



2007 Water Quality Report

Dear Ratepayers and District Customers:

I am pleased to present you the 2007 Dracut Water Supply District Water Quality Report. In this report you will find information required to be reported to you as customers using our water system as well as helpful facts about your District.

It is my pleasure along with the staff of the District, as your Executive Director-Superintendent to offer this information. Your water quality is monitored and reported constantly to the State and we adhere to strict guidelines. You can be assured that throughout the year your water meets and exceeds these guidelines through careful monitoring by a licensed staff of water operators.

We now have water connections with two other major water suppliers along with our own water sources to serve you. We have expanded our building and are updating programs to our wells and pumps to provide for uninterrupted service to you 24/7.

Conservation continues to be a priority and we encourage each and every one of you to use water wisely. Certainly we can all take a look around our homes and assess if in fact we are careful with our water usage. Half full loads of laundry, half full dishwashers, faucets running unused, leaky toilets and sprinklers running far too long all add up to not only wasted water but higher water bills.

We continue to upgrade our wells and expand our water main system in Dracut and Tyngsboro. We are committed to completing the main replacement task of replacing almost 7 miles, some 36,000 feet of mains in the next few years. To date over 4 miles have been accomplished increasing water service and increased fire protection.

We are expanding our service areas with better flows and pressures part of the main replacement and upgrades to our pumping stations.

All of this goes on with the help of dedicated office and field staff without whom none of these success stories would have happened.

Your continued support and compliments I receive throughout the community are shared with staff. We make every effort to continue to deserve that support and trust.

As I begin my 8th year here at the District I am continuously grateful for your support and the outstanding efforts of the men and women who make up the Dracut Water Supply District staff.

I wish to congratulate our "Employee of the Year" Assistant Superintendent Mark Riopelle whose professionalism and dedication as a District employee set a bench mark well above industry standards and he is a credit to the District. Mark certainly has the respect of staff and myself for his consistent efforts made on behalf of our District.

Along with my staff I hope you find this report useful and informative. I will continue my efforts on behalf of the District and you its ratepayers.

Respectfully yours,

Gary W. McCarthy
Executive Director-Superintendent



Gary W. McCarthy



The Dracut Water Supply District Working for You!

The Dracut Water Supply District provides water to most of the residents and businesses in almost two thirds of Dracut as well as areas in Tyngsboro. The District has 3 sources of water—one well field in Dracut, one well field in Tyngsboro and we purchase supplemental water from the City of Lowell. To deliver the water we have 3 water storage tanks, 6 booster pump stations, 6 pressure zones with over 100 miles of mains. Our water system has been in the process of and continues to upgrade, add and install new water distribution improvements to better serve you—our customers. We are excited to present our 2007 Water Quality Report. The report presents important information about our operations, the quality of the water provided and useful tips on water use. This report will be sent every year to keep you updated with system upgrades and your most recent water quality information. A special thanks to our staff and our customers who help to continue the success story of the 'New and Improved Dracut Water Supply District'.

Senior Administrative Staff

The Senior Staff at the District are responsible for all operations from field service to daily office and customer relations. Mr. John Hudzik is the lead man in the Field. John oversees the Field Staff in the daily work load of the outside operations. John has a vast knowledge of the system and its dynamics. Gary W. McCarthy is the District's principal Senior Staff member directing all operations with the aid of a talented office and field staff. Gary brings over thirty years of municipal experience to the District. Debra Vinal is the District's Treasurer and oversees all matters financial. Debbie's skill in finance has earned her high marks from the Auditing Firm. Mark Riopelle, the District's Assistant Superintendent and Primary Operator brings a vast knowledge of water industry operations. Mark's attention to detail and discipline has brought the District high marks with all State Agencies.



LEFT TO RIGHT:

John Hudzik Secondary Operator for Distribution and Treatment, Gary W. McCarthy Executive Director-Superintendent, Debra Vinal District Treasurer and Mark Riopelle Primary Operator for Distribution and Treatment.

Field Services Staff

The Field Service Staff are the personnel dealing with the daily routine operations of the system and responding to customer service calls. Each of these men are licensed Massachusetts Water Operators.

Stephen Dehney serves as the Field Foreman assisting Senior Staff with daily operations and directing Field Service Operators. John Laffey and Tim Germain are Field Service Operators. All work with the daily maintenance of pumps, wells and handle customer calls. Their efforts keep our system running smoothly by coordinating their work with the Primary and Secondary Operators. In addition, each assists in the maintenance of all our facilities and buildings.

Office Staff

The Office Staff deals with the daily assignments, calls from customers and processing of all requests, meter installations, billing and collections. Each assists customers and is a vital part of the operation.

Kelley is the principal billing clerk and expert in our billing system. Kelley's exceptional understanding of the billing and meter system helps maintain the Field Staff efforts and timely billing to customers. Maureen Donnelly, our Customer Service Manager, oversees the efforts of Office Staff so that customer requests and needs are met. Maureen coordinates office staffing to assure the office runs smoothly. Marcia Stanley is our new front desk person taking calls, coordinating payments and assists with appointments.



