

# 2004 Water Quality Report

## The Dracut Water Department

The Dracut Water Department provides water to most of the residents and businesses in almost 2/3rds of Dracut as well as areas in Tyngsboro. Our water is supplied by two main sources: the Tyngsboro Well Field and the New Boston Well Field. The Source ID#s are given in the table below. In addition, we maintain connections with the City of Lowell, which distributes water from the Merrimack River, to supplement our supply. To deliver the water we have three water storage tanks, multiple pump stations, and over 100 miles of water mains. Our system has been in the process of and continues to upgrade, add and install new water distribution improvements to better serve you.

## Improvements and Changes

In 2004 we continued to make improvements to the Water Department. Our newest success for many residential users is the "Meter to Main Program". This program covers residential users from the main into the home right up to and including the meter. ONE CALL does it all. This program covers any and all repairs as outlined in the plan for \$15.00 per quarterly bill. Several customers this past year have benefited. The plan is self funding placing no impact on the base water rate. For a small annual fee, District crews repair any problem in your water line from the street shut-off into your home, up to and including the meter. With the average cost of repair in the thousands of dollars, a plan to take care of home outside line leaks is a wise investment. If you are not one of our "Meter to Main" Customers call for a brochure today. Peace of mind for pennies a day.

The new "state of the art" Marsh Hill pump station is complete. New pressure levels and increased fire protection in this area is now a reality. Our second pump station in the Collinsville, Mammoth Road and Nashua Road area is well underway. We project a summer of 2005 start up.

In 2004 we replaced almost 5,000 feet of undersized and old mains. We have also planned and will go out to bid on almost 5,000 feet of new mains in 2005. The following streets are in the upcoming main replacement in total or part. These streets are Ansonia, Blanche, Champlain, Delbert, Delmar, Glennon, Navy Yard Rd, Spring Park, and Stone Ave. This represents 4,905' impacting 61 services. With these new lines come increased flow, pressure and upgraded fire protection.

**Pay by Phone:** Many have used our pay by phone program using Visa/Mastercard. No time to get to our office? Forget to mail your bill? Call us at 978-957-0441 and we can take a payment right over the phone and return your receipt to you. It's easy, fast and accurate.

**Meter Reading Upgrades:** 2004 saw the start of our new meter program. In 2005 all meters will be fitted with a new automated reading device. No more missed calls, estimated bills once installed. This program will allow us to assist you in pinpointing excess consumptions for better conservation efforts as well.

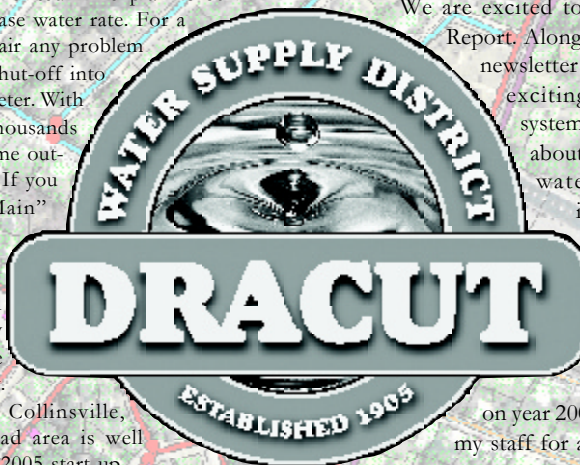
## Handwatering saves water



*Billing clerk, Kelley Chasse's children Cory and Jordyn*

## Working for You!

We are excited to present our 2004 Water Quality Report. Along with the report we have included a newsletter which will inform you of the many exciting changes and upgrades to your system. This report presents information about our operations, the quality of the water we deliver, and some useful information on water use. Each year, we will publish a new report highlighting any changes in our system and updating you with the most recent water quality information. We are pleased to provide this report which provides information on year 2004. I wish to offer a special thanks to my staff for all their hard work. Also to each of you, our customers, who have helped us continue the success story which is "The New Dracut Water Supply District". Our commitment is stronger than ever in maintaining and improving your water service.



## Water Supply Sources

Well Name	Source ID #
Tyngsboro Well Field #5	3079000 08G
Tyngsboro Well Field #4	3079000 07G
Tyngsboro Well Field #3	3079000 06G
Tyngsboro Well Field #2	3079000 05G
Tyngsboro Well Field #1	3079000 04G
New Boston Well Field #2	3079000 02G
New Boston Well Field #1	3079000 03G
Lowell Regional Water Utility (Additional Supplemental Source)	3079000 01P



## Water Quality Testing Results

Several times each year, your water is collected and tested for over 120 possible impurities. The following table provides information about substances that have been detected in the most recent water quality testing. Some of the test were completed in years other than 2004. Because the water delivered to you could have come from either Lowell or Dracut or be a mix of the two, the data presented in the table represents the results of testing done by the Lowell Regional Water Utility and the Dracut Water Supply District. If you are interested in a more information about the source of your water, contact the Dracut Water Supply District at 978-957-0441.

