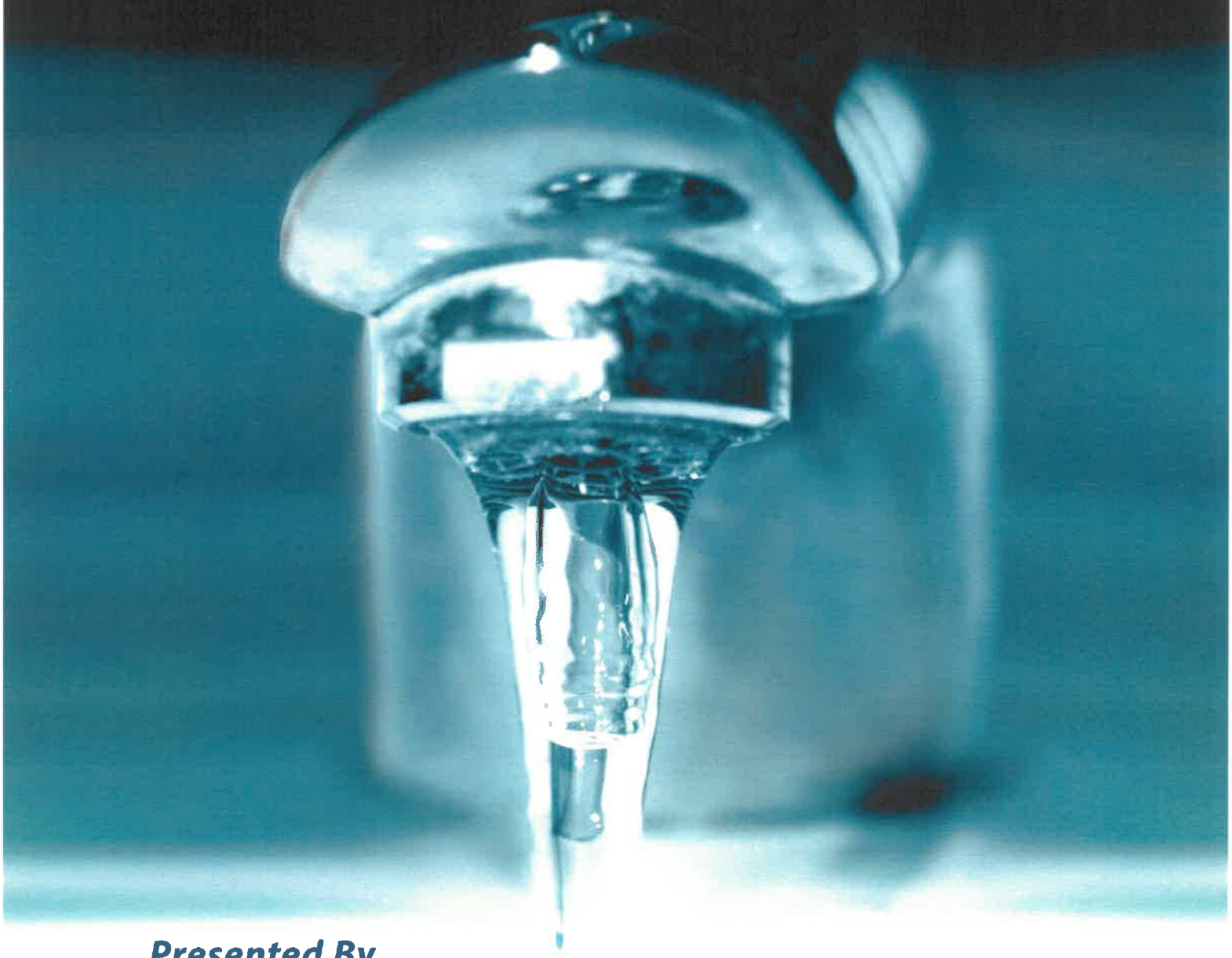
ANNUAL WATER QUALITY REPORT

Reporting Year 2021



Presented By

Town Of Webster
Massachusetts
Est. 1832

PWS ID#: 2316000

We've Come a Long Way

Once again, we are proud to present our annual water quality report covering the period between January 1 and December 31, 2021. In a matter of only a few decades, drinking water has become exponentially safer and more reliable than at any other point in human history. Our exceptional staff continues to work hard every day—at all hours—to deliver the highest-quality drinking water without interruption. Although the challenges ahead are many, we feel that by relentlessly investing in customer outreach and education, new treatment technologies, system upgrades, and training, the payoff will be reliable, high-quality tap water delivered to you and your family.

Community Participation

As a customer of the Webster Water Department, you have the right to participate in decisions concerning your drinking water. The Water Commissioners meet on the first Thursday of each month and post agendas and meeting minutes, as required by law. Any concerns can be addressed through the Board of Selectmen or the Webster Water Department.

If you have any questions about this report or if you would like additional copies please contact the Webster Water Department at (508)-949-3861.

The Webster Water Department office hours are 7:00 a.m. to 3:00 p.m., Monday through Friday. We are now located at 38 Hill Street in Webster. Please visit our web page at: http://www.webster-ma.gov for information and forms.

After hours if there is an emergency, please call the Webster Police Department at (508)-943-1212.

Lead in Home Plumbing

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. We are responsible for providing high-quality drinking water, but we 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 at (800)-426-4791 or at www.epa.gov/safewater/lead.

