line (including Stratton Hill Apartments), Maravista Road, Maranook Road, Wendover Road, and the first 500 feet of Lanesboro Road Relocated. These residents will receive a similar Water Quality Report from

The **first barrier** of protection for any water supply system is to have clean sources of water. To protect a surface water supply one must control the land within the watershed surrounding the supply. Worcester has maintained very strict control over the land it holds for water supply protection. However, not all of the land in Worcester's watershed is owned or controlled by the City. On some of those privately owned lands activities occur that could pose a threat to water quality in the reservoirs.

The potentially threatening land uses include: dairy farms, livestock operations, manure spreading or storage, pesticide storage and use, railroad tracks, aquatic wildlife, landfills and dumps, power line rights of way, stormwater discharges, highways and roadways. Overall, Worcester's

More information on watershed protection issues is available in the Source Water Assessment & Protection (SWAP) report prepared by DEP in 2002 and available from Worcester DPW Water Operations by calling 508-929-1300, or on page 1483 of "Central Region: Source Water Assessment & Protection (SWAP) Program Reports" at www.mass.gov/dep

## Water Treatment

Protecting our water sources, while important, is not enough to assure that your tap water is safe to drink. The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Contaminants that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- 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 byproducts 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

Water treatment is necessary as the **second barrier** of protection. Treatment will reduce the levels of contaminants to a safe range and can effectively eliminate some substances but will not remove all traces of all possible contaminants.

In 2025, the Worcester Water Filtration Plant treated 8,499,068,723 gallons of water using the following processes:

- **Ozonation—**Generated on-site, ozone disinfects and breaks down organic matter making the water more efficiently filtered. This is the most effective disinfectant for the parasites giardia and cryptosporidium.
- **Coagulation & Flocculation using alum and cationic polymer**— This makes small particles in the water stick together to form larger particles, which can be better trapped in filters.
- **Direct Filtration—**This removes particles from the water using anthracite (a type of coal) as a filter.
- **pH Adjustment**—Lime (calcium oxide) is added to make the water less acidic and less corrosive.
- **Disinfection with Chlorine—** Kills bacteria and other microorganisms.
- **Corrosion Control—**A blended phosphate corrosion inhibitor is added to make the water less corrosive to protect metal pipes.

**Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contamination. 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).**

## Water Quality Testing Results for 2025

The following tables and descriptions provide a complete summary of all contaminants detected in Worcester's water in 2025. The tables may contain several terms and abbreviations that may be unfamiliar to you. To help you better understand these terms, we provide important definitions on page 4.

## Source Water Quality

**Inorganic Contaminants (IOCs):**

These chemicals can be naturally present in the rocks and soils surrounding a water supply or result from urban storm water runoff, industrial, or domestic wastewater discharges, oil, and gas production, mining, and farming.

Sodium is not regulated by the USEPA. The DEP Office of Research and Standards (ORSG) has set a state guideline. These concentration levels have been developed to indicate whether further action is necessary to avoid adverse health risks and to protect the aesthetic quality of our drinking water.

The various health effects of IOCs include increased risk of cancer, liver or kidney damage, nerve damage, or intestinal problems, depending on the type of IOC present and the amount ingested.

Worcester's water supply is tested annually for all IOCs after water treatment but before entering the distribution system. Those listed were the only IOCs detectable. They all were at levels below the MCL limit. **Worcester has never exceeded the MCL for any IOCs.**

**Per and Polyfluoroalkyl Substances (PFAS 6):** Discharges and emissions from industrial and manufacturing sources associated with the production or use of these PFAS, including production of moisture and oil resistant coatings on fabrics and other materials. Additional sources include the use and disposal of products containing these PFAS, such as fire-fighting foams. **Recently regulated by the EPA, Worcester tested for these substances and has not exceed the MCL.**

**Unregulated Contaminants Monitoring Rule (UCMR 5):** Federal law required the City to collect samples under the Unregulated Contaminant Monitoring Rule 5.The EPA uses data from this monitoring to determine whether additional contaminants should be regulated in the future. Samples were collected from the source water and entry point to the distribution system after treatment. Samples are to be collected in four consecutives quarters and started in the third quarter of 2023. There were no detected results above the minimal reporting limits from the third and fourth rounds of samples taken for UCMR 5 in 2024. Full UCMR results can be obtained by contacting Worcester Water Operations by calling (508) 929-1300. Contaminants at these very low levels are not expected to be of concern should the EPA decide to regulate these compounds in the future.