## Water Quality Information

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

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, 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.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

## How do we treat your water?

In order to ensure that tap water is safe to drink and in compliance with federal and state regulations, your water receives a variety of treatments including potassium hydroxide and phosphate for corrosion control as well as fluoride for oral health. Lowell water is filtered and treated by the City of Lowell.

## Sewer Program

Some of you have experienced temporary shutdowns due to the sewer project. This program continued through 2004 and into 2005. Both the Water Department and the Town try very hard to minimize any shutdowns and give notification whenever possible at least 2 days in advance. Sometimes emergencies happen and service is restored as soon as possible. During this time we wish to apologize for any inconvenience and thank you for your patience. The sewer program is a vital one to the health and welfare of thousands of residents.

## Want More Information?

Do you want to learn more about your drinking water? Do you have questions regarding this report? The Dracut Water Supply District responds to all concerns, questions and comments. Please contact Mr. Gary W. McCarthy, Executive Director-Superintendent of the Dracut Water Supply District at 978-957-0441. Internet access to information about your District will soon be available at [www.DracutWater.com](http://www.DracutWater.com). You may email Mr. Gary W. McCarthy at ([Gary.McCarthy@dracutwater.com](mailto:Gary.McCarthy@dracutwater.com)). Our main office is located at 59 Hopkins Street in Dracut. Our meetings are usually held the 2<sup>nd</sup> and 4<sup>th</sup> Wednesdays of the month. The first Wednesday meeting is usually at the High School Library the second here at our Offices. Our meetings are broadcast on cable too. Our office receives calls 24 hours a day with after business "Emergency Call Service." Whenever you need us, we are just a phone call away for any of your water needs.



Contaminant	Meets MCL	Range (Maximum)	Year	MCLG/MSL - (5)	MCL/ MRDL	Typical Source
Copper in dissolved form	Yes	0.02 - 0.5	2004	1	1	By product of drinking water disinfection
Hexachlorocyclopentadiene	Yes	0.1 - 0.7 2.0 - 2	2004	0	50	By product of drinking water disinfection
Chloroform	Yes	0.12 - 0.38	2004	NA	1	By product of drinking water disinfection
Fluoride (ppm)	Yes	0 - 2.0	2004	4	4	Fluoride added for tooth decay, fluoridation water treatment using method
Chloroform (ppm)	Yes	0 - 1	2004	0	5	Extraction of natural deposits
Radon-222 (ppm)	Yes	0 - 10.7	2004	0	5	Extraction of natural deposits
Radon-226 (ppm)	Yes	0 - 10.9	2004	0	5	Extraction of natural deposits
Nitrate (ppm)	Yes	0 - 1.8	2004	10	10	Extraction of natural deposits, leaching from septic tanks, sewage, irrigation of agricultural lands
Trihalomethanes (Total Trihalomethanes) (ppm)	Yes	6.0 - 31.0 2.0 - 4	2004	0	80	By product of drinking water disinfection
Total lead (NTU) (measured as lead) (ppm)	Yes	0.4 - 1.27	2004	17	0.5	Soil runoff

Lead And Copper

Contaminant	Meets Standard	90th Percentile	Year	Action Level	Disinfectant Residual AL	Typical Source
Lead (ppm)	Yes	0.7	2004	15	0	Corrosion of household plumbing system; Environmental lead; Pipes
Copper (ppm)	Yes	0.264	2004	1.3	0	Extraction of natural deposits; Leaching; Corrosion of household plumbing system; Environmental lead

Unregulated substances are not monitored by the City's water utility. Some of these substances are listed in the table below. The concentration of these substances is not monitored by the City.

