



**SPRINGFIELD WATER AND SEWER COMMISSION
P.O. BOX 995, SPRINGFIELD, MA 01101**

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**IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER
Haloacetic Acid 5 (HAA5) MCL Violation**

Este informe contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, o hable con alguien que lo entienda.

Este relatório contém informações importantes sobre a água potável. Ter alguém que traduzi-lo para você, ou falar com alguém que entende-lo.

Báo cáo này có chứa thông tin rất quan trọng về nước uống của bạn. Xin vui lòng dịch nó hoặc nói chuyện với một ai đó hiểu nó.

The Springfield Water and Sewer Commission (Commission) (PWS ID# 1281000) recently violated a drinking water standard. Although this incident was not an emergency, as our customers, you have a right to know what happened and what we are doing to correct the situation.

The Commission routinely monitors for the presence of drinking water contaminants. Testing results from September 3, 2019, showed that levels for HAA5 at 7 of the 8 sample locations exceeded the maximum contaminant level (MCL) established by drinking water regulations. The MCL for HAA5 at each location is 60 parts per billion (ppb), calculated as a 12-month running average of quarterly samples. The averages at the 7 locations were 75.2, 70.3, 69.0, 77.4, 70.6, 73.3, and 68.4 ppb. The Commission has experienced elevated HAA5 since September 2018 which led to the violation of a drinking standard in December 2018.

What does this mean?

This is not an emergency. If it had been an emergency, you would have been notified within 24 hours. HAA5 are five haloacetic acid compounds that form when a disinfectant (chlorine) reacts with dissolved natural organic matter in the water.

The MCL is based on the potential health risks associated with drinking water with elevated levels of HAA5 over decades or a lifetime. *People who drink water containing HAA5 in excess of the MCL over many years may have an increased risk of getting cancer.* Please see <https://www.mass.gov/service-details/haa5-in-drinking-water-information-for-consumers> for a fact sheet on HAA5.

What should I do?

There is nothing you need to do. You do not need to boil your water or take other corrective actions. You do not need to drink bottled water or use a filter. If a situation arises where the water is not safe to drink, you will be notified within 24 hours.

If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water.

Why did this happen?

The higher than normal rainfall in 2018 resulted in an increase in the amount of dissolved natural organic matter (NOM) in Cobble Mountain Reservoir, which is the main source of the system's drinking water. Although dissolved NOM has decreased from its most elevated levels in 2018, levels remain higher than the ten-year average. The increased amount of dissolved NOM interacts with chlorine required for disinfection and has resulted in higher than typical HAA5 levels in the Commission's treated water. Chlorine disinfection rates are typically higher in warmer months due to increased water temperatures.

| Sample Location | September 3, 2019 Result - parts per billion (ppb) | Locational Running Annual Average (ppb) |
|------------------------------------|---|--|
| 1400 State St., Springfield | 81.8 | 75.2 |
| 833 Page Blvd., Springfield | 68.7 | 70.3 |
| 322 Main St., Springfield | 66.9 | 69.0 |
| No. Main St. Fire, Springfield | 79.2 | 77.4 |
| Center St. Fire Station, Ludlow | 76.1 | 70.6 |
| 1043 Sumner Ave., Springfield | 72.3 | 73.3 |
| Catalina Pump Station, Springfield | 71.7 | 68.4 |

What is the Commission doing to resolve the problem?

The Commission has modified its existing treatment process and system operations to the maximum extent possible to help reduce the levels of HAA5 in the distribution system while maintaining safe chlorine levels. In September, a pilot study commenced to determine the most effective treatment process to remove more dissolved NOM and reduce HAA5. The pilot study will identify the necessary upgrades to make to the treatment plant to address long-term water quality issues, including HAA5. A new enhanced sampling program to characterize the dynamics of dissolved NOM in the raw water will also inform the water treatment plant upgrades.

Following design of the recommended upgrades, construction of the upgrades will begin upon approval by the Massachusetts Department of Environmental Protection. The Commission is advancing this work as quickly as possible while committing significant resources to the process. The pilot study builds upon an already ongoing comprehensive evaluation of water quality and the treatment process that began three years prior. A panel of national experts convened by the Commission has been guiding these activities. In addition, the Commission regularly implements land management tools according to its Source Water Protection Plan to optimize raw water quality.

What can I do to help?

Please share this information with all the other 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.

What if I have further questions?

Please contact **413-310-3501** or **info@waterandsewer.org** if you have any questions about this notification.

More information is also available at <http://waterandsewer.org/haa5-frequently-asked-questions/>.

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