



Town of Mendon Water Commission

20 Main Street

Mendon, Massachusetts 01756

Telephone: (508) 473-2547 Fax: (508) 478-8241

E-mail address watercom@mendonma.gov

Mendon Water Commission 2014 Annual Consumer Confidence Report (CCR) Public Water Supply (PWS) ID Number: 2179000 Hopedale PWS ID Number: 2138000

Consecutive System Interconnected on Cape Road at Town Line between Hopedale and Mendon

The Mendon Water Commission has prepared this report to provide important information about the town's public water system. The Town of Mendon has purchased water from the Town of Hopedale since June 1, 2005. If you have any questions regarding this report, please contact Leah Cameron, Administrative Clerk for the Water Commission, at the phone number or email address above. CCRs for both Mendon and Hopedale are available in both Town Halls or at: <http://www.mendonma.gov/water-commission>

The Mendon Water Commission encourages you to attend their meetings. The Commission typically meets in the Mendon Town Hall on the 2nd Tuesday of the month at 7:00 p.m. Please contact the office to confirm meeting dates. Also, as the situation warrants, public hearings will be held and you will be notified through the news media or by mail.

Water Commissioners:

Dwight Watson, Chairman

Dean D'Alessandro

Allan Kent

Timothy Watson, Certified Water Operator

Water Sources:

The water within Mendon's public water system comes from the Town of Hopedale. This water comes from several wells in a few locations. The main location is the well field on Mill Street within the Hopedale golf course. At this location, over 30 wells are being pumped by a vacuum system which supplies the majority of water to be treated. Additionally, water comes from 5 separate wells located amongst the property of the treatment plant itself. More information about the watershed is available on the U.S. Environmental Protection Agency (EPA) Surf Your Watershed web site at www.epa.gov/surf.

Source Name	MassDEP Source ID#	Location of Source
Mill St. Well Field	2138000-01G	Within Hopedale Golf Course
Greene St. Gravel Packed Well	2138000-02G	Within Water Treatment Plant
Greene St. Gravel Packed Well 1	2138000-03G	Within Water Treatment Plant
Greene St. Gravel Packed Well 2	2138000-04G	Within Water Treatment Plant
Greene St. Bedrock Well	2138000-05G	Within Water Treatment Plant
Greene St. Bedrock Well	2138000-06G	Within Water Treatment Plant

Treatment:

The water is sent to the treatment plant located off of Greene Street. There, the raw water is immediately treated with chlorine gas and the pH is adjusted to be a neutral 7 by adding sodium hydroxide. These corrosion control chemicals help to reduce the amount of lead and copper in the water. The water is then sent through Greensand Plus filters, which contain silica sand and manganese dioxide. These filters remove any remaining contaminants, such as iron and manganese, to the point of being undetectable by our water tests. The filtered water is then sent through an ultra violet system, removing any viruses the water may contain. After this process is complete, the water is chlorinated a final time before being sent into the distribution system.

Water quality is constantly monitored by the Hopedale Water Department and MassDEP based on a sampling schedule set forth by MassDEP. This helps to determine the effectiveness of existing water treatment and if any additional treatment is required. Beyond that, the water within the Mendon system is monitored monthly for coliform bacteria and yearly for by-products of chlorine: trihalomethanes and haloacetic acids. Lead and copper testing is done every other year and asbestos is tested every seven years.

Here are some examples of potential contaminants that are monitored and treated:

- Gross Alpha Particle Activity
- Asbestos
- Haloacetic Acids
- Chlorine
- Inorganics
- Iron
- Lead and Copper
- Manganese
- Nitrate
- Nitrite
- Perchlorate
- Radium 226 and 228
- Secondary Contaminants
- Synthetic Organic Compounds (SOCs)
- Trihalomethanes
- Turbidity
- Volatile Organic Compounds (VOCs)

Susceptibility:

MassDEP has prepared a Source Water Assessment Program (SWAP) Report for the water supply sources serving this system. The SWAP Report assesses the susceptibility to contamination. A susceptibility ranking of high was assigned to this system. This means that there are many potential threats to water quality in the area, such as: pesticides, fertilizers, and chemical or fuel spills. There is more information below on measures that can be taken to reduce these threats. The complete SWAP report is available online at: <http://www.mass.gov/eea/docs/dep/water/drinking/swap/cero/2138000.pdf>

Substances Found in Tap Water:

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 human activity. Contaminants that may be present in source water include:

Microbial contaminants, such as viruses and bacteria, may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

Inorganic contaminants, such as salts and metals, can be naturally occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining and farming.