Contaminant	Meets MCL	Range (Maximum)	Year	SMCL	ORSG	Typical Source
Mercury (total dissolved) (ppm)	NA	0 - 1	2004	2 - 10	10	Geological material; Industrial; Agricultural; Discharge; Airborne; Spill
Sulfate (ppm)	NA	0 - 6.0	2004	150	NA	Extraction of natural deposits
Selenium (ppm)	NA	0 - 15.0	2004	NA	20	Extraction of natural deposits; Leaching from agricultural waste
Chloroform (ppm)	NA	3.0 - 14.0	2004	NA	5	By product of drinking water disinfection
Perchloroethylene (ppm)	NA	0 - 1.5	2004	NA	1.5	By product of drinking water disinfection
Chloroform (ppm)	NA	0 - 10.7	2004	NA	NA	By product of drinking water disinfection

## Terms and Abbreviations used in tables:

**Maximum Contaminant Level Goal (MCLG):** 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; **Maximum Contaminant Level (MCL):** 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; **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 Residual Disinfectant Level Goal (MRDLG):** 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; **Action Level (AL):** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow; **ppm:** part per million by volume; **ppb:** parts per billion; **NA:** not applicable; **Picocuries per liter (pCi/L):** A measure of the radioactivity in water. **Suggested Maximum Contaminant Level (SMCL):** These standards are developed to protect the aesthetic qualities of drinking water and are not health based; **Massachusetts 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; **Nephelometric Turbidity Unit (NTU)** - measures the characteristic or property of water that causes it to scatter or absorb light. This is usually caused by very small particulate matter suspended in the water; **Treatment Technique (TT)** - A required process intended to reduce the level of a contaminant in drinking water. The City is required under the Surface Water Treatment Rule to filter the source of the City's drinking water, the Merrimack River, to reduce contaminant levels such as turbidity.

## Notes

<sup>1</sup> Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.

<sup>2</sup> This is the average of samples taken during the year.

<sup>3</sup> Turbidity is a measure of the cloudiness of water. It is monitored because it is a good indicator of the effectiveness of the filtration system.

## Dracut Water Supply District Staff

### Celebrating our 100<sup>th</sup> year



*(Rear L-R) John Laffey, Tim Germain, Mark Basnett, Matt Gill, Steve Dehney  
(Front L-R) Gary McCarthy, Kelley Chasse, Maureen Donnelly, Deb Vinal, Mark Riopelle,  
John Hudzik*

The Staff of the Dracut Water Supply District also brings over 100 Years of Experience to you our customers. All of your Field Staff are licensed and certified water systems operators with certificates in Distribution and Treatment.

About the Staff:

[John Laffey](#) (rear far left) is a licensed distribution operator tending to the daily needs of the system and customer service for installation and repair. John has been with the District for 3 years.

[Tim Germain](#) (rear 2<sup>nd</sup> from left) is a licensed distribution operator working on the system and doing daily maintenance. Tim has been with the District for 2 years.

[Mark Basnett](#) (rear 3<sup>rd</sup> from left) a licensed distribution and treatment operator works on daily maintenance, customer service and repair. Mark has 3 years of experience with the District.

[Matt Gill](#) (rear 3<sup>rd</sup> from right) is one of our office staff members. Matt is in billing and accounts management at the District. Matt has been with the District 3 years.

[Steve Dehney](#) (rear 2<sup>nd</sup> from right) holds an upper level distribution license as well as a treatment license. Steve a Field Supervisor works with our operators on all areas of the system. Steve has been with the District 6 years.

John Hudzik (rear far right) is a Secondary Operator for Distribution and Treatment holding upper level licenses in both areas. John is the Senior Field Services Supervisor monitoring the daily work of our District. John has been with the District for 6 years.

[Gary McCarthy](#) (front far left) is the District Executive Director-Superintendent, a licensed operator in both distribution and treatment. Gary has over 30 years experience in Municipal Government and Water System experience. Gary came to the District in 2001.

[Kelley Chasse](#) (front 2<sup>nd</sup> from left) is our Senior Billing Clerk. Overseeing the management with office staff of over 7,000 accounts. Kelley maintains the daily readings and billing process. Kelley has been with the District for 5 years.

[Maureen Donnelly](#) (front center) is the “Voice of Dracut Water” our front desk person who always helps and is ever ready to answer customer concerns. Maureen has been with the District for 4 years.

[Debbie Vinal](#) (front 2<sup>nd</sup> from right) is the Treasurer of the District maintaining all accounts, payables and receivables daily. Debbie brings much experience in District affairs and is the most senior member of the District Staff with over 27 years of service.

[Mark Riopelle](#) (front far right) is the Primary Operator of the District covering Distribution and Treatment. Holding the highest grade license in Distribution and Treatment Mark brings 21 years of experience as a water systems professional. Mark has been with the District since 2001. Mark also has been recognized by his staff and fellow employees as our 2005 “Employee of the Year”.



## Billing News

Our pay by phone program has been a big success for us and our customers. If you need to make a payment, a simple call can do the trick. Maureen will take your information and make a one time charge to your credit card.