To prevent the corrosion of household plumbing, the Town of Webster updated its Corrosion Control Facility in February 2014. The original control system had been on line since 2001. Water samples to monitor compliance with the federal Lead and Copper Law are taken from homes throughout the Town, and also at two schools. The results showed that the Town is well within the 90th percentile action level.

Important Health Information

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 physician.

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.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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 may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. The U.S. EPA/CDC (Centers for Disease Control and Prevention) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline at (800)-426-4791 or http://water.epa.gov/drink/hotline.

QUESTIONS? For more information about this report, or for any questions relating to your drinking water, please call Thomas Cutler, Water Department Superintendent, at (508)-949-3861.

Where Does My Water Come From?

The Town receives its water from seven gravel-packed ground water wells. Five of those wells, located at Pump Station #1 on Memorial Beach Drive, are blended with the well at Pump Station #2 and sent to the new treatment plant on Memorial Beach Drive. The new treatment plant consists of a state-of-the-art green-sand water filtration system that removes iron and manganese from the raw water of both Pump Stations #1 and #2. Pump Station #3 is located on Bigelow Road. Each station is equipped with a sodium hypochlorite feed system for disinfection and potassium hydroxide for pH control and corrosion control. Once the water is treated at each station, it goes directly to the distribution system. The distribution system consists of 73 miles of water main, one booster station and two water storage tanks. The Park Road 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 a population of 17,776. The department has continued to upgrade the distribution system, which includes water main replacement on Nelson, Whitcomb, and Lincoln Streets, by repairing or replacing numerous inoperable or leaking fire hydrants and or faulty valves.

What are PFAS?

Per- and polyfluoroalkyl substances (PFAS) are a group of manufactured chemicals that have been used worldwide since the 1950s to make fluoropolymer coatings and products that resist heat, oil, stains, grease, and water. During production and use, PFAS can migrate into the soil, water, and air. Most PFAS do not break down; they remain in the environment, ultimately finding their way into drinking water. Because of their widespread use and their persistence in the environment, PFAS are found all over the world at low levels. Some PFAS can build up in people and animals with repeated exposure over time.

The most commonly studied PFAS are perfluorooctanoic acid (PFOA) and perfluorooctane sulfonic acid (PFOS). PFOA and PFOS have been phased out of production and use in the United States, but other countries may still manufacture and use them.

Some products that may contain PFAS include:

- Some grease-resistant paper, fast food containers/wrappers, microwave popcorn bags, pizza boxes
- Nonstick cookware
- Stain-resistant coatings used on carpets, upholstery, and other fabrics
- Water-resistant clothing
- Personal care products (shampoo, dental floss) and cosmetics (nail polish, eye makeup)
- Cleaning products
- Paints, varnishes, and sealants

Even though recent efforts to remove PFAS have reduced the likelihood of exposure, some products may still contain them. If you have questions or concerns about products you use in your home, contact the Consumer Product Safety Commission at (800) 638-2772. For a more detailed discussion on PFAS, please visit https://www.atsdr.cdc.gov/pfas/index.html.

What's a Cross-Connection?

Cross-connections that contaminate drinking water distribution lines are a major concern. A cross-connection is formed at any point where a drinking water line connects to equipment (boilers), systems containing chemicals (air-conditioning systems, fire sprinkler systems, irrigation systems), or water sources of questionable quality. Cross-connection contamination can occur when the pressure in the equipment or system is greater than the pressure inside the drinking water line (backpressure). Contamination can also occur when the pressure in the drinking water line drops due to fairly routine occurrences (main breaks, heavy water demand), causing contaminants to be sucked out from the equipment and into the drinking water line (backsiphonage).

Outside water taps and garden hoses tend to be the most common sources of cross-connection contamination at home. The garden hose creates a hazard when submerged in a swimming pool or attached to a chemical sprayer for weed killing. Garden hoses that are left lying on the ground may be contaminated by fertilizers, cesspools, or garden chemicals. Improperly installed valves in your toilet could also be a source of cross-connection contamination.

Community water supplies are continuously jeopardized by cross-connections unless appropriate valves, known as backflow prevention devices, are installed and maintained. We have surveyed industrial, commercial, and institutional facilities in the service area to make sure that potential cross-connections are identified and eliminated or protected by a backflow preventer. We also inspect and test backflow preventers to make sure that they provide maximum protection.

For more information on backflow prevention, contact the Safe Drinking Water Hotline at (800)-426-4791.

Test Results

Our water is monitored for many different kinds of substances on a very strict sampling schedule. And, the water we deliver must meet specific health standards. Here, we only show those substances that were detected in our water (a complete list of all our analytical results is available upon request). Remember that detecting a substance does not mean the water is unsafe to drink; our goal is to keep all detects below their respective maximum allowed levels.

The State recommends monitoring for certain substances less than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data are included, along with the year in which the sample was taken.

During the monitoring period from 6/1/2021 to 9/30/2021, we violated monitoring and reporting requirements of the drinking water regulations for lead and copper by collecting 44 of the required 60 samples. Of the collected samples, 16 were rejected by the regulatory agency audit for incomplete chain of custodies completed by the customer. We do not believe that missing this monitoring requirement had any impact on public health and safety. We have already taken the steps to ensure that adequate monitoring and reporting will be performed in the future so that this oversight will not be repeated.