L to R: Stephen Dehney Field Foreman, John Laffey and Tim Germain Field Service Operators



L to R: office staff Marcia Stanley, Kelley Chasse and Maureen Donnelly

Employee of the Year 2008

MARK R. RIOPELLE



Mark Riopelle has been selected by his co-workers as the District's Employee of the Year for 2008. As Assistant Superintendent and fully licensed water professional, Mark manages all of the field staff in their daily monitoring of your water system and the quality of the water delivered to you our customers. Mark oversees water quality testing in our own lab and monitors our system components through remote state-of-the-art computer systems.

Mark started his career here at the District 7 years ago quickly earning the respect of all who work with him. While maintaining the highest standards in job performance, Mark demonstrates that unique quality of making work an enjoyable experience for all around him. Mark is a vital part of the success story of the District.

Mark has been a life long resident of Methuen along with his wife and 2 sons. We congratulate Mark on a well deserved honor as Dracut Water Supply District's Employee of the Year.



WATER QUALITY TESTING RESULTS

Several times each year, your water is collected and tested for over 120 possible impurities. The following table (page 5) provides information about substances that have been detected in the most recent water quality testing. Some of the tests were completed in years other than 2007. 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 more information about the source of your water, contact the Dracut Water Supply District (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.

UNDERSIZE WATER MAIN REPLACEMENT PROGRAM

YEAR	Number of Streets with New Mains	Feet of Main Installed	Number of Customers with New Service Connections	Number of New Hydrants Installed
2007	10	4931	69	11
2006	11	3793	53	11
2005	11	5272	66	8
2004	6	3810	42	11

The District's water main replacement program has been very successful bringing improved water service and fire protection to hundreds of customers.

WATER QUALITY TEST RESULTS

Substance	Highest Level Detected	Highest Level Allowed (Epa's Mcl) *	Ideal Goals (Epa's Mclg) *	Range	Violation	Date	Major Sources
Barium	0.022 ppm	2 ppm	2	n.d. to .022	NO	Sep-06C	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits.
Cyanide	0.03 ppm	0.2 ppm	0.2 ppm	n.d. to 0.03	NO	Sep-06C	Discharge from metal factories; Discharge from plastic and fertilizer factories.
Sodium	38.3	no MCL	none set	n.d. to 38.3	NO	2006C	Erosion of natural deposits; Runoff from orchards; Waste from electric and glass production.
Radium 228	2.1 pCi/L *	5 pCi/L	0 pCi/L	n.d. * to 0.7	NO	9/28/2004C	Erosion of natural deposits
Radium 226	0.9 pCi/L *	5 pCi/L	0 pCi/L	n.d. * to 0.9	NO	9/28/2004C	Erosion of natural deposits
Gross Alpha	1.1 pCi/L	15 pCi/L	0 pCi/L	n.d. * to 1.1	NO	9/28/2004C	Erosion of natural deposits
Fluoride	1.4	4 ppm	4 ppm	n.d. to 1.4	NO	Apr-07	Water additive which promotes strong teeth; Erosion of natural deposits; Discharge from fertilizer and aluminum factories Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from
Copper	408 ppb 0 of 34 B	1,300 ppb (Action Level)*	1,300 ppb	n.d. to 408	NO	Sep-07	wood preservatives.
Lead	50.0 ppb 1 of 34 B	15 ppb (Action Level)*	0	n.d. to 50.0	NO	Sep-07	Corrosion of household plumbing systems; Erosion of natural deposits
Sulfate	17.0 ppm	no MCL	none set	n.d. to 17.0	NO	Nov-07	Erosion of natural sources
Nitrate	1.2 ppm *	10 ppm	10 ppm	n.d. to 1.2	NO	Sep-07	Runoff from fertilizer use; Leaching from septic tanks sewage; Erosion of natural deposits
Total Trihalomethanes (TTHM)	23.0 ppb D	80 ppb	0	n.d. to 23.0 D	NO	Nov-07	By-product of drinking water chlorination
Haloacetic Acids (HAA5)	1.55 ppb D	60 ppb	0	n.d. to 1.55 D	NO	Nov-07	By-product of drinking water chlorination
Total Trihalomethanes (TTHM)	38.3 ppb D 99.0%	80 ppb TT = percentage of samples less than 0.5 NTU	0	4.4 to 38.3 D	NO	2007	By-product of drinking water chlorination
Turbidity A	0.36	TT = 0.5 NTU	TT	0.04 to 0.36	NO	2007	Soil runoff
Haloacetic Acids (HAA5)	29.9 ppb D	60 ppb	0	n.d. to 29.9 D	NO	2007	By-product of drinking water chlorination
Chlorine Residual	1.4	4 ppm	4	0.32 to 1.4	NO	2007	By-product of drinking water disinfection
Chlorite	0.71	1.0 ppm	0.8 ppm	0.05 to 0.71	NO	2007	By-product of drinking water disinfection
Methyl Tertiary Butyl Ether (MtBE)	<1.0 ppb	no MCL	none set	n.d to <1.0	NO	2007	Discharge from leaking UST or gasoline spill
Chloroform	16.0 ppb	no MCL	none set	3.1 to 16.0	NO	2007	By-product of drinking water chlorination
Bromodichloromethane	5.4 ppb	no MCL	none set	1.0 to 5.4	NO	2007	By-product of drinking water chlorination
Chlorodibromomethane	1.5 ppb	no MCL	none set	0.05 to 1.5	NO	2007	By-product of drinking water chlorination

(Listed above are 22 regulated & unregulated contaminants for which monitoring was required and detected in Dracut and Lowell drinking water. Not listed are over 100 other contaminants monitored but not detected.)