Pesticides and herbicides may come from a variety of sources such as agriculture, urban storm water runoff, and residential use.

Organic chemical contaminants, including synthetic and volatile organic chemicals, are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.

Radioactive contaminants 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, MassDEP and the EPA prescribe regulations that limit 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 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's Safe Drinking Water Hotline (800-426-4791).

Terminology:

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water.

Maximum Contaminant Level Goal (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. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant (chlorine, chloramines, chlorine dioxide) allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a drinking water disinfectant (chlorine, chloramines, chlorine dioxide) below which there is no known or expected risk to health. MRDLG's do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water

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

90th Percentile: Out of every 10 homes sampled, 9 were at or below this level.

Running Annual Average (RAA): Average of four quarters

Variances and Exemptions: State or EPA permission not to meet an MCL or a treatment technique under certain conditions

ppm: parts per million, or milligrams per liter (mg/l)

ppb: parts per billion, or micrograms per liter (ug/l)

ppt: parts per trillion, or nanograms per liter

pCi/l: picocuries per liter (a measure of radioactivity)

NTU: nephelometric turbidity units

ND: not detected

NA: not applicable

NS: none set

Secondary Maximum Contaminant Level (SMCL): These standards are developed to protect the aesthetic qualities of drinking water and are not health based.

Massachusetts Office of Research and Standards Guideline (ORSG): The concentration of a chemical in drinking water, at or below which, adverse health effects are unlikely to occur after chronic (lifetime) exposure. If exceeded, it serves as an indicator of the potential need for further action.

Unregulated Contaminants: Substances without MCLs for which EPA requires monitoring. For some of these substances, the Massachusetts Office of Research and Standards (ORS) has developed state guidelines or secondary MCLs. Unregulated contaminants are only reported below when they were detected.

Water Quality Testing Results:

The presence of the following contaminants does not necessarily indicate that the water poses a health threat. The water quality information presented in the tables is from the most recent round of testing done in accordance with the regulations. All data shown was collected during the last calendar year, unless otherwise noted in the tables.

	Date Collected	90th Percentile	AL	MCLG	# of sample sites	# of sites above AL	Exceeds AL? (Y/N)	Possible Sources of Contamination
Lead (ppb)	8/19/14	3	15	0	5	0	N	Corrosion of household plumbing systems, erosion of natural deposits
Copper (ppm)	8/19/14	0.495	1.3	1.3	5	0	N	Corrosion of household plumbing systems, erosion of natural deposits, leaching from wood preservatives

Turbidity*	TT	Lowest Monthly % of Samples	Highest Detected Daily Value	Violation? (Y/N)	Possible Source of Contamination
Daily Compliance (NTU)	1	-----	0.16	N	Soil runoff
Monthly Compliance**	At least 95% <0.3	100%	-----	N	

*Turbidity is a measure of the cloudiness of the water. It is a good indicator of water quality.

**Monthly turbidity compliance is related to a specific treatment technique (TT). Our system filters the water so at least 95% of our samples each month must be below the turbidity limits specified in the regulations.