REGULATED SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL [MRDL]	MCLG [MRDLG]	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Arsenic (ppb)	2021	10	0	4.0	0–4.0	No	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes
Barium (ppm)	2021	2	2	0.0119	0.00982–0.0119	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Chlorine (ppm)	2021	[4]	[4]	1.02	0.07–1.02	No	Water additive used to control microbes
***E. coli* [at the groundwater source]** (# positive samples)	2021	NA	0	NA	NA	No	Human and animal fecal waste in untreated groundwater
Haloacetic Acids [HAAs]–Stage 2 (ppb)	2021	60	NA	5.50	3.00–5.50	No	By-product of drinking water disinfection
Nitrate (ppm)	2021	10	10	1.76	0.167–1.76	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Nitrite (ppm)	2021	1	1	<0.0100	0–<0.0100	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
PFAS6[1] (ppt)	2021	20	NA	22.3 QTR3 Avg	5.61–24.20	Yes	Discharges and emissions from industrial and manufacturing sources associated with the production or use of these PFAS, including production of moisture and oil resistant coatings on fabrics and other materials. Additional sources include the use and disposal of products containing these PFAS, such as fire-fighting foams
TTHMs [Total Trihalomethanes]–Stage 2 (ppb)	2021	80	NA	26.0	14.0–26.0	No	By-product of drinking water disinfection
Total Coliform Bacteria (# positive samples)	2021	TT	NA	2	NA	No	Naturally present in the environment

Tap water samples were collected for lead and copper analyses from sample sites throughout the community

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AL	MCLG	AMOUNT DETECTED (90TH %ILE)	SITES ABOVE AL/TOTAL SITES	VIOLATION	TYPICAL SOURCE
Copper (ppm)	2021	1.3	1.3	0.0248	0/44	Yes	Corrosion of household plumbing systems; Erosion of natural deposits
Lead (ppb)	2021	15	0	6.7	2/44	Yes	Lead services lines, corrosion of household plumbing systems including fittings and fixtures; erosion of natural deposits

SECONDARY SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	SMCL	MCLG	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Chloride (ppm)	2021	250	NA	63.9 Avg	52.0–75.8	No	Runoff/leaching from natural deposits
Copper (ppm)	2021	1.0	NA	0.01805 Avg	0.0172–0.0189	No	Corrosion of household plumbing systems; Erosion of natural deposits
Iron (ppb)	2021	300	NA	<50	0–50	No	Leaching from natural deposits; Industrial wastes
Manganese[2] (ppb)	2021	50	NA	53.73 Avg	0–103	No	Leaching from natural deposits
Sulfate (ppm)	2021	250	NA	9.51 Avg	6.92–12.1	No	Runoff/leaching from natural deposits; Industrial wastes
pH (Units)	2021	6.5-8.5	NA	7.595 Avg	6.73–9.08	No	Naturally occurring
Total Dissolved Solids [TDS] (ppm)	2021	500	NA	213 Avg	206.0–220.0	No	Runoff/leaching from natural deposits
Zinc (ppm)	2021	5	NA	0.01935 Avg	0.0065–0.0322	No	Runoff/leaching from natural deposits; Industrial wastes

UNREGULATED SUBSTANCES[3]

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	TYPICAL SOURCE
Bromodichloromethane (ppb)	2021	3.505 Avg	1.24–7.26	Memorial Beach Water Plant and Bigelow Well
Chlorodibromomethane (ppb)	2021	1.285 Avg	0.70–1.60	Memorial Beach Water Plant and Bigelow Well
Sodium (ppm)	4/26/21 & 6/23/21	40.5 Avg	32.1–52.4	Memorial Beach Water Plant and Bigelow Well
Sulfate (ppm)	2021	9.51 Avg	6.92–12.1	Memorial Beach Water Plant and Bigelow Well

[1] QTR3 MCL Violation on Finished Water at Bigelow Well 03G-FW

[2] Manganese is a naturally occurring mineral found in rocks, soil and groundwater, and surface water. Manganese is necessary for proper nutrition and is part of a healthy diet, but can have undesirable effects on certain sensitive populations at elevated concentrations. U.S. EPA and MADEP have established public health advisory levels for manganese to protect against concerns of potential neurological effects.

[3] Unregulated contaminants are those for which the U.S. EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist U.S. EPA in determining their occurrence in drinking water and whether future regulation is warranted.

Definitions

90th %ile: 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.

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

Level 1 Assessment: A 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.

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 or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

NA: Not applicable

ppb (parts per billion): One part substance per billion parts water (or micrograms per liter).

ppm (parts per million): One part substance per million parts water (or milligrams per liter).

ppt (parts per trillion): One part substance per trillion parts water (or nanograms per liter).

SMCL (Secondary Maximum Contaminant Level): These standards are developed to protect 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.

About Our Violation

PFAS6: Samples collected on July 30, 2021 and August 25, 2021, reported PFAS6 levels of 20.4 ng/L and 24.2 ng/L, respectively at the Bigelow Well 03G-FW. Exceedance of the MCL has been determined from the July and August 2021 results. Compliance with the PFAS6 MCL is calculated as a quarterly average based upon the total number of samples collected during the compliance period. The location of the reported elevated levels of PFAS6 was reported from one of two treatment plants that supply drinking water to our system. PFAS6 levels were reported below the MCL at our other location (Memorial Beach Water Treatment Plant) and the site with the exceedance (Bigelow Well) remains out of service while we investigate short- and long-term treatment options. The system remains in compliance for PFAS6. Some people who drink water containing these PFAS in excess of the MCL may experience certain adverse effects. These could include effects on the liver, blood, immune system, thyroid, and fetal development. These PFAS may also elevate the risk of certain cancers.