* DEFINITIONS:

Maximum Contaminant Level (MCL) – The highest level of a contaminant that is allowed in drinking water.

Maximum Contaminant Level Goal (MCLG) – The level of a contaminant in drinking water below which there is no known or expected risk to health.

ppm – One part per million.

ppb – One part per billion.

n.d. – none detected

Action Level – The concentration of a contaminant which triggers a treatment or other requirement that a water system must follow.

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.

NTU – Nephelometric Turbidity Unit 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.

SPECIAL EXPLANATIONS:

- Results represent water pumped from Dracut Water Supply District (DWSD) wells.
- Results represent water purchased from City of Lowell.
- A Turbidity is a measure of the cloudiness of the water. It is monitored because it is a good indicator of the effectiveness of the Water Treatment Plant filtration system.
- B This is the number of sites above the action level.
- C This is the most recent test result required by EPA Regulations.
- D Highest Level Detected & Range are not always the same because results are averages or 90th percentile.

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Monitoring Requirement Not Met for Dracut Water Supply District

Our water system violated a monitoring requirement during the third quarter of last year. Even though this was not an emergency, as our customers, you have a right to know what happened and what we did to correct this situation. We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During the third quarter of calendar year 2007 we monitored for all contaminants but did not report the results to DEP in a timely manner.

What should I do?

There is nothing you need to do at this time.

The table below lists the contaminants we did not properly report to DEP during the compliance period noted above, how often we are supposed to sample for these contaminants and how many samples we are supposed to take, how many samples we took, when samples should have been reported to DEP.

Contaminant	Required Sampling Frequency	Number of Samples Taken	Samples Were Taken	When All Sample Results Should Have Been Reported	When Sample Results Were Reported
Radionuclide	1 per quarter	1	9/27/07	by 10/10/07	11/05/07
VOC	3 per quarter	3	9/27/07	by 10/10/07	11/05/07
SOC	3 per quarter	3	9/27/07	by 10/10/07	11/05/07
Perchlorate	3 per quarter	3	9/27/07	by 10/10/07	11/05/07

VOC = Volatile Organic Contaminants

SOC = Synthetic Organic Contaminants

What happened?

In the third quarter of 2007, the District took the required samples for all contaminants but failed to report the results to DEP in a timely manner. The District waited too late in the quarter to take the samples and the laboratory could not analyze the samples quick enough to report to DEP by the reporting deadline.

What is being done?

The District has established an earlier sampling protocol during each quarter for sampling the multiple contaminants required by DEP. This will allow time for laboratory delays if encountered and still make the DEP reporting deadlines. For more information, please contact Mark R. Riopelle 978 957-0441 at 59 Hopkins Street Dracut, MA.

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). You can do this by posting this notice in a public place or distributing copies by hand or mail.

While we regret this sample reporting delay, we wish to assure our customers that all results for all contaminants were below levels that would affect your health. Chemicals continue to be added to your water to protect your plumbing and your health.

Gary W. McCarthy
Executive Director – Superintendent
Dracut Water Supply District
PWSID 3079000
June 2008

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 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
- Underground sprinkler systems require moisture sensors.

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.

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

Source Water Assessment Protection (SWAP)

The SWAP program was established under the Federal Safe Drinking Water Act. Call the office for a copy of the District's SWAP Report or check out the report on our website at www.dracutwater.com. For additional information on water quality visit the Mass.gov website.

Visit Us on the Web – www.dracutwater.com

The District's website is full of information about the District. It is updated routinely with news alerts about what's happening in the system. It contains contractor information, conservation tips, past publications, water quality data and links to other water related websites. *Most importantly you can now pay your water bill on-line.* It's a fast, convenient and secure way to pay your bill. Why not give it a try!



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.

Meter to Main Enrollment Form

- ☐ **YES**, please sign me up for the **Meter to Main Service Plan**
- ☐ Bill my account in full \$63.00
 - ☐ I have enclosed a check for \$63.00 (*made payable to Dracut Water Supply District*)
 - ☐ Bill my account \$15.75 each billing cycle

Name _____

Address _____

Account Number, if known _____

Signature _____ Date _____

If interested and NOT currently enrolled, complete the form and mail it to the District Office OR call to enroll today 978-957-0441



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 District information is readily available at our website www.DracutWater.com. You may email Mr. Gary W. McCarthy at (Gary.McCarthy@dracutwater.com). Our main office is located at 59 Hopkins Street in Dracut. Our meetings are usually held the 2nd and 4th Wednesdays of the month. The first Wednesday meeting is usually at the Dracut Access TV Studio and a second meeting is held at our main office. 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.

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



Water Quality Information Enclosed!

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