Information on your source water

Where does my water come from?

The Town of Upton draws potable water from three (3) separate municipal well fields.

The Upton water system includes a total of three (3) pump stations and seven (7) wells. The Glen Avenue Pump Station was renovated in 2013 and the replacement of the Potassium Hydroxide storage tank this past spring; dates back to the early 1900's and now includes energy efficient variable frequency drive (VFD) pumps and three (3) wells installed to a maximum depth of 56-feet. The West River Pump Station was built in 1976; it includes a pump and one (1) gravel-packed well installed to a depth of 90-feet. Municipal Wellfield No. 3 was constructed in 2013; it includes energy efficient VFD pumps and Three (3) wells installed to a maximum depth of 30-feet. Approximately 37 miles of main distribute water throughout the system. Two water storage tanks are used in the system including: the 500,000-gallon Pratt Hill tank and the 1,000,000-gallon Pearl Street tank. Treatment of water is performed at all three pump stations. Our well water is considered to be ground water.

Understanding our water treatment process

In order to maintain compliance with Federal and State Drinking water standards, Upton well water must be treated before it reaches consumers' taps. Upton's ground water is naturally corrosive and can dissolve copper from pipes in the plumbing of customers' homes and/or businesses. In an effort to reduce corrosivity, the pH of the water is raised to a level of approximately pH 7.0 to pH 7.5 by adding potassium hydroxide at our pumping stations.

Chlorine, a highly efficient disinfectant, is added to kill disease-causing bacteria that water or its transport pipes might contain. Chlorine levels are continuously monitored and controlled to ensure that disinfection residuals are maintained at each of well facilities and throughout the distribution system. All components of the water distribution and treatment systems are closely monitored by State certified operators through a computerized Supervisory Control and Data Acquisition (SCADA) system.

Source Water Protection

To ensure the highest quality of drinking water for residents, the Town has adopted by-laws and health regulations designed to preserve and protect existing and potential sources of drinking water supplies and conserve natural resources. The Department of Environmental Protection (DEP) approved the Town's water source protection strategy based on land use and operational restrictions in areas of influence to the Town's drinking water wells. The information collected was incorporated into the Source Water Assessment Protection (SWAP) report. The report is a planning tool to support local and state efforts to improve water supply protection. The assessment helps focus protection efforts on appropriate best management practices and drinking water source protection measures. Residents can help protect sources by taking hazardous household chemicals to hazardous collection days and by limiting the use of pesticides and fertilizers. The complete SWAP report is available on line at: http://www.uptonma.gov/sites/uptonma/files/uploads/swap_report.pdf

Finished Water Test Results

We are pleased to report that during the past year, water delivered to your home complied with or exceeded all State and Federal drinking water regulations. In 2021, the Town collected numerous water samples for over 100 potential contaminants. Federal and State regulations require test for bacteria, pfas, volatile organics, synthetic organics, total trihalomethanes, haloacetics acids, nitrates and sodium. For your information, the table below contains only the contaminants that were detected in Upton's water. Although the substances are significantly below the Maximum Contaminant Level (MCL) set by EPA, it is important for you to know what was detected and the amount present in the water.

Tested After Treatment

Substance	Units	MCL Highest Level Allowed	Upton Avg. Detected Level	Range of Detections	MCLG	Major Sources
Chlorine	ppm	4 MRDL	0.39	.10-.89	4 MRDLG	Water additive for disinfection
Pfas	ng/L	20 ng/L	0.88	ND-2.66	70 ng/L	chemicals from mills, firefighting foam
Nitrate	ppm	10	0.85	.55-1.3	10	Runoff from fertilizer use, Leaching from septic tanks

In the Distribution System

Disinfection By-products	Frequency Collected	MCL Highest Level Allowed	Highest results	Range of Detections	MCLG	Major Sources
Total Trihalomethanes	Annually	80 ppb	30.8	30.8	0	Byproducts of water chlorination
Haloacetic Acids	Annually	60 ppb	2.7	2.7	0	Byproducts of water chlorination
Microbiological Contaminant	**(MCL)**			**Highest # of Positive Samples**		**Major Sources**
Total Coliform	0			0		Naturally present in the environment

Follow up testing confirmed negative coliform at positive test sites.