**Organic Contaminants:** Volatile Organic Contaminants (VOCs) and Synthetic Organic Contaminants (SOCs) are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm runoff, and septic systems.

Worcester's water is tested for VOCs after water treatment but before entering the distribution system. Disinfection byproducts are another type of VOC but are listed separately in this report.

**SOCs were last sampled in 2025** by collecting samples after treatment but before water entered the distribution system. These contaminants include pesticides, explosives and various other organics. **No SOC's were detected. Worcester's surface water supplies have never exceeded MCLs for any VOC's or SOC's.**

**Radioactive Contaminants:** These contaminants can be naturally occurring or be the result of oil and gas production. They can enter water supplies from atmospheric fallout, runoff, illegal disposal of radioactive waste, or from contact with natural deposits of radioactive materials such as radon and uranium.

Since Worcester's reservoirs are not in an area of known sources of radioactive materials and have never had radioactive contaminants detected at a level of significance, our water can be tested less frequently.

**Radioactive contaminants were tested in 2025. Results for all contaminants measured were not detectable.**

| Substance (Contaminant) | Maximum Level Detected | Range Detected | MCL | MCLG | Typical Source Of Contaminant | Violation |
|---|---|---|---|---|---|---|
| Inorganic Contaminants (IOCs) | | | | | | |
| Barium | 0.01 ppm | n/a | 2 ppm | 2 ppm | Erosion of natural deposits | No |
| Fluoride | 0.100 ppm | n/a | 4 ppm | 4 ppm | Erosion of natural deposits | No |
| Nitrate Nitrogen | 0.291 ppm | n/a | 10 ppm | 10 ppm | Erosion of natural deposits, fertilizer, wastewater | No |
| Sodium | 18 ppm | n/a | Unregulated [1] ORSG: 20 ppm | Unregulated [1] | Naturally present in the environment; road salt | No |
| Per and Polyfluoroalkyl Substances (PFAS) | | | | | | |
| PFAS 6 | 3.3 ppt | n/a | 20 ppt | none | Discharges and emissions from industrial and manufacturing sources in association with the production or use of these PFAS. | No |
| Perflourohexanoic acid (PFHxA) | 4.0 | n/a | Unregulated [1] | none | | No |
| Volatile Organic Contaminants (VOCs) | | | | | | |
| None detected other than disinfection byproducts (See pg. 4) | | | | | | |
| Synthetic Organic Contaminants (SOCs) | | | | | | |
| None detected in the samples collected | | | | | | |
| Unregulated Contaminants Monitoring Rule (UCMR 5) | | | | | | |
| Unregulated Contaminant | Date Collected | Detect Range | Average Detected | MRL | Source | Violation |
| Perfluoropentanoic Acid | 2023 | 0.0014-0.0032 ppb | 0.0023 ppb | 0.0030[1] | Manmade chemical; used in products to make them stain, grease, heat, and water resistant | No |

[1] Unregulated means that USEPA has not set an MCL for this contaminant

[2] The EPA has set a health advisory for manganese of 0.3 ppm

## Distribution Water Quality

**Microbiological Contaminants:** Bacteria in the Total Coliform group are naturally present in the environment and are not necessarily harmful. We test for this group of bacteria because their presence indicate that conditions are right for the presence of more harmful microorganisms. The City of Worcester monitors for microbiological contaminants by collecting a minimum of 149 water samples in the City each month. Monitoring locations are approved by the Massachusetts Department of Environmental Protection (MassDEP) and are spread throughout the City to ensure that the water being tested is truly representative of the water flowing from consumers' taps. A total of 1,800 distribution samples were collected and analyzed for Total Coliform Bacteria in 2025.