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 our 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: https://www.mass.gov/doc/central-region-source-water-assessment-protection-swap-program-reports-0/download. It contains important information on land use 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 use, 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 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 years and refrain from using septic system cleaners. Also, 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 at (508)-949-3861.

Substances That Could Be in Water

To ensure that tap water is safe to drink, the Department of Environmental Protection (DEP) and the U.S. Environmental Protection Agency (U.S. EPA) prescribe regulations limiting 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, which must provide the same protection for public health. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of these contaminants does not necessarily indicate that the water poses a health risk.

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 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. Substances 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, or wildlife;

Inorganic Contaminants, such as salts and metals, which can be naturally occurring or may result from urban stormwater 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 stormwater runoff, and residential uses;

Organic Chemical Contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and which may also come from gas stations, urban stormwater runoff, and septic systems;

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

More information about contaminants and potential health effects can be obtained by calling the U.S. EPA's Safe Drinking Water Hotline at (800)-426-4791.

Level 1 Assessment Update

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 problems and to correct any problems that were found during these assessments.

During the past year, we were required to conduct one Level 1 assessment(s), which was completed. In addition, we were required to take three corrective actions and we completed all of these actions.

TOWN OF WEBSTER WATER DEPARTMENT
38 HILL STREET
P.O. BOX 793
WEBSTER, MA 01570
PHONE: 508-949-3861 FAX: 508-949-3868

Letter of Transmittal

ATTENTION:

Mr. Robert A. Bostwick, Drinking Water Prog. Chief
MA DEP – Drinking Water Program
8 New Bond Street
Worcester, MA 01606

DATE:

March 15, 2022

PROJECT REFERENCE:

PWSID# 2316000-Lead & Copper

WE ARE SENDING YOU THE FOLLOWING:

Number of Originals	Number of Copies	Description
1	0	Lead & Copper Monitoring and Reporting Violation Response Form

REMARKS:

Dear Mr. Bostwick,

As required, please find the signed and completed response and compliance schedule. Webster Water Department plans to issue the public notice with the annual Consumer Confidence Report. Once the notice is completed, we plan to submit the public notice certification to MassDEP and our local board of health within 10 days after issuing the notice as required.

If you have any questions, please feel free to contact me at 508-949-3861, ext 1036.

SIGNATURE:

Thomas W. Cutler
Superintendent

Massachusetts Department of Environmental Protection
Bureau of Water Resources - Drinking Water Program

MONITORING AND REPORTING VIOLATION NOTICE OF NONCOMPLIANCE (NON)

M.G.L. c.21A sec. 16, 310 CMR 5.00

Enforcement Notice:
NON-CE-22-5D00013025-CSA

A *PWS Information and Mailing Address:*

TOWN OF WEBSTER
DOUG WILLARDSON, TOWN ADMINISTRATOR
350 MAIN ST, 1ST FLOOR
WEBSTER, MA 01570

ENF DATE: 3/9/2022
PWSID: 2316000
CLASS: COM
TOWN: WEBSTER

B *Location Where Noncompliance Occurred:* **WEBSTER WATER DEPARTMENT**

Period	Type	Contaminant Group	Comments
6/1/2021 9/30/2021	TAPSAM	LEAD AND COPPER RULE	60 TAPS REQ'D (44 REC'D)

C *Description of Violations under M.G.L. c. 111 sec. 159-160 and 310 CMR 22.00*

The Department of Environmental Protection (MassDEP), Drinking Water Program, has not received the public water system's (PWS's) monitoring results and/or MassDEP has received an incomplete submittal for the contaminant(s) and monitoring period(s) specified in Section B. Therefore, the public water system is in violation of one or more of the following Monitoring and Reporting requirements:

- *Failure to report to MassDEP analytical results for the contaminant(s) and monitoring period(s) specified in Section B, as required by 310 CMR 22.15(2) and/or 310 CMR 22.03(13);*
- *Failure to monitor for the contaminant(s) and monitoring period(s) set forth in Section B, as required by 310 CMR 22.03(1), 310 CMR 22.03(2) and/or 310 CMR 22.03(10).*
- *Failure to notify MassDEP of the PWS's failure to monitor, as required by 310 CMR 22.15(1)a.*

D *Corrective Actions to Take and Deadline for Taking Such Actions*

The PWS must submit appropriate sample results for the contaminants and locations listed in Section B, or submit a proposed schedule detailing how and when the system will meet applicable monitoring and public notice requirements by following the steps below. The PWS will return to compliance after all applicable monitoring, reporting, and public notification requirements have been completed.

Within thirty (30) days receipt of this Notice of Noncompliance (NON):

1. If the PWS has collected and analyzed samples for the contaminant(s) and locations listed above in Section B, submit to the appropriate MassDEP Regional Office a copy of the sampling results or electronic eDEP transmittal receipt; and a completed response form (see enclosed Monitoring and Reporting Violation Response and Compliance Schedule Appproval).
2. If the PWS has NOT collected and analyzed samples for the contaminant(s) and locations listed in Section B, submit a completed response form to the appropriate MassDEP Regional Office to obtain required approvals (see enclosed Monitoring and Reporting Violation Response and Compliance Schedule Approval).
3. If the PWS has completed applicable public notice requirements, submit to the appropriate MassDEP Regional Office a copy of the distributed public notice(s) and completed public notice certification form (see enclosures).

