



Board of Water Commissioners

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Dedham-Westwood Water District

The Water We Drink

Dedham-Westwood Water District (DWWD) is pleased to present our Annual Water Quality Report for the calendar year 2019. It is designed to inform you about the quality of your drinking water. We are committed to providing you with high quality drinking water which is so fundamental for our communities and way of life.

The Massachusetts Department of Environmental Protection (MADEP) routinely inspects our water system. MADEP evaluates our system for its technical, financial, and managerial capacity to provide safe drinking water to you. To ensure that we provide the highest quality of drinking water available, Massachusetts Licensed Drinking Water Facilities Operators oversee the operations of your water system. In 2019, as part of our ongoing commitment to you, we made many improvements to our system. Highlights include the installation of 14,479 feet of water main, 32 fire hydrants, 43 water services and 576 meters. We also continued work on the Bridge St. Treatment Plant Modernization Project.

Bridge Street Treatment Modernization Project New Water Filter Building built beside original Pump Station



Inside New Filter Building at Bridge Street water Treatment Plant

The Bridge Street Water Treatment Plant Modernization Project began in the summer of 2017. The project is expected to be completed in Spring of 2020. The project has taken significantly longer than originally scheduled. The project will exceed the original budget of \$8.8 million dollars by \$600,000. The treatment plant has undergone renovation to the



structure, heating and ventilation systems, and includes a new emergency generator, treatment process and pumping equipment replacements, and a new building to house filtration equipment. Additional items added to the scope of work after construction began include new raw and finished water piping, a new roof on the Pre-Treatment Building and new water quality automatic analyzer equipment. The project received a 2% loan from the Massachusetts Clean Water Trust.

Public Participation

We ask that all our customers help protect our water sources and use water wisely. Important educational information may be found with your bill or on our website. The Board of Water Commissioners, three from Dedham and three from Westwood, appointed by the Selectmen of each town respectively, normally meet on the second and last Tuesday evenings each month. The public is welcome to attend. If you have any questions about this report, please contact Executive Director Eileen Commane at (781) 461-2779.

What is the Source of Dedham -Westwood Water?

Your drinking water supply is local. The source of your drinking water is groundwater, water that is present below the earth's surface in sand and gravel pore spaces, from seventeen wells. Five wells are in Westwood by the Neponset River near University Ave and one well is located by Rock Meadow Brook near Dover Rd. In Dedham, eleven wells are by the Charles River near Bridge Street. We serve a population of about 40,346 through approximately 13,400 meters and customer service lines. The Dedham-Westwood Water District has emergency water connections with Boston, Norwood, Needham and the MWRA. Last year, we obtained about 19% of the water supply from the MWRA. For a copy of the 2019 MWRA Water Quality report, please call us.

How are the Sources of Drinking Water Protected?

The MADEP prepared a Source Water Assessment Program (SWAP) Report for the water supply sources serving our water system. The purpose of the report was to determine the susceptibility of our drinking water sources to contamination sources so that protection efforts can be best targeted. The results of the assessment are detailed in the report, which is available online at <http://www.mass.gov/eea/docs/dep/water/drinking/swap/nero/3073000.pdf> or at our office. The report assigns a high susceptibility ranking to the DWWD sources due to hazardous materials storage and use, transportation corridors and residential land use. The high threat activities listed by MADEP are those that typically use, produce or store contaminants of concern, which if improperly managed, are potential sources of contamination.

Both Dedham and Westwood have water resource and aquifer protection zoning bylaws to protect our drinking water sources. Residents and businesses are encouraged to take steps to protect drinking water sources-especially those living and working in proximity to the supply sources. Measures include proper use and disposal of hazardous materials like fertilizers and pesticides, properly disposing of pet waste and using environmentally friendly deicers.

Is My Drinking Water Treated?

Certified Drinking Water Facilities Operators continuously treat your drinking water with a multi-step process. The water is first aerated which helps oxidize minerals in the water such as iron and manganese. Next, the water is filtered to remove any suspended material. Chlorine is added to provide disinfection. The pH of the water is adjusted to an optimum level, so it is not corrosive to pipes and plumbing fixtures and a corrosion control chemical is added. Finally, fluoride is added to prevent dental cavities.