Unregulated and Secondary Contaminants	Frequency Collected	Detection Range	Average	SMCL	ORSG	Major Sources
Manganese	Annually	<.01-.067	0.065	50		Natural corrosion of iron

* Sodium sensitive individuals, such as those experiencing hyper tension, kidney failure or congestive heart failure should be aware of the levels of sodium in their drinking water where exposures are being carefully controlled.

Lead & Copper- "At the Tap" Sampling

Inorganic Contaminants	Date Collected	90th Percentile	Action Level	MCLG	# of sites sampled	# of sites above Action level	Major Sources
Lead * (ppb)	2020	0.001	15	0	20	0	Corrosion of household plumbing
Copper* (ppm)	2020	0.16	1.3	1.3	20	0	Corrosion of household plumbing

* The next round of sampling will be in the summer of 2017.

Definitions & Acronyms

ppm = parts per million, **ppb** = parts per billion (1 ppm = 1000 ppb), **ND** = not detected

Safe Drinking Water Act (SDWA) - The Federal Law that governs the regulation of public water supplies

Maximum Contaminant Level (MCL) - The highest allowable level of a contaminant in drinking water. MCL's are set as close to the MCLG's as feasible using the best available treatment technology.

Maximum Contaminant Level Goal (MCLG) - The level of a contaminant in drinking water below which there is not known, or expected, risk to health.

Maximum Residual Disinfection Level (MRDL) – The highest level of a drinking water disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants

Maximum Residual Disinfection Level Goal (MRDLG) – The level of drinking water disinfectant below which there is no expected

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

Environmental Protection Agency (EPA) - The federal agency responsible for the development of SDWA regulations.

Department of Environmental Protection (DEP) - The Massachusetts state regulatory agency responsible for the implementation of the SDWA.

Regulatory Notification: The Town issued notification to all public water supply customers of the "Outdoor Water Restrictions". The restrictions are mandated under the Town's Water Management Act permit with the Massachusetts Department of Environmental Protection Agency.

QUESTIONS?

Maintenance	Billing & General Information	Emergency
For all general problems concerning leaks, meters, hydrants or mains, call the Water Division office at (508) 529-3993. Business hours: 7 AM to 3 PM	Call the DPW office at (508) 529-3067	For emergency service after normal business hours, call the Upton Police Department at (508) 529-3200

Drinking Water & Public Health

The Safe Drinking Water Act (SDWA) is the main Federal law that ensures the quality of Americans' drinking water. Under the SDWA, EPA sets standards for drinking water quality and oversees the states, localities, and other water suppliers who implement those standards. SDWA authorizes the EPA to set national health-based standards for drinking water to protect against both naturally-occurring and man-made contaminants that may be found in drinking water. The EPA, MassDEP, and the Upton Water & Sewer Division then work together to make sure that these standards are met. The Food and Drug Administration (FDA) and the Massachusetts Department of Public Health have established regulations that limit contaminants in bottled water which must provide the same protection for public health. Contaminants that may be present in source water include:

Microbiological contaminants: such as viruses and bacteria that may come from sewage septic systems, agricultural livestock and wildlife.

Pesticides and herbicides: that may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.

Inorganic contaminants: such as salts and metals that can be naturally-occurring or result from urban stormwater runoff, industrial, or domestic wastewater discharges, oil and gas production, mining or farming.

Organic contaminants: synthetic and volatile organic chemicals that are by-products of industrial processes and petroleum production, also urban stormwater run off, and septic systems.

Radioactive contaminants: can be naturally occurring or result from oil and gas production, and mining activities.

Drinking water, including bottled water, may reasonably be expected to contain 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)

Some people may be more vulnerable than others 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 from their health care providers.

Your drinking water is routinely tested for these substances in accordance with Federal and State drinking water regulations. These substances have not been detected or are significantly below the (MCL) allowed.

What do I need to know about lead in tap water?

Under EPA regulations, every three years, the Town of Upton must test tap water in homes that are likely to have high lead levels. These are usually homes with lead service lines. The EPA requires that 90% of the sampled homes must have lead levels below the action level of 15 parts per billion (ppb). To further decrease your potential exposure, you should always use cold water for drinking and cooking.

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 old service lines and home plumbing. The Town of Upton is responsible for providing high quality water, but cannot control the variety of materials used in plumbing components. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at: http//www.epa.gov/safewater/lead.

What can I do to reduce exposure to lead from drinking water?