E *Important Information*

If the PWS fails to take MassDEP required actions by the prescribed deadline, or if the PWS otherwise fails to remain in compliance in the future with applicable requirements, the PWS could be subject to legal action including, but not limited to, criminal prosecution, court-imposed civil penalties, or civil administrative penalties assessed by MassDEP. A civil administrative penalty may be assessed for every day from now on that the PWS is in noncompliance with the requirements specified above. MassDEP reserves its right to exercise the full extent of its legal authority in order to obtain compliance with all applicable requirements.

For any questions about this NON please call Paula Caron at 508-767-2719.

Robert A. Bostwick

Robert A. Bostwick - Drinking Water Program Chief
MassDEP Central Regional Office

cc: MassDEP BOSTON, BOH, DWP CERO (File Copy)

☐ Certified Operator:

Massachusetts Department of Environmental Protection - Drinking Water Program M&R - CSA

MONITORING AND REPORTING VIOLATION RESPONSE AND COMPLIANCE SCHEDULE APPROVAL

A ***General Information*** PWSID: 2316000 CLASS: COM Reference # NON-CE-22-5D00013025-CSA

PWS Name: WEBSTER WATER DEPARTMENT ENF Issued Date: 3/9/2022

B ***Instructions*** **Please select and complete either Option 1 or 2 in Section C and sign Section D.**

Within thirty (30) days of receipt of the referenced Notice of Noncompliance (NON) for monitoring and/or reporting violations, the Public Water System (PWS) must complete and submit this response form and supporting documentation to the MassDEP Regional Office listed below. It is understood that if Option 1 is checked, the PWS compliance plan will be deemed approved upon MassDEP receipt of the completed form. If Option 2 is checked, MassDEP will notify the PWS if the proposed compliance plan has been approved.

C ***Corrective Actions for Reporting and/or Monitoring Violations***

☐ **OPTION 1: MassDEP Approval of Pre-Determined Compliance Plan**

Reporting Violations: *If the PWS DID collect and analyze samples during the proper monitoring periods for ALL of the contaminants and locations listed in the NON:* ***check one of the following two statements, then skip to Section D.***

☐ The PWS DID REPORT the results to MassDEP in the required format, by the applicable deadline. Attached is a copy of the monitoring results (or eDEP transmittal receipt) for the contaminants identified in the NON and documentation to demonstrate that the results were collected and properly reported to MassDEP within the appropriate timeframe.
MassDEP will review documentation and re-evaluate PWS compliance status. No corrective actions required at this time.

☒ The PWS DID NOT REPORT the results to MassDEP in the required format, by the applicable deadline. Attached is a copy of the monitoring results (or eDEP transmittal receipt) for the contaminants identified in the NON.
PWS will report applicable monitoring to MassDEP as specified in 310 CMR 22.15(2). No additional actions required at this time.

Monitoring Violations: *If the PWS DID NOT collect samples during the required monitoring periods for ALL of the contaminants and locations listed in the NON:* ***complete the following Monitoring and Public Notification sections then skip to Section D.***

MONITORING **For each contaminant group and location in the table below, provide the date of sample collection (for samples taken after the violation period), or the date (or period) the sample is planned to be collected.**

- Within 30 days of receipt of the NON, the PWS either has collected or will collect and analyze the required samples to return to compliance with the requirements cited as indicated in the following table; and submit to MassDEP a copy of the monitoring results.
- Monitoring for sources or sample locations that are currently off-line or unavailable will be collected upon planned reactivation, as indicated in the following table.

Note: For contaminants with special seasonal sampling periods, specific ONLY to: annual or triennial Lead and Copper (Q3: July-Sep); Microscopic Particulate Analysis (MPA) in (Spring: 4/1-5/30 or Fall: 8/15-10/15); or annual or triennial TTHM/HAA5 (Aug); monitoring must be conducted during the same period the following year, unless otherwise determined by MassDEP. Contact your MassDEP regional office for details. (PWS must monitor in accordance with the specific contaminant sampling criteria to return to compliance.)

Violation Period		Contaminant Group	Location	Date Collected	or	Planned Sample Date or Period
6/1/2021	9/30/2021	LEAD AND COPPER RULE	60 TAPS REQ'D (44 REC'D)			

Massachusetts Department of Environmental Protection - Drinking Water Program M&R - CSA

MONITORING AND REPORTING VIOLATION RESPONSE AND COMPLIANCE SCHEDULE APPROVAL

PWSID: 2316000 **Reference #:** NON-CE-22-00013025-CSA

OPTION 1 (continued):

PUBLIC NOTIFICATION

- The PWS will provide Tier 3 public notification in accordance with 310 CMR 22.16(4) by one or more of the following delivery methods within one year of the NON issued date. (check appropriate boxes)

Community systems (COM):

☐ Direct Mail ☐ Hand Delivery ☐ Newspaper 1-day advertisement ☒ CCR (by direct delivery only)

Non-Community systems (NTNC and TNC):

☐ Direct Mail ☐ Hand Delivery ☐ Posting for a minimum of 7 days in conspicuous locations

- The PWS will submit certification to MassDEP and the local Board of Health within 10 days of completing public notification. Such notification will include a copy of the distributed public notice.

☐ **OPTION 2: PWS Proposed Compliance Plan (Requiring MassDEP Approval)**

If Option 1 is not selected or the PWS is unable to complete Option 1 requirements, the PWS must submit a proposed Compliance Plan for MassDEP approval. A proposed Compliance Plan MUST include a schedule for returning to compliance with each of the monitoring and reporting violations cited in the NON and address applicable public notification requirements.