Regulated Contaminant	Date(s) Collected	Amount Detected	MCL or MRDL	MCLG or MRDLG	Violation? (Y/N)	Possible Source(s) of Contamination
Inorganic Contaminants						
Barium (ppm)	2/18/14 4/28/14	0.05 Range: 0.04-0.05	2	2	N	Discharge of drilling wastes or metal refineries, erosion of natural deposits
Nitrate (ppm)	2/18/14 4/28/14	0.80 Range: 0.68-0.80	10	10	N	Runoff from fertilizer, leaching from septic tanks, erosion of natural deposits
Perchlorate (ppb)	7/28/14	0.08	2	0.49	N	Rocket propellants, fireworks, munitions, flares, blasting agents
Fluoride (ppm)	4/28/14	ND	4	4	N	Erosion of natural deposits
Radioactive Contaminants						
Gross Alpha (pCi/l) (minus uranium)	4/26/2012	0.71	15	0	N	Erosion of natural deposits
Radium 226 & 228 (pCi/l) (combined values)	1/25/2012	0.84	5	0	N	Erosion of natural deposits

Regulated Contaminant	Date(s) Collected	RAA	Range Detected	MCL or MRDL	MCLG or MRDLG	Violation? (Y/N)	Possible Source(s) of Contamination
Disinfectants & Disinfection By-Products							
Total Trihalomethanes (TTHMs) (ppb)	8/20/14	37.1	NA	80	NS	N	By-product of drinking water chlorination
Haloacetic Acids (HAA5s) (ppb)	8/20/14	16.1	NA	60	NS	N	By-product of drinking water chlorination
Chlorine (ppm) (free)	Monthly 2014	0.49	0.17-0.75	4	4	N	Water additive used to control microbes

Unregulated & Secondary Contaminants	Date(s) Collected	Result or Range Detected	SMCL	ORSG	Possible Source(s) of Contamination
Inorganic Contaminants					
Sodium (ppm)	4/28/14	55	NS	20	Natural sources, runoff from use as road salt, by-product of treatment process
Sulfate (ppm)	4/28/14	14	250	NS	Natural sources
Other Organic Contaminants					
Bromodi-chloro-methane (ppb)	4/28/14	6.5	NS	NS	By-product of drinking water chlorination
Chloroform (ppb)	4/28/14	7.9	NS	NS	By-product of drinking water chlorination
Dibromodi-chloro-methane (ppb)	4/28/14	2.5	NS	NS	By-product of drinking water chlorination

Violations:

A Notice of Noncompliance (NON) was received from the Massachusetts Department of Environmental Protection (MassDEP) in January 2014 for Mendon's 2012 CCR. The NON was for failure to comply with the report content requirements under 310 CMR 22.16A(4) through 310 CMR 22.16A(13) and failure to comply with the report delivery and recordkeeping requirements under 310 CMR 22.16A(14) through 310 CMR 22.16A(21). There were no water quality issues, only reporting issues. These violations were fixed in the combined 2012-2013 CCR that was sent out last year.

Please share this information with everyone who drinks this water, especially those who do not receive 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.

Health Information:

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's Safe Drinking Water Hotline (1-800-426-4791).

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer who are 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/CDC (Center for Disease Control) guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

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 Mendon Water Commission 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>

Individuals who are sensitive to sodium, such as those experiencing hypertension, kidney failure, or congestive heart failure, should be aware of sodium levels and carefully control their exposure.

Cross Connections:

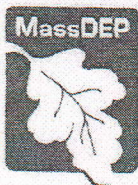
A cross connection is a contamination of drinking water through contact with polluted water. For example, fluctuation in water pressure can cause water to be siphoned or sucked backwards through pipes and hoses. This could occur if the water pressure dropped when a hose was turned on to apply spray fertilizer. In such a situation, the fertilizer could be sucked back into the drinking water pipes.

The Mendon Water Commission recommends the installation of backflow prevention devices, such as Hose Bibb vacuum breakers, on all hose connections in order to prevent cross connections. These are inexpensive and are available from your local plumbing contractor or supplier.

As required by Massachusetts Drinking Water Regulations 310 CMR 22.22 (3) (b), the Mendon Water Commission has an approved Cross Connection Program Plan. All cross connections in Mendon businesses that are supplied by public water are surveyed by a certified backflow tester on an annual basis. These records are available for your inspection at the Water Commission office in the town hall.

