

Dear Customer:

The Safe Drinking Water Act (SDWA) requires that utilities issue an annual "Consumer Confidence" report to customers in addition to other notices that may be required by law. This report details where our water comes from, what it contains, and the risks our water testing and treatment are designed to prevent. The West Springfield DPW is committed to providing you with the safest and most reliable water supply. The DPW's drinking water meets or surpasses all federal and state drinking-water standards. The Mayor serves as Water Commissioner.

**Water Source:** In 2008, the DPW supplied a total of 1.570 billion gallons of water. West Springfield received water from 2 sources. The Southwick Wells produced 94%, and the Bear Hole Reservoir supplied 5% and less than 1% was purchased from the City of Springfield. The wells located in Southwick, which tap the Great Brook Aquifer, provide the Town with most of its supply. The ground water is pumped through 10 granular activated carbon filtration vessels, which remove impurities and is then chlorinated before delivery to West Springfield. The Bear Hole Reservoir and Treatment Facility located off Bear Hole Road in West Springfield is a surface supply. Water from the reservoir passes through aerators into 3 slow sand filters. After filtration, it is chlorinated and then pumped into the water distribution system. Outside sources include the purchase of drinking water from the City of Springfield. This is a surface supply known as Cobble Mountain Reservoir located in Blandford, MA. The reservoir water flows by gravity to a treatment facility in Westfield. Springfield's water transmission main passes through West Springfield en route to the City. The Town has 2 interconnections with the transmission main, which are used in an emergency or during periods of high demand.

**How to Read This Table:** This report is based upon tests conducted in the year 2008 by the DPW Water Division. The table below shows what substances were detected in our drinking water during 2008. Although all of these that are listed are under the Maximum Contaminant Level (MCL) set by U.S. EPA, and therefore not expected to cause any health risks, the EPA & DEP feel it is important that you know exactly what was detected and how much of the substance was present in the water. Terms used in the Water-Quality Table and in other parts of this report are defined here.

- Maximum Contaminant Level or MCL: 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.
- Maximum Contaminant Level Goal or MCLG: 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.
- Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water.
- Action Level: The concentration of a contaminant, which, if exceeded, triggers a treatment or other requirement, which a water system must follow.

Contaminant	Date Tested	Unit	MCL	MCLG	West Springfield Drinking Water		Major Sources	Violation
					MIN.	MAX		
Nitrate [Inorganic]	2008	ppm	10	10	0	2.6	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits	NONE
Turbidity (1)	2008	NTU	1	n/a	0.14	0.51	Soil runoff	NONE
TTHMs [Total Trihalomethanes]	2008	ppb	80	0	0	4.3	By-product of drinking water chlorination	NONE
HAA5 [Total Haloacetic acids]	2008	ppb	60	-----	0	1.4	By-product of drinking water chlorination	NONE
Barium [Inorganic]	2008	ppm	2	2	0	0.14	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits	NONE
Sodium [Inorganic]	2008	ppm	None	-----	0	8.8	Water treatment processes; Erosion of natural deposits; Industrial wastes	NONE
Sulfate [Unregulated Inorganic]	2008	ppm	None	-----	0	14	Erosion of natural deposits; Industrial wastes	NONE
Ethylene dibromide [EDB]	2008	ppm	0.020	0	0	0.018	Is mainly used in anti-knock gasoline mixtures, particularly in aviation fuel and as a pesticide for grains, tobacco and fruit.	NONE

Contaminant	Date Tested	Unit	90 <sup>th</sup> Percentile	# of Sites Exceeded	# of Sites Sampled	Action Level	MCLG	Major Sources	Violation
Copper [Inorganic]	2007	ppm	0.6500	0	30	1.3	1.3	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives	NONE
Lead [Inorganic]	2007	ppm	0.0032	1	30	0.015	0	Corrosion of household plumbing systems; Erosion of natural deposits	NONE

Contaminant	MCL	MCLG	Highest # Positive Samples In Any 1 Month	Major Sources	Violation
Total Coliform Bacteria(2)	5% of monthly samples contain Total Coliform Bacteria	0	1	Naturally present in the environment	NONE

Footnotes

(1) Turbidity of the filtered water at the Bear Hole Pumping Station is measured. Based on the TT for slow sand filtration, the MCL=1.0. Test samples were less than 1.0 100% of the time. Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system.

## Key To Table

AL = Action Level	pci/l = picocuries per liter (a measure of radioactivity)
MCL = Maximum Contaminant Level	ppm = parts per million, or milligrams per liter (mg/l)
MCLG = Maximum Contaminant Level Goal	ppb = parts per billion, or micrograms per liter (ug/l)
MFL = million fibers per liter	ppt = parts per trillion, or nanograms per liter
mrrem/year = millirems per year (a measure of radiation absorbed by the body)	ppq = parts per quadrillion, or picograms per liter
NTU = Nephelometric Turbidity Units	TT = Treatment Technique

## Additional Health Information

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 Town of West Springfield 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>.

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 throughout the ground, it dissolves naturally occurring minerals and 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 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, stormwater runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organics, which 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 result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (EPA) prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) 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 Safe Drinking Water Hotline at (800-426-4791).

Some people may be more vulnerable to contaminants in drinking water than is 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/Centers for Disease Control guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* are available from the Safe Drinking Water Hotline (800-426-4791).

A Federally mandated program developed a Source Water Assessment and Protection Report (SWAP) that can be found on the Town's web site at: [http://www.west-springfield.ma.us/Public\\_Documents/WSpringfieldMA\\_DPW/1325000.pdf](http://www.west-springfield.ma.us/Public_Documents/WSpringfieldMA_DPW/1325000.pdf) or at [www.mass.gov/dep/water/drinking/swapreps.html](http://www.mass.gov/dep/water/drinking/swapreps.html)

Have any questions about the Town of West Springfield, DPW, Water Division water quality? Please contact:  
Jeffrey R. Auer, Deputy Director of Water at (413) 263-3230.

This document is important and should be translated immediately.

*Este documento es importante y se debe traducir inmediatamente.*

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