- Check to make sure that your plumbing fixtures are lead-free.
- Flush your pipes before drinking: The more time water has been sitting in your home's pipes, the more lead it may contain. 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.
- Only use cold water for eating and drinking: Use only water from the cold-water tap for drinking, cooking, and especially for making baby formula. Hot water is likely to contain higher levels of lead. Run cold water until it becomes as cold as it can get.
- Use water filters or treatment devices: Many water filters and water treatment devices are certified by independent organizations for effective lead reduction. Devices that are not designed to remove lead will not work. Verify the claims of manufacturers by checking with independent certifying organizations that provide lists of treatment devices they have certified.

What is a cross connection and what can I do to prevent one?

What is a cross connection?

A cross-connection is an ACTUAL or POTENTIAL link between the potable water supply and a source of contamination (sewage, chemicals, gas, etc.). This has the potential of becoming a hazardous situation if the contaminant source were to enter (backflow) into the potable water. Backflow occurs when the water flow is reversed, due to a change in pressure, and water flows backwards, into and through the system. Contamination can also occur when the pressure in the drinking water system drops due to occurrences such as water main breaks and heavy water demand causing contaminants to be drawn (back-siphonage) into the potable water system.

Where do I find cross connections?

Garden hoses connected to an outside water tap are the most common sources of cross connections in the home. The garden hose creates a hazard when submerged in non-potable water such as a swimming pool or when attached to a chemical sprayer for weed control.

The Water Division surveys all industrial, commercial, and municipal facilities to ensure that all cross connections are eliminated or protected by a backflow prevention device. The Water Division is also responsible for inspecting and testing each device to ensure it is providing maximum protection.

What can I do to prevent backflow?

You can prevent backflow in your home plumbing system by installing an inexpensive hose-bib vacuum breaker on each of your outside water spigots.
These vacuum breakers will prevent water from being back-siphoned from a polluted or even contaminated water source into your home's water pipes or the public water distribution system. These devices cost about $10 and are available at most hardware stores.

Who should I contact for more information?

Upton Water & Sewer Division Cross-Connection Control staff will be happy to answer your questions. Call (508)-529-3067 or send us an e-mail

Water, what can I do to protect and conserve it?

In accordance with the Town's Water Management Act Permit with the Massachusetts Department of Environmental Protection Agency (MassDEP), the Town is required to implement restrictions on outdoor water use. Though not popular with many residents, the restrictions are similar to what many neighboring communities as well as throughout the country have already implemented. The purpose of the restrictions is to ensure an adequate supply of water for drinking and fire protection and to protect the quality and quantity of water in local aquatic habitats such as ponds, rivers and wetlands.
By using water more efficiently, you can help preserve water supplies for future generations, save money, and protect the environment. By changing a few habits, you will help protect your water supply and perhaps save on water and sewer charges. Here are some outdoor water saving tips that residents can implement in their homes.

• Water your lawn only as needed. Too frequent watering can actually weaken a lawn by encouraging shallow roots. The general rule of thumb is one inch per week including rain.

• Timing is critical for lawn watering. Water your lawn in the early morning or late evening to avoid evaporation.

• Install Mulch to keep roots cool and moist. Mulch serves as a ground cover that reduces water evaporation from the soil.

• Keep your blades sharp and high. Raising your lawn mower blade prevents tearing of the grass. Longer grass provides shade for the roots and helps reduce water loss.

• Use shut off-nozzles on hoses and automatic shut-off devices on irrigation systems. Unattended hoses can use 10 gallons or more per minute.

• Install a soil moisture sensor complimented with a rain sensor that turns automatic sprinkler systems off when the soil contains sufficient moisture and when it is raining.

SERVICE LINE OWNERSHIP

Residents sometimes inquire who is responsible for the operation and maintenance of the service line, which allows water to enter a building. The following information should be helpful:
• The water provider is always responsible for the water main in the street and the portion of the service line that travels from the main to the 'shut off' valve, which is accessed through a tubular device known as the curb box that is generally located near the property line.
• The curb box, as well as the portion of the service line that travels from the shut off valve into the building is owned and maintained by the property owner. The water provider owns the meter itself. The property owner is responsible for all other plumbing.
• The master water valve should be marked with a tag or painted a bright color, as this is usually where water line enters the house.
• As such, the property owner is responsible for maintenance of the curb box in an accessible manner and is responsible for maintaining and repairing the service line from the shutoff valve into the building.