Compliance with the MCL for Microbiological Contaminants is having no *E.coli*-positive samples and no treatment technique violations necessitating a sanitary assessment. Compliance with the MCL for *E.coli* still requires routine sample collection and monitoring of Total Coliform Bacteria and each coliform-positive sample is analyzed to determine if *E. coli* is present. **In 2025, there were NO *E. coli* found in Worcester's water and NO sanitary assessments were required.**

| Microbial Contaminants (Distribution System) | | | | | |
|---|---|---|---|---|---|
| Bacteria | Total # Positive | MCL | MCLG | Possible Sources | Violation |
| *E. coli* | 0 positive | Determined upon additional repeat testing | 0 positive | Human and animal fecal waste | No |

**Disinfection:** Chlorine is a disinfectant used to kill bacteria and microorganisms in drinking water. Its use is recognized as one of the most important public health measures ever taken in the modern world. Federal regulations limit the maximum amount of residual chlorine that can be present in the distribution system to 4.0 ppm. **Worcester's water contains about 25% of the maximum allowed.**

| Disinfectant/ Disinfectant Byproduct | Maximum Level Detected | Range | MRDL | MRDLG | Typical Source | Violation |
|---|---|---|---|---|---|---|
| Total Chlorine | 1.05 ppm [4] | 0.1-3.7 ppm | 4.0 ppm | 4.0 ppm | Added during treatment | No |
| Total Trihalomethanes | 63 ppb [5] | 17-92 ppb | 80 ppb | — | Byproducts of chlorine disinfection | No |
| Haloacetic Acids | 41 ppb [5] | 16-58 ppb | 60 ppb | — | Byproduct of disinfection | No |

| Turbidity | Maximum Turbidity Measured | Lowest Monthly % of Measurements Below Turbidity Limits | Number of Measurements > 1.0 NTU | Turbidity Limits (Combined For All Filters) |
|---|---|---|---|---|
| Turbidity (Combined for all filters) | 0.254 NTU | 100% | 0 | Less than or equal to 0.3 NTU in 95% of monthly measurements; No measurement can exceed 1.0 NTU |

[4] Highest Running Annual Average. [5] Highest Locational Running Average

**Disinfection Byproducts:** Disinfection byproducts are organic compounds produced when chlorine reacts with naturally occurring organic matter. Total trihalomethanes (TTHMs), a group of four compounds, and haloacetic acids (HAAs), a group of five compounds, are monitored in Worcester at eight representative monitoring locations, including locations expected to have the highest levels, on a quarterly basis. Compliance with the MCL is determined by the running annual average at each sampling location during the year (Locational Running Annual Average or LRAA). Some people who drink water containing THMs in excess of the MCL over the course of many years may experience problems with their liver, kidneys, or central nervous systems and may have an increased risk of getting cancer. Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer. This year, none of the eight locations had single samples that exceeded MRDLs. **Worcester has never exceeded the MCLs or LRAA for Total Trihalomethanes or Haloacetic Acids.**

**Turbidity:** Turbidity is a measure of the cloudiness of water in NTU (Nephelometric Turbidity Units) and is an indication of particulate matter, some of which may include harmful microorganisms. It is used primarily to determine the effectiveness of filtration. We measure turbidity continuously at each of the eight filters at the Water Filtration Plant, and as the combined water leaves the Plant. Turbidity itself is not harmful and does not cause illness.

Water entering the Water Filtration Plant has an average turbidity of about 0.5 NTU. The water leaving the Plant and entering the distribution system is at a more consistent level of about 0.05 NTU. **Worcester has never failed the standard for turbidity since the Filtration Plant began regular operation.**

**90th Percentile:** Out of every 10 homes sampled, 9 were at or below this level. This number is compared to the action level to determine lead and copper compliance

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

**Highest Running Annual Average (HRAA):** the highest average result from quarterly samples taken within the distribution system. This average is used to determine compliance.

**Maximum Residual Disinfectant Level Goal: (MRDLG):** the level of a drinking water disinfectant below which there is no known expected risk to health. This level does not reflect the benefits of the use of disinfectants to control microbial contaminants.

**Maximum Residual Disinfectant Level (MRDL):** 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.

**Maximum Contaminant Level Goal (MCLG):** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLG's allow for a margin of safety.

**Maximum Contaminant Level (MCL):** the highest level of a contaminant that is allowed in drinking water. Set as close to the MCLG's as feasible using the best available treatment technology.

**n/a:** Not applicable

**NTU:** Nephelometric Turbidity Units

**Office of Research and Standards Guideline (ORSG):** This is the concentration of a chemical in drinking water at or below which adverse health effects are unlikely to occur after chronic (lifetime) exposure. If exceeded, it serves as an indicator of the potential need for further action.

