



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

Date of Issuance: January 18, 2019

Contact: Jaimye Bartak, Communications Manager
Telephone: (413) 452-1302 (office)
(413) 835-1942 (cell)
Email: jaimye.bartak@waterandsewer.org

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

This report contains important information about your drinking water. Have someone translate it for you, or speak with someone who understands it.

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 traduza-lo para você, ou falar com alguém que entenda-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. The Commission monitors eight sample stations quarterly for HAA5. The Massachusetts Department of Environmental Protection's standard for HAA5 is 60 parts per billion (ppb) for the Locational Running Annual Average (LRAA) at a sample location. The LRAA is determined by averaging the four quarterly samples at one location for the last 12 months. The levels of HAA5 that exceeded the MCL were averaged from March 6, 2018 to December 6, 2018. The December 6, 2018 samples caused the exceedance of the MCL at the following locations:

Sample Location	Locational Running Annual Average (ppb)
1400 State Street, Springfield	66.8
833 Page Boulevard, Springfield	63.8
North Main Fire Station, Springfield	63.5

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 natural organic matter in the water. *People who drink water containing HAA5 in excess of the MCL over many years may have an increased risk of getting cancer.*



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

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. 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.

What is the Commission doing to resolve the problem?

The higher than normal rainfall in 2018 resulted in a 50 percent increase in the amount of natural organic matter in Cobble Mountain Reservoir, which is the main source of the system's drinking water. The increased amount of naturally occurring organic matter interacting with necessary disinfectant levels resulted in higher than typical HAA5 levels in the Commission's treated water. This is a challenge currently being experienced at water systems across the region due to the abnormally high levels of precipitation in 2018.

A return to more normal precipitation patterns in 2019 could reduce the amount of organic matter in the raw water and lead to a reduction in HAA5. In the meantime, the Commission is evaluating modifications to make to its existing treatment processes to reduce the levels of HAA5 in the distribution system.

The Commission is also developing a facilities improvement plan that will identify long-term treatment process improvement options at West Parish Filters Water Treatment Plant to more effectively remove organic matter and HAA5.

The Commission has a Source Water Protection Plan that identifies management tools to optimize raw water quality. We will continue to explore and implement ways 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 Jaimye Bartak, Communications Manager, at 413-452-1302 or at jaimye.bartak@waterandsewer.org if you have any further questions about this notification.

Sent by Springfield Water and Sewer Commission. PWSID#1281000. Date Distributed: January 18, 2019

END