FIRE HYDRANTS

Please take a minute to clear snow away from any fire hydrants near your residence or business. The few minutes it takes could prove to be very beneficial to you and your neighbors in an emergency. The Upton Fire Department will be better able to serve the community if we each contribute the minor effort of clearing the snow away from the hydrants.

WATER & SEWER Rates- As of July, 2021

Quarterly water rates per 1,000 gallons:

	Water	Sewer
Customer Service Charge -	$ 18.08	$ 85.05
0 to 3,000 gal. -	$ 3.76	$ 10.76
3,001 to 7,500 gal. -	$ 5.08	$ 10.76
7,501 to 20,000 gal. -	$ 6.70	$ 10.76
Over 20,000 gal. -	$ 9.50	$ 10.76
Second Meter Charge -	$ 9.50	

WATER CONSERVATION INDOORS

• Install low flow 2.2 gals/minute aerators on faucets.
• Faucets with just a slow small drip can waste 15 to 20 gallons/day.
• Toilet - put a bit of food coloring in toilet tank without flushing, watch for a few minutes to see if the color shows up in the bowl; if it does; you have a leak. An improperly seated flapper inside a toilet tank can waste up to 8,000 gallons/day!
• Do not use toilets for trash disposal.
• Use your dishwasher only when full.
• Run your washing machine with full loads.

WATER CONSERVATION OUTDOORS

• The current Town Water restrictions require residents to limit lawn irrigation to the evening hours with no watering between the hours of 9:00 AM to 5:00 PM. The only watering permitted between those hours is watering by hand or to establish a brand new lawn.

Backflow devices on lawn sprinkler systems that are on Town water are required to be tested once a year to ensure that they are operational.

WATER STAFF:
• Joe Marcinkus, Water/Wastewater Superintendent
• Todd Broberg, Operator
• Edward Dela Motte, Operator
• Matt Kerr, Operator
• Scott Rivers, Operator
• William Taylor, Department Specialist

Upton Public Works Department
100 Pleasant Street
Upton, MA 01568

UPTON RESIDENT

2021 Water Quality Report

Drinking water test results and other important information from the Town of Upton.

WHERE TO GO FOR MORE INFORMATION

Massachusetts Dept. of Environmental Protection • www.mass.gov/dep 617-292-5500

Massachusetts Dept. of Public Health • www.mass.gov/dph • 617-624-6000

Massachusetts Water Resource Authority • www.mwra.com • 617-242-5323

Department of Conservation and Recreation • www.mass.gov/dcr/watersupply.htm 617-626-1250

US Center for Disease Control and Prevention (CDC) • www.cdc.gov 800-232-4636

U.S Environmental Protection Agency • www.epa.gov • 800-311-3435

State Certified Water Quality Testing Labs www.mwra.com/04water/html/testinglabs.html

2021 Drinking Water Consumer Confidence Report

2021 report on your drinking water

TOWN OF UPTON, MASSACHUSETTS
DEPARTMENT OF PUBLIC WORKS

Dennis E. Westgate Jr
Director of Public Works

Joseph Marcinkus
Water & Waste Water
Superintendent

Dear Resident,

Attached you will find your Water Quality Report for the 2021 calendar year. We are pleased to report that water delivered to you has met or exceeded all Federal and State Drinking water standards. The Water Quality Report includes all required water testing results from January 2021 through December 2021 including the new PFAS regulations, as well as other important information concerning your drinking water.

The Water Division Staff is dedicated to the planning, operations, and maintenance necessary for producing and delivering high quality drinking water for all household, commercial, and community needs. We strive to serve the community in a courteous, efficient, and environmentally sustainable manner. We are passionate about our work and try to instill our values of integrity, professionalism, and teamwork in everything we do.

While maintaining water quality is critical and our top priority, other considerations such as service reliability, adequacy of supply, preparation for future growth, protecting our water supply, conservation, and providing fair and stable water rates, are also of key importance.

We encourage you to take time to read this report. If you have any questions or would like additional copies, please contact Joseph Marcinkus at (508) 529-3993, or Dennis Westgate at (508) 529-3067.

Sincerely,

Dennis E. Westgate Jr
Director of Public Works
100 Pleasant Street
Upton, MA 01568

This is a right-to-know report required to be sent to you in accordance with the Federal Safe Drinking Water Act Public Law 104-182, Section 141(c)(4)

DIRECTOR OF PUBLIC WORKS
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