**pCi/L:** picocuries per liter (a measure of radiation)

**ppm:** parts per million; same as milligrams per liter (mg/L)

**ppb:** parts per billion; same as micrograms per liter (ug/L)

**ppt:** parts per trillion; same as nanograms per liter (ng/L)

**Unregulated Contaminants:** Unregulated contaminants are those for which EPA has not established drinking water standards. The purpose of unregulated monitoring is to assist EPA in determining their occurrence in drinking water and whether future regulation is warranted.

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

**Running Annual Average (RAA):** The average of four consecutive quarters of data.

## Lead And Copper

| System | Contaminant | 90 TH Percentile | AL | MCLG | Range | # of Samples Tested | Exceeds AL (Yes/No) | # of Samples Exceeding AL |
|---|---|---|---|---|---|---|---|---|
| Worcester | Lead (2023) | 2 ppb | 15 ppb | 0 | ND - 14 | 89 | No | 0 |
| | Copper (2023) | 0.095 ppm | 1.3 ppm | 1.3 ppm | 0.002 - 1.5 | 89 | No | 1 |

**Lead and Copper:** Worcester's source waters are lead-free. The same is true of the water that travels to your home through pipes, primarily made of iron and steel. Both copper and lead are generally found in water due to materials and components associated with home plumbing, and would typically leach out from the water pipes within your home if the water were corrosive. Lead usually comes from the lead solder used, prior to 1986, to connect copper pipes. The copper comes from the pipes themselves. The 90th percentile, used for compliance purposes in the table above, is a statistical measure used in the Lead and Copper Rule which signifies that out of every 10 samples, 9 were at or below this level.

Copper is an essential nutrient. That said, ingesting elevated levels may upset your stomach, but there are no long-term effects unless you suffer from Wilson's Disease. If this is the case, consult your personal physician. Elevated lead ingestion, on the other hand, may cause serious health problems including kidney problems or high blood pressure in adults. It can also cause problems for pregnant women and young children. Infants and young children are typically more vulnerable to lead and may cause delays in mental and physical development. Lead is therefore strictly regulated in drinking water.

Lead and copper are contaminants that have a very specific and unique set of rules for sampling and testing. Since they enter the water at the point of use (near the tap) sampling and testing for these metals must be done at the homes in the City rather than at the entry point to the distribution system. Samples had to be collected after the water went unused for at least six hours to allow for maximum contact between the water and the lead and copper.

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and home plumbing. Worcester DPW Water Operations is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water, and wish to have your water tested, contact Worcester DPW Water Operations at 311 or (508)929-1300. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at https://www.epa.gov/safewater/lead.

## Other Analysis

The compounds in this table are general measures of water chemistry. **There are no established limits** for these compounds since they are not recognized as having significant health effects at levels found in drinking water. These compounds are sometimes referred to as "secondary contaminants," which signifies that at certain levels some of these may discolor the water or create undesirable taste. Many of these measurements are collected as an additional way of tracking the effectiveness of Worcester's treatment processes.

| SUBSTANCE | AVERAGE | RANGE DETECTED | TYPICAL SOURCE |
|---|---|---|---|
| Alkalinity | 13.1 ppm | 8.3-18.4 ppm | Naturally occurring. Buffering capacity of water. |
| Aluminum | 0.049 ppm | 0.029-2.05 ppm | Natural sources and water treatment processes. |
| Calcium | 10.0 ppm | 7.71-19.5 ppm | Natural Sources and water treatment processes. |
| Chloride | 35.29 ppm | 24.7-44.30 ppm | Natural and manmade sources. |
| Conductivity | 170 umhos/cm | 132-211 umhos/cm | An indirect measure of dissolved solids. |
| Hardness | 29.8 ppm | 21.9-55.2 ppm | Naturally occurring. An indirect measure of Calcium and Magnesium. |
| Iron | 0.089 ppm | 0.007-.707 ppm | Natural sources and old water mains. |
| Orthophosphate | 0.555 ppm | 0.297-0.815 ppm | Added to water during treatment as corrosion inhibitor. |
| pH | 7.44 units | 6.990-8.590 units | Measure of the acidity or basicity of water. |
| Sulfate | 11.4 ppm | 8.2-20.2 ppm | Natural sources and water treatment processes. |
| Temperature | 13.64° C | 1.00°C– 26.1°C | Natural processes. |
| Total Organic Carbon | 2.7 ppm | 2.09-4.37 ppm | Natural sources. |
| Total Phosphate | 0.907 ppm | 0.69-1.2 ppm | Added to water during treatment as corrosion inhibitor. |
| Zinc | 0.005 ppm | 0.001-0.028 ppm | Natural sources and some galvanized plumbing material. |