Substances Found in Tap Water

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:



- **Inorganic substances-** such as salts and metals, that can be naturally occurring or result from urban storm water runoff, industrial, or domestic wastewater discharges, oil and gas production, mining, or farming.
- **Organic chemical contaminants-** including synthetic and volatile organic chemicals that are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.
- **Pesticides and herbicides-** that may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.
- **Microbial contaminants-** such as viruses and bacteria, may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- **Radioactive contaminants** -which can be naturally occurring or be the result of oil and gas production, and mining activities.

In order to ensure that tap water is safe to drink, the Department of Environmental Protection (MADEP) and the U.S. Environmental Protection Agency (EPA) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) and Massachusetts Department of Public Health (DPH) regulations establish limits for contaminants in bottled water that must provide the same level of protection for public health. All drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. The presence of these contaminants does not necessarily pose a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline (800-426-4791).

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 and 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 microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).



Water Main Flushing to remove sediments from pipes

Cross Connection Program

A *cross connection* is any temporary or permanent arrangement or connection between a public water system or consumer's drinking water system and any source or system containing non-potable water or other substances. One example of a cross connection is the piping between a public water system and a customer's lawn irrigation sprinkler system. The garden hose causes the most common cross connection.

Backflow is the undesirable reversal of flow of non-potable water or other substances through a cross connection and into the piping of a public water system or consumer's potable water system. The best way to prevent backflow is to make sure there is no connection between potable and non-potable sources. Never submerge a hose in soapy water buckets, pools, tubs, sinks, drains or chemicals. Purchase and install a hose bib vacuum breaker for all threaded water fixtures. These inexpensive, easy to install devices are found at local hardware stores. Contact your plumber or call us at 781-329-7090 with any questions.



Dedham-Westwood Water District has a Cross Connection Control Program. See the results for our 2019 program that we submit to the MADEP on our website- <http://www.dwwd.org/cross-connection-control-program> or call Stephanie Costa at 781-461-2778. We survey all non-residential properties that we supply for cross connections and we test all approved backflow prevention devices on approved cross connections.

Water Conservation

All water users are encouraged to conserve water. Additional information may be found on our website including our Rebate Program for low flow toilets and water efficient washing machines. We offer free low flow showerheads and faucet aerators at our office. We also offer free rain sensors for automatic sprinklers. Some general outdoor water conservation tips include using soaker hoses and plenty of mulch, choosing landscaping that does well without supplemental watering and repairing any leaks. Join *Dropcountr*, found on our website dwwd.org, to get in tune with your water use and see how it compares to others!

DWWD WATER QUALITY TEST RESULTS

The data presented in the following tables are from testing performed in 2019 on the Dedham-Westwood Water District Supply, unless otherwise noted. Over the course of a year, the District takes hundreds of water samples to ensure its quality and your safety. The tables below show only those parameters that were detected in the water.

Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct assessment(s) to identify any problems that were found during these assessments. During the past year, we were required to conduct 1, Level 1 assessment. One Level 1 assessment was completed. In addition, we were required to take 4 corrective actions and we completed 4 of these actions.

DEFINITIONS TO HELP YOU UNDERSTAND TEST RESULTS:

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 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.

Secondary Maximum Contaminant Level (SMCL): These standards are developed to protect aesthetic qualities of drinking water and are not health based.

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.

ND : Not Detected

NA: Not Applicable

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.

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

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.

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

mg/L or PPM (parts per million): 1 drop in 10 gallons, 1 inch in 16 miles, or one penny in \$10,000.

ug/L or PPB (parts per billion): 1 drop in 10,000 gallons, 1 inch in 16,000 miles, or one penny in \$10,000,000.

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

Level 1 Assessment: is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.



