

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 DPW is committed to providing you with the safest and most reliable water supply. The Town of West Springfield’s drinking water meets or surpasses all federal and state drinking-water standards. The Mayor serves as Water Commissioner.

**Water Source:** In 2009, the DPW supplied a total of approximately 1.503 billion gallons of water. West Springfield receives water from 3 sources, the Southwick Wells, the Bear Hole Reservoir 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 prior to delivery to West Springfield. The Bear Hole Reservoir and Treatment Facility located off Bear Hole Road in West Springfield is a surface supply. Raw drinking water from the reservoir passes through the aerators into 3 slow sand filters. After filtration, the water is chlorinated and then pumped into the distribution system. Other sources include water purchased from the Springfield Water & Sewer Commission. 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. The Springfield Water & Sewer Commission’s drinking water passes through West Springfield via two transmission water mains. The Town has 2 interconnections with the City of Springfield transmission water mains, 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 2009 by the DPW Water Division. The table below shows what substances were detected in our drinking water during 2009. 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 AVG	MAX			
Nitrate [Inorganic]	2009	ppm	10	10	ND	2.6		Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits	See Below-1
Turbidity	2009	NTU	1	n/a	ND	0.80		Soil runoff	NONE
TTHMs [Total Trihalomethanes]	2009	ppb	80	0	2.3	4.2	3.3	By-product of drinking water chlorination	NONE
HAA5 [Total Haloacetic acids]	2009	ppb	60	-----	ND	2.4	0.8	By-product of drinking water chlorination	NONE
Barium [Inorganic]	2009	ppm	2	2	ND	0.031		Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits	NONE
Sodium [Inorganic]	2009	ppm	None	-----	5.1	19		Water treatment processes; Erosion of natural deposits; Industrial wastes	NONE
Sulfate [Unregulated Inorganic]	2009	ppm	None	-----	8	14		Erosion of natural deposits; Industrial wastes	NONE
Perchlorate	2009	ppb	2	-----	-	0.43		Naturally occurring or from Industrial wastes	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	ppb	3.2	1	30	15	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 / E.Coli	5% of monthly samples contain Total Coliform Bacteria / Zero for E.Coli	0	8 / 1	Naturally present in the environment	See Below-2 7/22/2009, 8/5/2009, 9/1/2009

**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
mmrem/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
ND = Not Detected	

**Additional Health Information**

1-*The Town is required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During the 1<sup>st</sup> Quarter of 2009, we did not complete all monitoring or testing for nitrate and nitrite, and therefore, cannot be sure of the quality of our drinking water during that time. Specifically, nitrate and nitrate monitoring at Bearhole Reservoir was not conducted until the 2<sup>nd</sup> Quarter of 2009. No nitrate was detected in that sample, and the nitrate concentration was below the MCL.*

2- *In September 2009, the Town was given an Administrative Consent Order (ACO) from the Department of Environmental Protection to provide a standard operating procedure for bacteria sampling, a cross-connection inspection of all bacteria sample sites for possible contamination of sampling location and to complete an emergency response plan. All requirements of the ACO have been completed. In addition, the Town revised current sample sites and installed eight new sampling locations to promote better water quality control.*

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. 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 Federal 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.

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