## Cross Connection Program

A comprehensive cross connection program is the **third barrier** of protection of our water supply. Cross connections occur within the distribution system in all types of buildings including homes, factories, restaurants, and hospitals— to name a few.

Plumbing cross connections exist whenever a pipe carrying drinking water has a direct physical connection to a source of potentially harmful materials. Wherever cross connections exist there is the potential for drinking water contamination. A cross connection can contaminate drinking water in the building where it is located or it can contaminate an entire neighborhood.

⇒ *The most common cross connection found in homes and businesses is at a faucet to which a hose can be attached. This can be easily corrected by installing a **hose bibb vacuum breaker** on the faucet. These devices are inexpensive and are available at most plumbing supply, hardware and home improvement stores.*

### Worcester's Cross Connection Survey Program

Massachusetts Drinking Water Regulations 310 CMR 22.22 requires all industrial, commercial and institutional facilities to be surveyed for cross connections and to be re-surveyed in intervals.

Sooner or later DPW Water Operations staff or consultants will be visiting your place of business to conduct a cross connection survey. Please understand that this is a necessary and very important program that protects you, your employees, customers and fellow residents and businesses of the City from potentially serious health impacts.

Depending on the complexity of the facility being surveyed, the survey may take a few minutes or a few days. This is a walk through process beginning at the water meter and ending at the last free flowing tap. Should we identify a cross connection, you will then have to take steps to either eliminate it or install a backflow preventer to stop reverse flows into the drinking water. When a backflow preventer is installed it is subject to regular inspections and testing by certified Worcester DPW Water Operations staff or consultants. **Cross connection surveys are conducted at no cost to the owner or tenant.**

| | Commercial | Industrial | Municipal | Institutional |
|---|---|---|---|---|
| Facilities Requiring Surveys | 973 | 184 | 111 | 712 |
| Surveys Completed Through 2025 | 31 | 2 | 21 | 33 |

| Backflow Preventer Testing in 2025 | |
|---|---|
| Total Number of Reduced Pressure Backflow Preventers (RPBP) in Worcester (2025) | 4269 |
| Total Number of Double Check Valve Assemblies (DCVA) in Worcester (2025) | 1283 |
| Total Number of Backflow Preventer Tests conducted in Worcester (2025) | 8967 |

For more information on Worcester DPW Water Operations' Cross Connection Control Program please call DPW Water Engineering at 508-799-1493.

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The **fourth barrier** of protection is controlled by **you**.

YOU can help prevent pollution
and protect our water supplies.
—also—
Conserving water doesn't just mean using less water.
It also means using water more efficiently.

- Collect drinking water after the cold water tap has been in use and keep it in the refrigerator. This makes pure, safe and cool drinking water available right when you want it.
- If you accidentally spill chemicals, oil or poison on the ground, clean it up with a rag. **NEVER try to wash it away with water!**

**How to Contact the Water Division:**

The Water Division's business office is located at 18 East Worcester St., Worcester, MA 01604
Normal business hours are Monday-Friday (holidays excluded) 7:30 a.m.—4:00 p.m.
You may call the Customer Service Center with questions during regular business hours at 311 or (508)929-1300.
You may also call this number anytime if you experience a water emergency.
If you experience a service disruption or sudden change in water quality, we want to know about it.
Log on to **www.worcesterma.gov** for detailed information about your water provider.

**Additional copies of this report are available upon request.**
If you have questions about this report or if your group or organization would like to meet to discuss drinking water issues please call Michael Daigneault, Director of Water Operations at 508-799-1493.
The latest version of this report is always available on the web at
http://www.worcesterma.gov/water-sewer/document-center/water-quality-report.pdf