



Villages at Stow

2017

PWS ID: #2286024

REPORT ON WATER QUALITY

This report is a snapshot of the quality of the drinking water that we provided over the past year. The statistics in this report are based on testing done throughout 2017 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?

The Villages at Stow is a 96-unit development which houses approximately 290 year-round residents. Because we serve more than 25 people per day, we are considered to be a public water supplier. As such, it is our responsibility to provide you with this report on an annual basis.

Four wells located on the grounds off Orchard Drive supply the water for the Villages at Stow. These wells draw water from an aquifer located in the Concord River Basin.

Is My Water Treated?

Our water system makes every effort to provide you with safe and pure drinking water. Following coliform and e.coli violations in 2014, MassDEP has begun requiring chlorine disinfection treatment. In the Spring of 2016 a new treatment plant building was completed. Chlorine is monitored with a chlorine analyzer, with alarms to prevent over-chlorination, and is injected into the drinking system prior to the two 40,000-gallon storage tanks allowing for contact time to ensure disinfection prior to being pumped into the distribution system. The water quality of our system is constantly monitored by us and the MassDEP to determine if any future treatment may be required.

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.

Maintaining Water Quality

Villages at Stow 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 health.

Opportunities to Participate

Any matters that concern your drinking water supply or issues you would like to see addressed can be presented at the Annual Condo Association meeting.

If your concerns need immediate attention feel free to contact our current Certified Operator, WhiteWater, Inc., at 1-888-377-7678.

Villages at Stow

The water system at the Villages at Stow is operated and maintained by WhiteWater, Inc. If you have any questions about this report, please contact Eric Burkett at 1-888-377-7678.

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

WhiteWater
WATER & WASTEWATER SOLUTIONS

DISTRIBUTION SYSTEM WATER QUALITY IN 2016

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

Microbial Results	Highest # Positive in a Month	Total # Positive	MCL	MCLG	Violation	Possible Source of Contamination
Total Coliform	0	0	1	0	No	Naturally present in the environment
Fecal coliform-E.coli	0	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 as an indicator that other potentially harmful bacteria may be present.

Lead & Copper	Date(s) Collected	90th Percentile of Sample	Action Level	MCLG	# of Sites sampled	# of Sites Above Action Level	Exceeds Action Level?	Possible Source of Contamination
Lead (ppb)	2017	1.1	15	0	10	0	No	Corrosion of household plumbing systems
Copper (ppm)		0.013	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. **Villages at Stow** 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
- TT—Treatment technique

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

Regulated Contaminants	Date(s) Collected	Highest Detect Value	Range Detected	MCL	MCL G	Violation	Possible Source of Contamination
Inorganic Contaminants							
Arsenic (ppb)	4/13/16	9	ND-9	10	-	No	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
Barium (ppm)	4/13/16	0.008	ND-0.008	2	2	No	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Fluoride (ppm)	4/13/16	0.18	ND-0.18	4	4	No	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate (ppm)	4/11/17	1.50	n/a	10	10	No	Runoff from fertilizer use; leaching from septic tanks; sewage; erosion of natural deposits
Perchlorate (ppb)	7/12/17	0.087	n/a	2	n/a	No	Rocket propellants, fireworks, munitions, flares, blasting agents
Disinfection By-Products							
Total Trihalomethanes (TTHMs) (ppb)	8/9/17	2.8	n/a	80	-	No	By-product of drinking water chlorination
Haloacetic Acids (HAA5) (ppb)	8/16/16	1.5	n/a	60	-	No	By-product of drinking water chlorination
Chlorine (ppm) (RAA)*	2017	0.55*	0.30-0.80	4	4	No	Water additive used to control microbes
* Result for Chlorine is a Running Annual Average (RAA) – TTHMs and HAA5s are not required to test regularly; results are for one quarter in 2015.							
Unregulated Contaminants	Date(s) Collected	Highest Result or Range	Average	SMCL	ORSG or Health Advisory	Possible Source of Contamination	
Inorganic Contaminants							
Sodium*** (ppm)	4/13/16	7.2-12	10.8	-	20	Natural sources; runoff from use as salt on roadways; by-product of treatment process.	
Sulfate (ppm)	4/13/16	26-31	28.5	250	-	Natural sources	
Secondary Contaminants							
Manganese**	2017	ND-11	4.0	50	300**	Erosion of natural deposits	
** US EPA and MassDEP have established health advisory levels for manganese to protect against concerns of potential neurological effects.							
*** 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.*

Source Water Protection

The Massachusetts Department of Environmental Protection (MassDEP) has not yet completed a Source Water Assessment Program (SWAP) Report for the water supply source serving the Villages at Stow. This report assesses the susceptibility of public water systems to contamination and makes recommendations for improvement. Once a SWAP report has been completed, we will notify you.

For further information, please visit <http://www.mass.gov/eea/agencies/massdep/water/drinking/overview-of-the-source-water-assessment-and-protection-pr.html>

Be assured that Villages at Stow in concert with its certified operator, WhiteWater, Inc., will address any 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/>

Villages at Stow

C/O Alpine Property Management
 Attn: Jason Merryman
 12 Damonmill Square
 Concord, MA 01742

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.