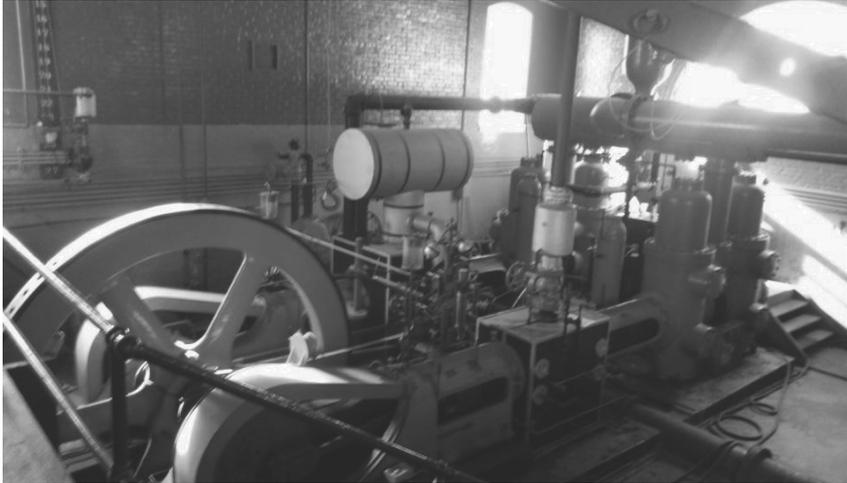


WEBSTER WATER DEPARTMENT

2012 CONSUMER CONFIDENCE REPORT

PUBLIC WATER SUPPLY ID # 2316000

We are pleased to present to you this year's Water Quality Report. This report is to inform you about your drinking water and provide you with information on your drinking water quality, water system operation and important key information. This report is for the calendar year 2012. The information in this report contains the following: **Where your water comes from, How is your water is treated, Water quality test results, Cross Connection and Conservation Tips, What is being done to the system and certain contaminant educational material. Please feel free to contact us if you have any questions or further information is needed.**



Steam Driven Pump - Memorial Beach Station 1 circa 1800s

Your Water Quality in 2012

We are happy to report that Webster's sampling results in 2012 complied with all state and federal standards set forth by the *Safe Drinking Water Act*. To ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (EPA) and the Massachusetts Department of Environmental Protection (MassDEP) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration (FDA) and Mass Department of Public Health (MassDPH) regulations establish limits for contaminants in bottled water that must provide the same protection for public health.

Webster's Water System:

The Town receives its water from seven gravel-packed wells. Pump Station #1 on Memorial Beach Drive blends the water from five of those wells. Pump Station #2 is also on Memorial Beach Drive, and Pump Station #3 is on Bigelow Road. Each station is equipped with a sodium hypochlorite feed system for disinfection and venture aeration for corrosion control. Once the water is treated, it goes directly to the distribution system. The distribution system consists of 110 miles of water main, two booster stations and two water storage tanks. The Park Avenue elevated tank has a capacity of 1 million gallons, and the underground Rawson Road tank has a capacity of 1.65 million gallons. Together, these facilities provide an average of 1.3 million gallons of water per day to 5,144 customers.

Source Water Assessment and Protection (SWAP)

We are all concerned about the quality of water we drink. Drinking water wells may be threatened by many potential contaminant sources, including stormwater runoff, road salting and improper disposal of hazardous materials. Webster citizens and our local officials can work together to better protect or drinking water sources. The MassDEP has completed the Source Water Assessment and Protection (SWAP) report for the Webster Water Department. The complete report is available at the Webster Water Department or online at www.mass.gov/eea/docs/dep/water/drinking/swap/cero/2316000.pdf. It contains important information on land uses and potential threats within the protected areas of our wells. Webster's susceptibility ranking was determined by MassDEP to be *high*, which means we need to be extra vigilant in monitoring or restricting activities that might contaminate our water supply. The SWAP report also includes recommendations related to residential land uses, transportation corridors, hazardous materials storage and use, oil or hazardous material contamination sites, wastewater treatment plants, and wellhead protection planning. The Webster Water Department has been commended by MassDEP for taking an active role in promoting source protection measures in our water supply protection areas. The SWAP information can be used to set priorities, target inspections, focus education efforts, and to develop a long-term drinking water source protection plan.