The PWS has included a proposed plan for MassDEP review and approval detailing the specific actions it intends to take to return to compliance and, as appropriate, to prevent future noncompliance. It is understood that MassDEP will provide written notification (which may be via e-mail) if the PWS's proposed Compliance Plan and Schedule is approved.

Proposed Compliance Plan Description and Schedule (enclose additional explanation/attachments as necessary):

D ***Certification - Water Commissioner, Owner, Owner Representative or other Responsible Party:***

I certify that under penalty of law I am duly authorized to complete and submit this form on behalf of the public water system identified above and that the information contained herein is true, accurate and complete to the best of my knowledge and belief. I understand that MassDEP may assess civil administrative penalties in accordance with M.G.L. c. 21A, s.16 , and 310 CMR 5.00 to any Supplier of Water that fails to comply with the provisions and schedule set forth in a MassDEP-approved Compliance Plan.

Signature: Thomas W. Cutler Date: 3/15/22

Print Name: Thomas W. Cutler Title: Superintendent

Email Address: Tcutler@Webster-ma.gov Phone#: 508-949-3861

Please complete this response form and return it with all required attachments to:

MassDEP CERO - Drinking Water Program, 8 New Bond Street, Worcester, MA 01606

TOWN OF WEBSTER WATER DEPARTMENT

38 Hill St

PO Box 793 Webster, Ma 01570

Phone 508-949-3861 Fax 508-949-3868

October 20, 2021

MA Department of Environmental Protection
CERO - Drinking Water Program
8 New Bond St.
Worcester MA 01608
Attn: Ms. Paula Caron

Re: 2316000-Webster WD (PFAS MCL-Q3-2021)

Dear Ms. Caron,

Enclosed please find the requested NON and Response form regarding the PFAS6 MCL violation during Q3-2021 at the Bigelow Well. As you know the Well has been removed from service and the system has returned to compliance. Our current short and long term action plan includes:

Short Term

- Bigelow Well was removed from service returning the system to compliance
- Public notification about the MCL viloation was completed 10/5/21
- We are preparing for a public hearing on 11/10/21 which incudes the Water Sewer Commission, MassDEP, and our Engineering firm Tighe & Bond
- We are working with Tighe & Bond to develop an engineering proposal that includes a PFAS study with short and long term options
- Continue to collect monthly PFAS samples

Long Term

- Evaluate PFAS study results from Bigelow and Memorial Beach and define a timeline
- Review local treatment options at Bigelow Well
- Evaluate blending options by installing a raw transmission main from Bigelow to Memorial Beach
- Persue MassDEP SRF funding including potential grants

Our long term plan will be further defined by late fall. We will update you again once we have more information. Should you have any questions on this submittal or need additional information, please do not hesitate to contact me.

Respectfully submitted,

Thomas W. Cutler
Superintendent

Massachusetts Department of Environmental Protection
Bureau of Water Resources – Drinking Water Program
PER- AND POLYFLUOROALKYL SUBSTANCES (PFAS) MAXIMUM CONTAMINANT LEVEL (MCL) NOTICE OF NONCOMPLIANCE (NON)
With Violation Response/Compliance Schedule Approval (CSA) Form
M.G.L. c. 21A, § 16, 310 CMR 5.00

Attention: Public Water Supplier

A *General Information*

TOWN OF WEBSTER
ATTN: GREG BALUKONIS, Interim Town Administrator
350 MAIN ST, 1ST FLOOR
WEBSTER, MA 01570
Email: gbalukonis@webster-ma.gov

CITY/TOWN: WEBSTER
PWS ID #: 2316000
CLASS: COM
ENF DOC#: NONCSA-CE-21-5D00012252

B *Location Where Noncompliance Occurred*

38 Hill St Webster, MA 01570
Sample Location – Bigelow Well (03G)

C *Description of Violations under M.G.L. c. 111, §§159-160 and 310 CMR 22.00*

The Department of Environmental Protection (MassDEP) Drinking Water Program has determined that you are in violation of the Per- and Polyfluoroalkyl Substances (PFAS) Rule for the following checked contaminant(s) and monitoring period(s):

Table 1- PFAS 6

	Contaminant	Monitoring Period(s)	PFAS6 Quarterly Average (ng/L) Well 1	PFAS6 MCL (ng/L)
☒	Per- and Polyfluoroalkyl Substances - PFAS6 (sum of the concentrations of PFOS, PFOA, PFHxS, PFNA, PFHpA and PFDA)	July – Sep 2021	22	20

Below is a description of the regulation(s) you have violated.

PFAS6 - MAXIMUM CONTAMINANT LEVEL

☒ Your public water system violated the maximum contaminant level (MCL) specified in 310 CMR 22.07G(3)(d) for PFAS6 and monitoring period(s) listed in Table 1 above.

D *Action to Be Taken, and the Deadline for Taking Such Action*

Within 30 days of the date of this NON, submit to MassDEP for its review and approval a written proposal setting forth how and when you propose to come into compliance with the requirements cited in Section C of this NON, by **completing and submitting the attached PFAS Response/Compliance Schedule Approval Form ("compliance plan") and conducting all required public notice.** To return to compliance, **you must implement the compliance plan**, including the schedule for completing the activities proposed, as approved by MassDEP. If you determine that you need additional time to complete and submit the compliance plan, you may request an extension **before** the submission deadline by contacting Robert Bostwick at 508-849-4036 or by email at Robert.Bostwick@mass.gov.