REGULATED INORGANIC SUBSTANCES

PARAMETER units	Range	Max	Average	MCL	MCLG	Compliance achieved?	Source
*Fluoride ppm	0.48-0.79	0.79	0.67	4	4	Yes	Water additive which promotes strong teeth.
Nitrate ppm Collected on 1-30-2019	0.64-0.96	0.96	0.8	10	10	Yes	Runoff from fertilizer use, leaching from septic tanks, sewage; erosion of natural deposits.
**Chlorine ppm	1.00-1.77; range of treatment plant effluent values. 0.01-3.51; range of individual distribution samples	1.77; 3.51*	0.71; highest quarterly running annual average	MRDL=4	MRDLG=4	Yes	Water additive used to control microbes.
Perchlorate ppb data from 8-4-2017	ND-0.05	0.05	0.025	2.0	N/A	Yes	Rocket propellants, fireworks, munitions, flares, blasting agents.

*Fluoride samples are analyzed on a daily basis at our two treatment facilities and on a monthly basis at an independent laboratory. Fluoride has a Secondary Maximum Contaminant Level (SMCL) of 2.0 ppm.

**Chlorine samples are taken multiple times a day from our water treatment facilities, as well as from various locations throughout the two towns on a weekly basis. It is added to your water for disinfection purposes, and as a safeguard against biological pathogens. The District buys water from the MWRA at times, particularly during 2019 due to the Bridge St Treatment Plant construction. Therefore chlorine values at sites throughout the system may have higher chlorine residual values than those of the treatment plant effluents.

UNREGULATED (SECONDARY) SUBSTANCES RESULTS BELOW CONTINUE ONTO NEXT PAGE

The EPA has not established drinking water standards for the following parameters. The purpose of unregulated contaminant monitoring is to assist EPA in determining their occurrence in drinking water and whether future regulation is warranted.

PARAMETER (units) Dates collected	Range	Max	Average	MCL	SMCL	Source
Hardness as CaCO ₃ (ppm) 8/28/19	-----	127	127	No MCL	No SMCL	Erosion of natural deposits. Primarily composed of calcium and magnesium.
Sodium (ppm) Quarterly 2019	51.8-126	126	95.0	No MCL. *ORSG guideline = 20 ppm	No SMCL	Discharge from the use of or improper storage of sodium-containing deicing compounds. Also in water softening agents.
Calcium (ppm) Quarterly and 2/28/19	10.1-37.1	37.1	28.4	No MCL	No SMCL	Erosion of natural deposits



Iron (ppb) Quarterly and 8/28/19	ND-190	190	87	No MCL	300 ppb	Natural and industrial sources as well as aging and corroding distribution systems and household pipes.
Potassium (ppm) 8/28/19	-----	7.97	7.97	No MCL	No SMCL	Erosion of natural deposits.
Magnesium (ppm) Quarterly and 8/28/19	2.36-10.4	10.4	7.61	No MCL	No SMCL	Erosion of natural deposits.
Chloride (ppm) Quarterly and 8/28/19	91-291	291	189	No MCL	250 ppm	Discharge from the use of or improper storage of sodium or calcium-containing deicing compounds. Run off and leaching from natural deposits; seawater influence.
Manganese (ppb) Quarterly and 8/28/19	ND-11	11	2.2	No MCL. *ORSG Lifetime health advisory=300 ppb and Acute HA = 1000 ppb	50 ppb	Natural sources as well as discharges from industrial use.
Sulfate (ppm) 8/28/19 and 12/11/19	8.87-17.2	17.2	12.8	No MCL	250 ppm	Erosion of natural deposits.
pH Quarterly and 8/28/19	7.3-8.6	8.6	7.9	No MCL	6.5-8.5	Corrosion of household plumbing systems/ erosion of natural deposits.

*ORSG= Office of Research and Standards Guidelines.

* Infants and children who drink water containing manganese at high concentrations may have learning and behavior problems.

People with liver disease who drink water containing manganese at high concentrations may have neurological disorders.

* Some people who drink water containing sodium at high concentrations for many years could experience an increase in blood pressure.

