

## Dedham-Westwood Water District Annual Report

Westwood Commissioners:	Mark Phillips - Chair	Lou Kustwan - Clerk	Gary Yessaillian
Dedham Commissioners:	Eric Merithew – Vice-Chair	John Healy	Robert Lexander

### Mission

To provide high-quality drinking water and water for fire protection to both the Towns of Westwood and Dedham.

### Lead and Copper Rule Revisions and the Water Service Line Inventory Project

The district continued with robust outreach efforts to complete its [Water Service Line Inventory Project](#).

In January, a final mailing card notice was sent to remaining customers whose water service line material was unknown. The cards provided information about how to locate, identify, and self-report their service line material to the district online. This mailing provided one last opportunity for customers to self-report before moving to inspections.

In March, the district started conducting water service line inspections by appointment with its subcontractor, Raybern. By the end of 2024, Raybern conducted 3,412 inspections.

In mid-October, the district submitted its inventory on time to the Massachusetts Department of Environmental Protection (MassDEP). Shortly after our inventory was submitted, the district was required to notify customers by mail with a prescribed MassDEP letter by November 15 if a portion or all of their service line material was unknown. In total, the district sent out 2,502 letters.

Customers with a lead water service were also notified with a prescribed MassDEP letter. The district sent out 13 letters in total.

### Water Conservation

The district issued voluntary water restrictions from May to October. Much of the Commonwealth experienced normal conditions until October, when the Massachusetts Department of Energy and Environmental Affairs declared a significant drought in the Southeast Region of the state.

The district continued to offer a [Water Conservation Rebate Program](#) for homeowners and businesses. Residential customers can receive a \$100 water bill credit for installing a new washing machine (one rebate every seven years). Both businesses and residents can receive a



Photo of a recent advertisement for the district's Water Conservation Rebate Program.



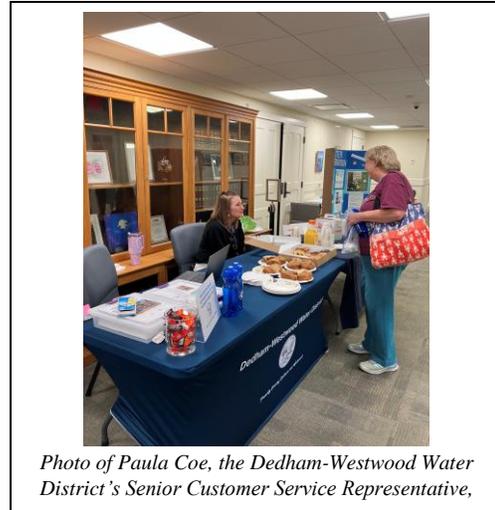
Photo of the Dedham-Westwood Water District's booth at Dedham Day on September 29, 2024.

\$75 water bill credit for installing a new toilet (two rebates per lifetime of the property). In 2024, 74 customers received rebates totaling \$7,400. For more information about the program, please visit [www.dwwd.org/rebate](http://www.dwwd.org/rebate).

### Public Outreach

This year, the district conducted and participated in several public outreach opportunities.

In September, the district attended Dedham Day to promote water conservation and the Water Service Line Inventory Project. The district raffled off a rain barrel at the event and gave out candy, water bottles, stickers, and magnets.



*Photo of Paula Coe, the Dedham-Westwood Water District's Senior Customer Service Representative,*

Also in September, the district visited the Council on Aging in Dedham. We provided a light breakfast and met with seniors to discuss the Water Service Line Inventory Project, questions about the district, and more!

### 2024 Capital Improvement Projects

Starting in August, water main improvements were made in Dedham on Martin Bates Street, Highland Street (from Martin Bates Street to Court Street), and the dead-end portion of Chestnut Street.

In total, 2,030 linear feet of new water main, 5 hydrants, 15 valves, and 27 water service lines were installed.

In November, the district hosted a public pre-construction meeting in preparation for the first phase of water main replacement in Dedham on East Street from Greenwood Avenue to Norwich Street.

Construction started at the end of November and continued throughout December. By the end of 2024, a total of 578 linear feet of new water main was installed.



*Image of an excavator installing new water main pipe on Martin Bates Street in Dedham.*



*Image of crews bagging new ductile-iron water main pipe on East Street in Dedham.*

The district also continued efforts in designing a treatment plan for PFAS removal at the White Lodge Water Treatment Plant in Westwood.

2024 Dedham-Westwood Water District Metrics	
Linear Feet of Water Main Replaced	4,200
Number of Water Main Breaks Repaired	23
Number of Water Meters Installed	1,046
Number of Cross Connection Tests Performed	1,442
Gallons of Water Pumped	1.498 Billion

**2025 Service Plan/Goals:**

- **Public Outreach:** Continue to conduct educational outreach for customers. The district hopes to host an open house towards the end of summer and provide educational outreach about water conservation and information about the district.
- **Burgess Avenue Booster Pump Station Reconstruction Project:** Complete construction design plans and specifications to replace the existing underground pump station in Westwood with a new above-ground station. As currently proposed, the new station will be located on an easement on High Street. It will include increased fire protection and an on-site generator to provide more reliable water delivery throughout all conditions.
- **PFAS Regulations:** Begin construction at the White Lodge Treatment Plant in Westwood for PFAS removal. This project includes the construction of a new filter building at the treatment plant with four filter vessels that will utilize an anion exchange resin to capture the PFAS from the water. Construction should be completed prior to the EPA's new PFAS regulation implementation date of 2027.
- **Revised Lead and Copper Rule:** Implement a replacement plan and begin construction to remove lead sources from the district's water system.
- **Milk Street, Westwood, Water Main Replacement Project:** Complete the design, bidding, and construction of replacing 1,300 linear feet of 90-year-old water main located on Milk Street in Westwood. This project is being done in cooperation with the Town of Westwood's paving schedule to reduce the overall construction costs.
- **50 Elm Street Storage Facility and Site Improvements Project:** Complete the construction of the district's new 4,600 square foot modular storage facility, stormwater improvements, security fencing, new parking, and improved traffic flow patterns. This project will provide an indoor storage facility with adequate space for the district to house more of their vehicles, parts, and equipment, which are currently outside in the elements year-round. Fencing and site improvements will increase security and safety for the employees and visitors of the district.

**Special Recognition**

The district would like to thank Gary Yessaillian from Westwood for serving on the Board of Water Commissioners for the past 8 years!

Respectfully submitted,  
*Blake D. Lukis, Executive Director*