E *Important Information*

If you, the Supplier of Water, fail to take any action MassDEP now wants you to take by the prescribed deadline, or if you otherwise fail to remain in compliance in the future with the applicable requirements, you could be subject to legal action, including, but not limited to, criminal prosecution, court-imposed civil penalties, or civil administrative penalties assessed by MassDEP. A civil administrative penalty may be assessed for every day from now on that you are in

noncompliance with the requirements specified above. MassDEP reserves its right to exercise the full extent of its legal authority to obtain compliance with all applicable requirements.

Date: October 6, 2021

Robert A. Bostwick

Robert A. Bostwick
Section Chief, Drinking Water Program
Central Regional Office
MassDEP Bureau of Water Resources

Enclosures:
NONCSA Response Form

cc: Boston DWP
BOH – Camille Griffin cgriffin@webster-ma.gov
Water & Sewer Superintendent – Tom Cutler tculter@webster-ma.gov

File Name: Webster-2316000-WQ-ENF(NONCSA-CE-21-5D00012252-2021-10-06

Massachusetts Department of Environmental Protection
Bureau of Water Resources – Drinking Water Program
PFAS VIOLATION RESPONSE
AND COMPLIANCE SCHEDULE APPROVAL (CSA) FORM
M.G.L. c. 21A, §16, 310 CMR 5.00

Failure to complete and return this form, and failure to take the actions required to return to compliance, could result in serious legal consequences.

INSTRUCTIONS: Within 30 days of the date of this NON, please complete and submit this form and supporting documentation to MassDEP at the address specified at the bottom of this form to obtain MassDEP approval of your system's proposed plan for returning to compliance with the requirements cited in your Notice of Noncompliance (NON).

A *General Information*

TOWN OF WEBSTER
ATTN: GREG BALUKONIS, Interim Town Administrator
350 MAIN ST, 1ST FLOOR
WEBSTER, MA 01570
Email: gbalukonis@webster-ma.gov

CITY/TOWN: WEBSTER
PWS ID #: 2316000
CLASS: COM
ENF DOC#: NONCSA-CE-21-5D00012252

B *Corrective Actions required under M.G.L. c. 111, §§ 159-160 and 310 CMR 22.00*

PWS: Please check *all* boxes below that apply.

PFAS6 - MAXIMUM CONTAMINANT LEVEL

My system violated the maximum contaminant level (MCL) for PFAS6 in the monitoring period(s) identified in the NON. I have completed the sections below to address the MCL violation(s) cited in the NON.

☒	**Within 30 days of the date of this NON**, my system will submit to MassDEP a **short-term corrective action plan** to reduce the PFAS6 level to below the MCL. Short term actions may include: discontinuing use of a source, blending the source with elevated PFAS6 with other source(s), optimization of existing treatment processes, and/or obtaining water from an interconnection with another PWS. My system will implement the short-term corrective action plan as soon as feasible and submit a long-term corrective action plan (see below).
☐	**Within 30 days of the date of this NON, if short-term actions cannot reduce PFAS6 levels below the MCL**, then my system will: • Submit a short-term corrective action plan that includes an interim proposal to provide an alternative source of water for sensitive subgroups served by my system (pregnant or nursing women, infants, and people diagnosed by their health care provider to have a compromised immune system) for drinking and cooking. Such alternative measures may include, but not be limited to, providing bottled water, vending machines, or water bill rebates for customers who purchase bottled water; AND • Implement the short-term corrective action plan as soon as feasible; AND • Submit an explanation as to why there are no feasible short-term measures to reduce PFAS6 levels below the MCL; AND • Submit a long-term corrective action plan (see below).
☒	**Within 60 days of the date of this NON**, my system will submit to MassDEP a **long-term corrective action plan** to reduce the PFAS6 level to reliably and consistently below the MCL. Long-term actions may include: the construction of an interconnection with another PWS, construction of a new treatment facility, the addition of PFAS6 treatment to an existing water treatment facility, and/or the installation of a new well. The long-term corrective action plan will be stamped by a Massachusetts Registered Professional Engineer with expertise in Drinking Water. The plan shall include an alternatives analysis including a feasibility evaluation, effectiveness determination, cost estimate, and implementation schedule. My system will implement the recommended actions set forth in the plan as approved by MassDEP in accordance with a schedule approved by MassDEP.

☒	My system provided **public notice** of each violation that requires Tier 2 public notice in accordance with 310 CMR 22.16(3) and (5) and submitted to the local Board of Health and MassDEP a certification that it has fully complied with the public notice regulations in accordance with 310 CMR 22.15(3)(b). **A copy of the public notice and certification are attached.** My system will **repeat** the public notice and certification every three months as long as the violation(s) persist(s) unless MassDEP determines in writing that appropriate circumstances warrant a different repeat frequency.
☒	My system will include in its next **Consumer Confidence Report** (CCR) the following information: an explanation on each MCL violation required by 310 CMR 22.16A(4)(k).

C *Request for Compliance Plan Approval*

- My Proposed Compliance Plan must be submitted with this Violation Response Compliance Schedule Form by the date specified in Section D of the NON.
- My Proposed Compliance Plan must include a schedule for coming into compliance with each violation cited in the NON for which the system is required to complete in Section B above.
- At a minimum, my Proposed Compliance Plan must address all applicable elements listed in Section B above.
- My Proposed Compliance Plan must be implemented as approved.

D *Water Commissioner, Owner, Owner Representative or Other Responsible Party*

I certify that I am duly authorized to complete and submit this form on behalf of the public water system identified above and that the information contained herein is true, accurate and complete to the best of my knowledge and belief. I understand that MassDEP may assess civil administrative penalties in accordance with M.G.L. c. 21A, §16, and 310 CMR 5.00 on any Supplier of Water that fails to comply with the provisions and schedule set forth in a MassDEP-approved Compliance Plan.