We can help protect these vital resources by continuing with public educational efforts with the schools, business community and general public. Citizens can also help protect our water supply by proper maintenance of septic systems. You can help by pumping out your septic system every two year and do not use septic system cleaners. Never dump hazardous substances down septic or storm drains. For additional information or to offer suggestions or ideas to generate public awareness, please call the Webster Water Department.

Water Quality Testing Results for 2012

The following tables and descriptions provide a complete summary of all contaminants detected in your water in 2012 or during the most recent monitoring period for each contaminant group. We have also provided a list of terms to help you understand these tables and results. Please note that the Webster Water Department monitors for numerous other contaminants. The results listed below are only for the contaminants we detected.

Lead and Copper

Lead and Copper	Dates Collected	90 th Percentile*	Action Level (AL)	MCLG	Exceeds AL (Y/N)	# of Sites Sampled	# of Sites above AL	Possible Source of Contamination
Lead (ppb)	6/27/12 – 8/6/12	14	15	0	N	77	4	Corrosion of household plumbing systems
Copper (ppm)	6/27/12 – 8/6/12	0.99	1.3	1.3	N	77	0	Corrosion of household plumbing systems

*Lead and copper compliance is based on the 90th percentile value, which is the highest level found in 9 out of every 10 homes samples. This number is compared to the action level for each contaminant.

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 Webster Water Department 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 water 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 at 1-800-426-4791 or at www.epa.gov/safewater/lead**.

To prevent the corrosion of household plumbing, the Town of Webster has an Aeration Corrosion Control Facility, which has been on line since July of 2001. Water samples for compliance with the federal Lead and Copper Law are taken from homes throughout the Town. In addition, we sample the water at two schools and one daycare facility. The round of samples taken in 2012 showed that although Webster's drinking water was below the action level for lead at most locations, the levels for both lead and copper need to be reduced. MassDEP is working with the Town to ensure that our corrosion control system is upgraded.

Coliform Bacteria

Coliform are bacteria that are naturally present in the environment and are not harmful themselves; however, their presence can be an indicator that other potentially harmful bacteria may be present. The Webster Water Department presently collects 18 coliform bacteria samples each month throughout the distribution system. The water in the distribution system has been chlorinated, so our results represent the water we deliver to our customers. We are also required to sample our untreated source water. The first table below shows the results of our treated water sampling. The second shows the results of tests performed on our untreated source water in March.

Bacteria	Highest # Positive Samples in a Month	MCL	MCLG	Violation (Y/N)	Possible Sources
Total Coliform	1	1	0	N	Naturally present in the environment
E. Coli	0	*	0	N	Human and animal fecal waste

* Compliance with the E. coli MCL is determined upon additional repeat testing.

Contaminant	MCL/MRDL/TT	Value	Date	Violation (Y/N)	Possible Sources
Fecal indicator (<i>E. coli</i>)	TT	Positive (<i>E. coli</i>)	March 6, 2012 *	N	Human and animal fecal waste

* On March 8, we were notified by the laboratory that one source water sample from the Bigelow Road well showed the presence of *E. coli*. In response we immediately took the well offline, contacted MassDEP, conducted additional testing throughout the water system, inspected the wellhead for possible problems, and provided public notice to our customers. *E. coli* was not detected in any other samples, and the station was returned to service on March 10. This was not an emergency, and none of the treated samples collected in the distribution system showed the presence of *E. coli*.