Pay by Phone: Many have used our pay by phone program using Visa/Mastercard. No time to get to our office? Forget to mail your bill? Call us at 978-957-0441 and we can take a payment right over the phone and return your receipt to you. Its easy, fast and accurate.

## Senior Discount Program

The Board of Water Commissioners once again funded the Senior Discount Program. Also, as part of this program, the Board will now look at special circumstances as outlined in the abatement provisions for taxes as does the Town of Dracut to consider making these also eligible for our Discount Program.

### Board of Water Commissioners



*The Dracut Water Department Commissioners, from left to right, Mr. William Morin, Mr. Robert Corey, Mr. William "Zee" Zielinski*

## Meter to Main Enrollment Form

☐ **YES**, Please sign me up for the "**Meter to Main Service Plan**"

- ☐ Bill my account in full \$60.00
- ☐ I have enclosed a check for \$60.00  
(please make check payable to Dracut Water Supply District)
- ☐ Bill my account \$15.00 each billing cycle

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Account Number, if known: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

***If interested and NOT currently enrolled, complete the form, cut it out, and mail it to the District Office OR call the office to enroll today.***

## Message from the Executive Director-Superintendent

Another year has passed and I am pleased to bring you some of the accomplishments, challenges and plans for your District.

We continue our program of water main replacement and upgrades to undersized mains. We have installed over a mile of new pipe in 2004 into early 05. We will continue this program on 9 more streets in 2005

One new pumping station is on line and fully operational in the Marsh Hill area. Our second major new pump station has been constructed and bids awarded on the pumps in the Collinsville area proposed to come on line in Summer of 2005.

While we see lots of construction within our ever growing community, your Board of Water Commissioners, staff and myself carefully look at each proposal. We are committed that any new subdivisions offer something back to the system. In most cases developers are eager to participate in system improvements that not only give them water but improve existing service for many more. Exciting plans have developed and with this “partnership” with the public/private sector we are seeing improvements happening years ahead of schedule.



*Gary McCarthy Executive Director-Superintendent of the District*

Conservation, conservation it can't be said enough. Careful watering outside and inside means savings to you, lower bills and a better operating water department. Our odd/even outside sprinkler program continues starting Memorial day thru Labor Day. Your cooperation in the past has allowed unlimited water times on your days. Thank you for your cooperation. Your days are listed in the “Commonly Asked Questions Section”. This year the new Conservation Credit was passed at the Annual Meeting. For those who use the base amount or less each quarter a 10% credit is given.

Our services have expanded with the new “**Meter to Main Program**”. Customers now for a small charge can have the lines on their property and valves right into the home, along with service calls for leaks or concerns covered. This is a voluntary plan and does not impact the water rates. The plan continues to be a success story for many of our customers. Peace of mind and coverage for their water system. Take a look at the “Meter to Main Program” call for a brochure today!

Once again however I must credit the entire staff here at the Dracut Water Supply District. The men and women serving you are an outstanding and dedicated group of professionals.

I would also like to thank the many customers and people who have given me their support and encouragement over the past four years. We remain committed to providing excellent service, reasonable rates and continued enhancements to your water system.

We always appreciate your words of encouragement and the public trust given to our department. Please feel free to contact me with any questions, comments, or concerns. Call the office or email me at [Gary.McCarthy@dracutwater.com](mailto:Gary.McCarthy@dracutwater.com).

### The Dracut Water Annual Water Report

**Gary McCarthy**  
*Executive Director-Superintendent of  
Dracut Water Supply District*

**Mark Riopelle**  
*Assistant Superintendent*

Design & Production  
**Paragon Consulting**  
[Stephen.Lowe@paragon-c.com](mailto:Stephen.Lowe@paragon-c.com)



## Mark Riopelle is the Employee of the Year

This year's recipient of the "Employee of the Year" is our Assistant Superintendent Mark Riopelle. Mark is a fully trained and licensed water professional. Mark came to us from Methuen bringing years of experience in water quality and treatment. Mark oversees all of the field staff in their daily monitoring of your water system and the quality of the water in it. Mark oversees testing in our own lab and monitors daily with hands on, computer access and remote access to the system assuring you the best possible performance of your water system. Married with two college age children, he and wife Judy make their home in Methuen Mass. Mark is a vital part in the success story and joined the team in 2001. Quickly earning the respect of all who work with him Mark demonstrates a high work ethic with outstanding performance.

While maintaining the highest standards in job performance Mark demonstrates that unique quality of making work an enjoyable experience for all around him. Dracut Water Supply was fortunate in having Mr. Mark Riopelle accept the position of Assistant Superintendent and we congratulate him on being voted, by his co-workers, as Dracut Water Supply District's "Employee of the Year".