UNREGULATED (SECONDARY) SUBSTANCES RESULTS ABOVE ARE CONTINUED FROM PRIOR PAGE

ORGANIC DISINFECTION BYPRODUCTS

PARAMETER (units) Dates collected	Range of Individual Site Results ppb	Maximum Quarterly Running Annual Average (How compliance is calculated) ppb	MCL ppb	MCLG	Compliance Achieved?	Source
Total Trihalomethanes (ppb) Quarterly 2019	17-69	75	80	0	YES	By-product of drinking water chlorination
Haloacetic Acids (ppb) Quarterly 2019	4.3-49	38	60	0	YES	By-product of drinking water chlorination

**RADIONUCLIDES**

PARAMETER (units) Dates collected	Range of Individual Site Results	Max	MCL	MCLG	Compliance Achieved?	Source
Gross Alpha Activity (pCi/L) 1/15/2014	0.89-0.95	0.95	15	0	YES	Erosion of natural deposits
Radium-226 (pCi/L) 1/15/2014	0.48-0.51	0.51	----- ---	----- ---	NA	
Radium-228 (pCi/L) 1/15/2014	0.14-0.35	0.35	----- ---	----- ---	NA	
Combined radium (pCi/L) 1/15/2014	ND	----- ---	5	----- --	YES	Erosion of natural deposits

LEAD AND COPPER RESULTS

Presented below is data from our spring and fall 2019 sampling events. A total of 61 samples were collected at DEP approved sites.

Detected Parameter (units)	EPA's Action Level for sampling of customer homes with the highest risk	Maximum contaminant level goal	Results	Compliance Achieved?	Source
*Lead (ppb)	90% of all homes tested must be below 15 ppb	0 ppb	90% of all homes tested measured below 3 ppb in the spring sampling event, and below 2 ppb in the fall sampling event.	Yes	Corrosion of household plumbing; erosion of natural deposits. There was 1 site with a value above the AL of 15 ppb in the fall sampling event.
**Copper (ppm)	90% of all homes tested must be below 1.3 ppm	1.3 ppm	90% of all homes tested measured below 0.14 ppm in the spring sampling event, and below 0.10 ppm in the fall sampling event.	Yes	Corrosion of household plumbing; erosion of natural deposits; leaching from wood preservatives. There were NO sites with values above the copper AL of 1.3 ppm

*Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.

**Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson's Disease should consult their personal doctor.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The Dedham Westwood Water District is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in 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>

**UCMR4 RESULTS (2018 data)**

The purpose of the Unregulated Contaminant Monitoring Rule (UCMR) is to provide EPA with data to support decisions concerning whether or not to regulate these contaminants. The District participated in sampling during March and September 2018.

Parameter (units)	Average	Range of Detections	Typical Source	
Bromochloroacetic Acid (ppb)	4.64	1.65-6.11	By-product of drinking water chlorination	
Bromodichloroacetic Acid (ppb)	7.56	3.47-12		
Chlorodibromoacetic Acid (ppb)	2.07	0.53-4.21		
Dibromoacetic (ppb)	1.97	0.546-5.12		
Dichloroacetic acid (ppb)	9.00	3.36-16.1		
Monobromoacetic acid (ppb)	0.376	0.311-0.447		
Tribromoacetic acid (ppb)	2.19	2.16-2.22		
Trichloroacetic acid (ppb)	16.96	2.07-37.5		
Manganese (ppb)	3.44	3.18-3.71		Natural sources as well as discharges from industrial use
Bromide (ppb)	111.3	70.7-170		Bromide commonly exists as a salt in nature
TOC Raw Water (ppb)	2035	1850-2220	Natural organic matter	

DROPCOUNTR To help residents save water, Dedham-Westwood Water District provides an app for homeowners to track water usage and conserve. The free Dropcountr app allows residents to track their monthly water use, compare it to similar households, connect with utility alerts and rebates and receive direct support. Dropcountr is available for customers of Dedham-Westwood Water Utility as an app on [Android](#) and [Apple](#) phones and on [the web](#). Dedham and Westwood residents can set up a free Dropcountr account today by downloading the app from the [Apple](#) or [Android](#) App Store, or online. You will need your name and account number as it appears on your Dedham-Westwood Water District bill.

Dedham-Westwood Water District named 2018 Public Water Systems Award Winner by MADEP

In 2019, Massachusetts Department of Environmental Protection (MADEP) named Dedham-Westwood Water District as a winner of the annual Public Water Systems Awards for the prior year. The award was also received for the prior four years!