Inorganic Contaminants	Date(s) Collected	Highest Results or Highest RAA*	Range Detected	MCL or MRDL	MCLG or MRDLG	Violation (Y/N)	Possible Sources
Nitrate (ppm)	4/3/12	1.7	0.14-1.7	10	10	N	Runoff from fertilizer use; leaching from septic tanks; natural deposits
Barium (ppm)	4/3/12	0.018	0.0087-0.018	2	2	N	Erosion of natural deposits
Radioactive Contaminants							
Gross Alpha (pCi/l)	Quarterly in 2009	3.31	0-3.31	15	0	N	Erosion of natural deposits
Radium 226 & 228 (pCi/l)	Quarterly in 2009	1.6	0.2-1.6	5	0	N	Decay of natural and manmade deposits
Disinfection Contaminants							
Haloacetic Acids (HAA5s) (ppb)	Quarterly in 2012	1	0-1.4	60	--	N	Byproduct of drinking water chlorination
Total Trihalomethanes (TTHMs) (ppb)	Quarterly in 2012	4	2.0-6.2	80	--	N	Byproduct of drinking water chlorination
Chlorine (ppm)	18 Samples a Month	0.16	0-0.38	4	4	N	Water additive used to control microbes

*Highest RAA = highest running annual average of four consecutive quarters.

Unregulated and Secondary Contaminants	Date Collected	Highest Result	Average	SMCL	Health Advisory or ORSG	Possible Sources
Sulfate (ppm)	6/18/09	18	12	250	--	Natural sources
Sodium (ppm)	4/3/12	52	31*	--	20	Natural sources; runoff from road salt
Iron (ppb)						
Pump Station #1	4/3/12	180				
Pump Station #2	1/3/12	240	--	300	--	Naturally occurring; corrosion of cast iron pipes
Pump Station #3	4/3/12	0				
Manganese (ppb)						
Pump Station #1	4/3/12	200				
Pump Station #2	1/3/12	600	--	50	300	Erosion of natural deposits
Pump Station #3	4/3/12	3				

*Sodium-sensitive individuals, such as those experiencing hypertension, kidney failure, or congestive heart failure, should be aware of the levels of sodium in their drinking water where exposures are being carefully controlled.

The tables above contain several terms and abbreviations that may be unfamiliar to you. To help you better understand these terms, we are providing the following definitions:

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

MCL = Maximum Contaminant Level - 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.

MCLG = Maximum Contaminant Level Goal - 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.

MRDL = Maximum Residual Disinfectant Level - 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.

MRDLG - Maximum Residual Disinfectant Level Goal - 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

ORSG = Massachusetts Office of Research and Standards Guideline - 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.

pCi/l = picocuries per liter (a measure of radioactivity)

ppb = parts per billion, or micrograms per liter (µg/l)

ppm = parts per million, or milligrams per liter (mg/l)

MCL = Secondary Maximum Contaminant Level - These standards are developed to protect the aesthetic qualities of drinking water and are not health based.

TT = Treatment Technique - A required process intended to reduce the level of a contaminant in drinking water.

Unregulated Contaminants - Unregulated contaminants are substances without MCLs for which the EPA requires monitoring. The purpose of unregulated contaminant monitoring is to assist EPA in determining their occurrence in drinking water and whether future regulations are necessary.

Compliance in 2012

In February 2013 MassDEP issued a notice of noncompliance to the Webster Water Department for failure to take all of its required samples of total chlorine residual in November 2012 (4th quarter). We have taken all of the correct number of samples each month since that time and will be providing formal public notification to customers.

Educational Information

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 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 that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

Pesticides and Herbicides, which may come from a variety of sources such as agriculture, stormwater runoff, and residential uses.

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.

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 stormwater runoff, and septic systems.

Radioactive Contaminants, which can be naturally occurring or be the results of oil and gas production and mining activities.