## Commonly asked questions

**What is the outside watering policy?** Our water conservation requirements are Memorial Day-Labor Day each year.

*Quite simply if your address is an odd number you can water on Wednesday, Friday, and Sunday, if your home is an even number you can water on Tuesday, Thursday, and Saturday. No outside automated sprinklers or hose lawn sprinklers are allowed on Mondays. This allows us to recover from the busy weekend usage.*

**What happens if I don't follow the program of outside watering?**

*Well, first of all you're really not being fair to the other water users. Secondly there are penalties the District will charge. Everyone can make a mistake, so we provide a warning. If you persist you will be fined and the fines can go up to \$300. In serious cases, you may lose your water service. No one wants this to happen so adjust those sprinklers and let's all work on this program together.*

**How often do I get billed?**

*All accounts are billed four times a year.*

**If I suspect a leak near my meter or in my yard what do I do?**

*Call 978-957-0441 immediately. The District has emergency response crews on call 24 hours a day 7 days a week.*

**I think my water bill is high. I am sure I don't use that much water. How can I check?**

*Well first of all many of us have no idea of the huge amounts of water used. One big problem is a leaky toilet. While only a small leak, it is constant can add up to big amounts. Stop by our office and pick up a free test kit. Also, limit your use outdoors. Up to 50% of water use in summer is for outside use.*

**My water was white or milky looking for a while. Is something wrong?**

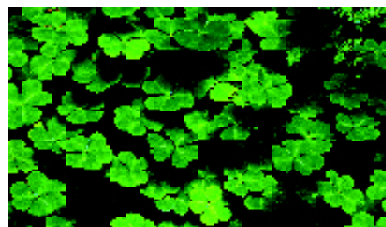
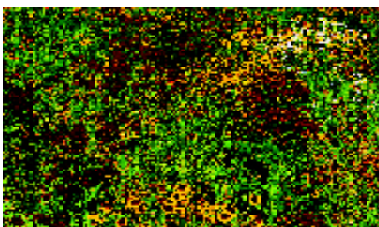
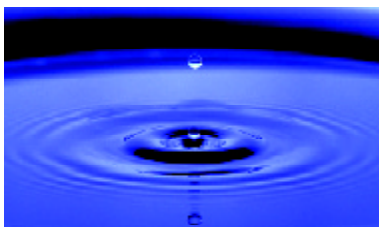
*No actually that is very small air bubbles that could be caused by a break in the line, the change from cool to warmer weather, or high use. Air gets into the water and the milky color is the result. Fill a glass, let it sit for a minute, and see if it clears. The water is safe and perfectly fine to use for all your water needs.*

**Is there fluoride in my drinking water?**

*The Dracut Water Supply has a mandate to provide fluoridated water for all customers.*

## Water Conservation Tips

Weather continues to be a factor all over the nation. Water, once thought of as an unlimited resource, now proves itself to be more precious and vital than ever. Given that it is upon all of us to use it wisely. To that end the Dracut Water Supply District encourages all its consumers to use water conservation measures, some of which are listed below.



### Water conservation in your home

- ✍ Fixing leaking faucets, pipes, toilets, etc.
- ✍ Install water-saving devices in faucets, toilets and appliances.
- ✍ Wash only full loads of laundry.
- ✍ Don't use the toilet for trash disposal.
- ✍ Take shorter showers.
- ✍ When washing hands, brushing teeth or shaving, use only as much water as you need.

*Le rapport contient des informations concernant la qualité de l'eau de votre communauté. Faites-le traduire, ou parlez-en à un ami qui le comprend bien.*

### Water conservation outside

- ✍ Minimize the size of your lawn as lawn watering may consume more than 30% of summer residential water use
- ✍ Use mulch around plants and shrubs and choose plants that don't need much water.
- ✍ Use water from a bucket to wash your car, and save the hose for rinsing.
- ✍ Sweep clippings and leaves from walks and driveways rather than using the hose.
- ✍ Dracut's Outside Watering Guidelines allow odd numbered houses on Wed, Fri, and Sun and even numbered houses on Tue, Thu, and Sat. No watering on Mondays. In the event time restrictions are required customers will be notified in the local news media along with community signs



59 Hopkins Street  
Dracut, MA 01826  
PWSID 3079000

Presorted  
Standard  
U.S. Postage  
**PAID**  
Permit No. 211  
Dracut, MA

**WATER QUALITY INFORMATION ENCLOSED!**