Signature: T.W. Cutler Date: 10/20/21

Print Name: Thomas W. Cutler Title: Water Superintendent

Phone #: 508-949-3861, Ext 1036

Email Address: TCutler@Webster-ma.gov

Please return this form and all attachments to:

MassDEP/DWP
8 New Bond Street
Worcester, MA 01606

Attn: Paula Caron
Paula.Caron@mass.gov

Massachusetts Department of Environmental Protection
Drinking Water Program
PUBLIC NOTIFICATION

CERTIFICATION

Make sure to send your regional office of the MassDEP Drinking Water Program and local Board of Health a copy of each type of notice and a certification that you have met all the public notice requirements within ten days after issuing the notice (310 CMR 22.15(3)b).

PWSID: 2316000 **DEP Reference Number:** NON-CE-22-5D00013025-CSA

PWS NAME: WEBSTER WATER DEPARTMENT

TOWN: WEBSTER

CLASS: COM

For Monitoring and/or Reporting Violation(s) Occurring on:

Monitoring Period		Contaminant Group	Violation Comments
6/1/2021	9/30/2021	LEAD AND COPPER RULE	60 TAPS REQ'D (44 REC'D)

The Public Water system indicated above hereby affirms that public notice has been provided to consumers in accordance with 310 CMR 22.16 including: delivery, content, format requirements, notification deadlines and that the Public Water system will meet future requirements for notifying new billing units and new customers of the violation.

Delivery Method(s) and Date(s) of Delivery: Check one or more method as applicable, and fill in appropriate date(s).

Community systems (COM):

- ☐ Direct Mail — on (Date): _____
- ☐ Hand Delivery — on (Date): _____
- ☐ Newspaper 1-day advertisement — on (Date): _____
- ☒ CCR (by direct delivery only) — on (Date): 5/6/2022
- ☐ Other _____ — on (Date): _____

Non-community systems (NTNC and TNC):

- ☐ Direct Mail — on (Date): _____
- ☐ Hand Delivery — on (Date): _____
- ☐ Posting for minimum of 7-days in conspicuous locations — on (Date): _____
- ☐ Other _____ — on (Date): _____

I certify under penalty of law that I am the person authorized to fill out this form and the information contained herein is true, accurate and complete to the best of my knowledge and belief.

Thomas W. Cutler	T.W. Cutler	5/6/2022
Print Name	Signature of Responsible Party	Date

SUBMIT THIS FORM WITH A COPY OF YOUR PUBLIC NOTICE(S) TO MassDEP AND LOCAL BOARD OF HEALTH WITHIN 10 DAYS AFTER ISSUING THE NOTICE

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

DRINKING WATER NOTICE — Monitoring Requirements Not Met for:

PWS NAME: **WEBSTER WATER DEPARTMENT**

We violated monitoring and reporting requirements of the drinking water regulations. Even though this was not an emergency, as our customers, you have a right to know what happened and what we are doing to correct this situation.

We are required to monitor your drinking water for specific man-made and naturally occurring contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During the monitoring period(s) listed below we did not monitor and/or did not complete all monitoring for the contaminant(s) listed below and therefore cannot be sure of the quality of our drinking water during that time.

WHAT THIS MEANS: There is nothing you need to do at this time.

The table below lists the contaminant(s) we did not properly test for and/or report to the Department of Environmental Protection (DEP) during the required monitoring period(s).

Monitoring Period		Contaminant Group	Violation Comments
6/1/2021	9/30/2021	LEAD AND COPPER RULE	60 TAPS REQ'D (44 REC'D)

STEPS WE ARE TAKING:

In response to monitoring and reporting violations of the Massachusetts Drinking Water Regulations, our system is taking the following corrective actions:

1. We are notifying our customers of the violation(s) by providing this public notice to you as well as submiting a copy of this public notice to the MassDEP and local board of health.
2. Sample Collection (check appropriate boxes):
   - ☐ We have scheduled to collect and analyze sample(s) for the contaminants listed above and will submit copies of the sampling results to the MassDEP upon completion.
   - ☐ We have already collected and analyzed sample(s) for the contaminants listed above and have submitted copies of the sampling results to the DEP. These contaminant(s) were collected AFTER the required monitoring period(s) on:_____[Date].
3. We will continue to collect samples for all contaminants according to our most recent sampling schedule.
4. Other Corrective Actions Taken:

CONTACT INFORMATION:

Please share this information with all people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

For more information or questions regarding this notice, please contact:

Responsible Party Name: Thomas W. Cutler **at Phone #:** 508-949-3861

CERTIFICATION:

DEP Reference Number: NON-CE-22-5D00013025-CSA **PWSID:** 2316000

The Public Water system indicated above hereby affirms that public notice has been provided to consumers in accordance with 310 CMR 22.16 including: delivery, content, format requirements, notification deadlines and that the Public Water system will meet future requirements for notifying new billing units and new customers of the violation. I certify under penalty of law that I am the person authorized to fill out this form and the information contained herein is true, accurate and complete to the best of my knowledge and belief.

Notice Distributed by: CCR [Delivery Method] on 5/6/2022 [Date]

Notice Distributed by: _____ [Delivery Method] on _____ [Date]

T.W. Cutler — **Signature of Responsible Party**

5/6/2022 — **Date**