Manganese Information: Manganese is a naturally occurring mineral found in rocks, soil and groundwater, and surface water. Although manganese is necessary for proper nutrition and is part of a healthy diet, it can have undesirable effects on certain sensitive populations at elevated concentrations. EPA and MassDEP have set an aesthetics-based secondary maximum contaminant level (SMCL) for manganese of 50 µg/l (50 ppb). In addition, EPA and MassDEP have also established public health advisory levels. Drinking water may naturally have manganese and, when concentrations are greater than 50 µg/l (50 ppb) the water may be discolored and taste bad. Over a lifetime, EPA recommends that people drink water with manganese levels less than 300 µg/l (300 ppb) and over the short term, EPA recommends that people limit their consumption of water with levels over 1000 µg/l (1000 ppb), primarily due to concerns about possible neurological effects. *Children up to 1 year of age should not be given water with manganese concentrations over 300 µg/l (300 ppb) for more than 10 days nor should formula for infants be made with that water for longer than 10 days.* See: www.epa.gov/safewater/ccl/pdfs/reg_determine1/support_cc1_magnese_dwreport.pdf.

Immuno-Compromised Persons: 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 some 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 lowering the risk of infection by cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline at: 1-800-426-4791.

Water Conservation: A water use restriction bylaw was passed at the Annual Town Meeting in June 2002. During drought conditions and emergencies, the Webster Water Department has the authority to limit or ban outdoor water usage. During such emergencies, it is important to make sure that there is enough water available for indoor consumption and fire protection. There is a \$50.00 fine for the first violation and \$100.00 fine for each subsequent violation. The Water Department encourages efficient use of water to ensure an adequate supply for the future. Good practices including using water efficient fixtures and appliances (toilet & showerheads), repairing leaky faucets and toilets, and watering lawns early in the morning or late in the evening when evaporation rates are the lowest. Reducing water use will also serve to reduce your water and sewer bills. Another excellent way to save water is through the practice of using "low water use plants" and limiting lawn size. Copies of the water use restriction bylaw and information about water conservation are available at the Webster Water Department Office at 38 Hill Street, Webster, MA.

Water Conservation Tips:

- The average American uses 140-170 gallons of water per day.
- One flush of the toilet uses 6.5 gallons of water.
- Take short showers instead of baths. A full bathtub requires about 37 gallons of water.
- An average family of four uses 881 gallons of water per week to flush the toilet.
- You use about 5 gallons of water if you leave the water running while brushing your teeth.
- An automatic dishwasher uses 9 to 12 gallons of water while hand washing dishes can use up to 20 gallons.
- You can refill an 8-oz glass of water approximately 15,000 times for the same cost as a six-pack of soda pop.
- A leaky faucet can waste 100 gallons of water a day.

Cross Connection Control Program: A cross connection occurs when contaminated water mixes with the potable drinking water supply. One way a homeowner can prevent a possible cross connection from occurring is to attach hose bib vacuum breakers to outside faucets. Under certain conditions, contaminated water can be back siphoned through your garden hose when not in use. By attaching this vacuum breaker to your outside faucet, water being used outdoors cannot be back siphoned into your home or into the Town's drinking water supply. It is an inexpensive way to help protect the drinking water in your home and the Town's drinking water system. Another inexpensive way to protect the water supply is to have a dual residential check valve installed in your home on your side of the water meter. If you should have any question about cross connection and devices, please contact the Webster Water Department at 1-508-949-3861 or visit the Webster Water Department Office at 38 Hill Street in Webster.

Contact Us/ Opportunities to Participate

As a customer of the Webster Water Department you have the right to participate in decisions concerning your drinking water. The Board of Selectmen, as Water Commissioners, will schedule workshops or post agenda items as necessary. Any concerns can be addressed through the board or the Webster Water Department.

If you have any questions about this report or if you would like additional copies, please contact the Water Department at 1-508-949-3861. The Webster Water Department office hours are 7 A.M. to 3 P.M. Monday through Friday. We are now located at 38 Hill Street in Webster. Please visit our new web page www.webster-ma.gov for information and forms. After hours if there is an emergency, please call the Webster Police Department at 1-508-943-1212.