



Cliffside Apartments

2015

PWS ID: #1289001

REPORT ON WATER QUALITY

This report is a snapshot of the quality of the drinking water that we provided last year. The statistics in this report are based on testing done throughout 2015 and prior years. We hope you will find it helpful to know the sources of your water and the process by which safe drinking water is delivered to your home.

Where Does My Water Come From?

Cliffside Apartments is an apartment complex consisting of nine buildings with 280 apartments, located on Route 116 in Sunderland, MA. We are served by three bedrock wells located on the side of the hill behind the facility. Well #3, which is approximately 277 feet deep, serves as the main well with Well #1 and Well #2 supplementing the lead well.



It's Their Legacy

SHOULD SOME PEOPLE TAKE SPECIAL PRECAUTIONS?

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 (800)426-4791.

Is My Water Treated?

Our water system makes every effort to provide you with safe and pure drinking water. We are pleased to report that your water does not need to be treated at this time to meet these goals. The water quality of our system is constantly monitored by us and the MassDEP to determine if any future treatment may be required.

Maintaining Water Quality

Cliffside Apartments continuously strives to produce the highest quality water possible to meet or surpass every water quality standard. We monitor both our sources and distribution system very closely. The standards we operate under were enacted by the U.S. Congress as the Safe Drinking Water Act in 1974 and were amended in 1986 and 1996.

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

Opportunities to Participate

Any matters that concern your drinking water supply or issues you would like to see addressed can be presented at the regularly scheduled meeting of the trustees, association or board. If your concerns need immediate attention feel free to contact our current Certified Operator, WhiteWater, Inc., at 1-888-377-7678.

Cliffside Apartments

The water system at Cliffside Apartments is operated and maintained by WhiteWater, Inc. If you have any questions about this report, please contact Stuart Harkins at 1-888-377-7678.



Additional copies of this report are available upon request and at www.whitewateronline.com

DISTRIBUTION SYSTEM WATER QUALITY

This report summarizes only those items detected during sampling - not all contaminants that are monitored.

<i>Microbial Results</i>	Highest # Positive in a Month	Total # Positive	MCL	MCLG	Violation	Possible Source of Contamination
Total Coliform Bacteria	1	1	1	0	No	Naturally present in the environment
Fecal Coliform-E.coli	0	-	*	0	No	Human and animal fecal waste

*Compliance with the Fecal Coliform/E.Coli MCL is determined upon additional testing.

Total Coliform: Coliforms are bacteria that are naturally present in the environment and are used to indicate that other, potentially harmful bacteria may be present.

<i>Lead & Copper</i>	Date(s) Collected	90 th Percentile of Sample	Action Level	MCLG	# of Sites sampled	# of Sites Above Action Level	Exceeds Action Level?	Possible Source of Contamination
Lead (ppb)	2013	1	15	0	0	0	No	Corrosion of household plumbing systems
Copper (ppm)		0.02	1.3	1.3			No	Corrosion of household plumbing systems

TESTING FOR LEAD

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. **Cliffside Apartments** 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>.

SOURCE WATER CHARACTERISTICS

Key to Tables

- ppm – Parts per million, corresponds to one penny in \$10,000
- ppb – Parts per billion, corresponds to one penny in \$10,000,000
- pCi/L – Picocuries per liter (a measure of radioactivity)
- ND – Not detected
- n/a - not applicable
- RAA –Running annual average

The sources of drinking water in the United States (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 storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.



- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production. These contaminants can also come from gasoline storage, urban storm water runoff, and septic systems.
- Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities.

SUMMARY OF FINISHED WATER CHARACTERISTICS

<u>Regulated Contaminants</u>	Date(s) Collected	Highest Detect Value	Range Detected	MCL	MCLG	Violation	Possible Source of Contamination
Inorganic Contaminants							
Nitrate (ppm)	10/5/15	0.20	n/a	10	10	No	Runoff from fertilizer use; leaching from septic tanks; sewage; erosion of natural deposits
Radioactive Contaminants							
Gross Alpha (pCi/L)	7/7/15	7.9	n/a	15	0	No	Erosion of natural deposits
Radium 226 & 228 (combined) (pCi/L)	7/7/15	0.96	n/a	5	0	No	Erosion of natural deposits
<u>Unregulated Contaminants</u>	Date(s) Collected	Result or Range	Average	SMCL	ORSG or Health Advisory	Possible Source of Contamination	
Inorganic Contaminants							
Sodium (ppm)	10/13/14	10	n/a	-	20	Natural sources; runoff from use as salt on roadways; by-product of treatment process.	
Organic Contaminants							
Bromodichloromethane (ppb)	8/28/13	33.5	-	-	-	Although our system does not treat our water, this is often a by-product of drinking water chlorination	
Chloroform (ppb)	8/28/13	4.40	-	-	-	Although our system does not treat our water, this is often a by-product of drinking water chlorination	

Sodium is a naturally-occurring common element found in soil and water. It is necessary for the normal functioning of regulating fluids in human systems. Some people, however, have difficulty regulating fluid volume as a result of several diseases, including congestive heart failure and hypertension. The guideline of 20 mg/L for sodium represents a level in water that physicians and sodium sensitive individuals should be aware of in cases where sodium exposures are being carefully controlled. For additional information, contact your health care provider, your local board of health or the Massachusetts Department of Public Health, Bureau of Environmental Health Assessment at 617-624-5757.

SOME TERMS DEFINED

Action Level (AL): *The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement which a water system must follow.*

Maximum Contaminant Level Goal (MCLG): *The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLG's allow for a margin of safety*

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

Secondary 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, non-cancer health effects are likely to occur after chronic (lifetime) exposure. If exceeded, it serves as an indicator of the potential need for further action.*

Total Coliform: *A bacteria that indicates other potentially harmful bacteria may be present.*

Unregulated Contaminants: *Unregulated contaminants are those for which EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining their occurrence in drinking water and whether future regulation is warranted.*

90th Percentile: *Out of every 10 homes, 9 were at or below this level.*

Cross Connection Control and Backflow Protection in your water system



Typical Hose Bibb Vacuum

A Cross Connection means any actual or potential physical connection or arrangement between a pipe conveying potable water from a public water system and any non-potable water supply, piping arrangement or equipment including, but not limited to, waste pipe, soil pipe, sewer, drain, other unapproved sources. Cliffside Apartments recommends the installation of Hose Bibb type vacuum breakers on all outside faucets. This will protect all residents from the potential of backflow into their homes and the potable water system from a hose connection. Studies have shown that hoses are the most commonly unprotected cross connection. The MassDEP and Cliffside Apartments require the physical separation between the public water supply to your home and a private well used for irrigation or other purposes, these instances will be monitored for compliance. For more information please contact Russell E. Tierney, Northeast Regional Manager Water Operations, WhiteWater at 888-377-7678.

Source Water Protection

The MassDEP has prepared a Source Water Assessment Program (SWAP) Report for the water supply source serving the Cliffside Apartments. The report assesses the susceptibility of public water supplies to contamination and makes recommendations.

This report is available from the MassDEP website:
<http://www.mass.gov/eea/docs/dep/water/drinking/swap/wero/1289001.pdf>.

A susceptibility ranking of **moderate** was assigned to all wells in our system by the MassDEP and they meet all US Environmental Protection Agency (EPA) and MassDEP drinking water quality standards.

Be assured that the Cliffside Apartments in concert with its certified operator, WhiteWater, Inc., is addressing the concerns as stated in the SWAP Report and welcomes your input to our planning. If you have any questions, please contact WhiteWater, Inc., at 1-888 377-7678.

FOR YOUR INFORMATION

In order to ensure that tap water is safe to drink, the Department of Environmental Protection (MassDEP) and U.S. Environmental Protection Agency (EPA) prescribe regulations that limit the amount of certain contaminants in water provided to 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 protection for public health. All drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. 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 (800-426-4791).



Where to go for more information

Massachusetts Department of Environmental Protection (MassDEP)

<http://www.mass.gov/eea/agencies/massdep/water/drinking/>

Northland Cliffside LLC

248 Amherst Road
Sunderland, MA 01375

Cross Connection Control & Prevention

The outside water-tapping tap and garden hose tend to be the most common sources of cross connections



What is a cross connection?

A cross connection occurs whenever a potable drinking water line is directly or indirectly linked to a piece of equipment or piping containing non-potable water.

Why should I be concerned about cross connections?

An unprotected or inadequately protected cross connection in your home or workplace could contaminate the drinking water not only in your building, but in neighboring businesses and homes. Severe illnesses— even death— have been caused by cross connection contamination events that could have been prevented. Unprotected and inadequately protected cross connections have been known to cause outbreaks of hepatitis A, gastroenteritis, Legionnaire's disease, chemical poisoning, body lesions (from exposure through showering), damage to plumbing fixtures and explosions.

How can a cross connection contamination occur?

Non-potable water or chemicals used in equipment or a plumbing system can end up in the drinking waterline as a result of backpressure or backsiphonage. Backpressure occurs when the pressure in the equipment such as a boiler or air conditioning unit is greater than the pressure in the drinking water line.

Backsiphonage occurs when the pressure in the drinking water line drops due to fairly routine occurrences such as water main breaks, nearby fires, unusually heavy water demand. Contaminants are then sucked out and into the drinking water line.

What can I do to make sure my water supply is protected from cross connections?

At home:

- Contact your local water supplier to find out what he/she is doing to prevent cross connection contamination incidents.
- Survey your home to make sure you are not unknowingly creating a cross connection
- Do not attach any pesticide, chemical, or any other non-potable liquid applicators to your water line

- Install hose bibb vacuum breakers (HBVB) on all outside faucets. The HBVB isolates garden hose applications, protecting your drinking water supply from contaminants that could be drawn into your home through the hose.



At work:

- Contact your supervisor and/or maintenance personnel and find out if all cross connections within your workplace are protected.
- Find out when/if all backflow preventers have been tested.
- Ask your facility to provide you with information on its cross connection program.

In general:

- Find out all you can about cross connection control from DEP, your local water department, or a plumbing inspector.

For further information about our Cross Connection Control and Backflow Prevention Program please contact Russell Tierney at

Phone: 888-377-7678
Fax: 508-248-2895
Email: rtierney@rhwhite.com



Backsiphonage may occur due to a water main break or other low-pressure incident such as a fire.