Ways to Protect the Water Supply:

- Dispose of all unused household hazardous wastes at the Board of Health's Household Hazardous Waste Day. Call 508-634-2656 for more information.
- Minimize the use of fertilizers, pesticides, or herbicides. Sweep up any spills instead of washing them into the street or storm drain. Do not apply them before a heavy rain is anticipated. Use natural alternatives to these substances.
- Maintain your septic system. The septic tank should be emptied once every three years. Call 508-634-2656 for more information.
- Conserve water to help support a growing population and avoid watering bans. Avoid excessive lawn irrigation. Check for leaks within your system. Purchase water saving devices, such as low flow toilets and showerheads.



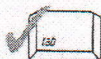
Massachusetts Department of Environmental Protection
Bureau of Resource Protection – Drinking Water Program

Consumer Confidence Report Certification

For calendar year 2014

A. PWS Information

Important: When filling out forms on the computer, use only the tab key to move your cursor - do not use the return key.



Mendon Water Commission

PWS Name

Mendon

City/Town

The community water system named above hereby certifies that its Consumer Confidence Report (CCR) was distributed to customers, appropriate agencies, and notices of availability have been given in compliance with 310 CMR 22.16A. Furthermore, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to MassDEP.

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.

2179000

PWS ID#

Leah Cameron

Name

Administrative Clerk

Title

508-473-2547

Phone #

4/1/15

Date

Signature of Owner/Responsible Party or Certified Operator

B. Public Notice Certification

CCR delivery by newspaper or postings does not meet PN requirements. PN must be directly delivered (by hand, land, electronic).

Is this system using this CCR to provide Tier 3 Public Notice? ☐ Yes ☒ No

Consultation date with MassDEP

Name the Violation

The PN can be found on page _____ paragraph _____ of the CCR.

Date violation occurred

☐ I am reporting multiple Tier 3 PNs. I have listed the additional PN information on page 3 of this form.

The public water system indicated above hereby affirms that a Tier 3 public notice has been provided within this CCR to consumers in accordance with 310 CMR 22.16(4) 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.

C. For Systems Selling Water to Other Community Water Systems

☐ My system delivered the applicable information required at 310 CMR 22.16A(4), to the buying system(s) no later than April 1st of this year, or by the mutually agreed upon date specifically included in a written contract between the parties.

D. Annual Cross Connection Education

Is this CCR being used for your system's annual cross-connection education? ☒ Yes ☐ No
If no, what other methods did you use to meet your annual cc requirements (citation)?

E. Consumer Delivery Methods – Based on Population Served

For systems serving fewer than 500 persons:

(Choose #1 or #2)

4-16-15
Date of delivery/publication

☐ 1. My system used one or more of the following methods to notify customers that the CCR would not be mailed directly to them and is available to them upon request. (A copy of the notice is attached).

☐ Land mail ☐ Door-to-door ☐ Newspaper ☐ eMail ☐ Post notices

Locations of posted notices

☒ 2. My system provided a copy of the CCR to each customer by one of six of the following methods:

ALL distribution (posting, land or e-delivery, publication, and good faith efforts) must be completed on or before July 1st. When July 1st lands on a weekend or holiday, delivery must be completed earlier to meet the deadline.

When email is used for delivery, any returned emails must be redelivered by land delivery ideally within 3 days but before July 1.

- ☐ Published the full CCR in a local newspaper (a copy of the published report is attached).
- ☒ Land mailed or hand-delivered the CCR to consumers.
- ☐ eMailed with PDF of CCR ☐ eMailed with embedded CCR
- ☐ Land mailed or ☐ eMailed a notice of availability of the CCR with a direct URL

List URL

Instructions for customers to request a hard copy must also be included in e-delivery.

For systems serving between 500 and 9,999 persons:
(Choose #1 or #2)

Date of delivery/publication

- ☐ 1. My system provided a copy of the CCR to each customer by
- ☐ Land mail ☐ eMail with PDF ☐ eMail with embedded CCR
- ☐ Land mailed or ☐ eMailed a notice of availability of the CCR with a direct URL

List the URL if used.

When a URL is used it must be a direct link.

- ☐ 2. My system provided the CCR to each customer by publishing the full report in a newspaper (a copy of the published CCR is attached) and provided notice to consumers of this action by either:
- ☐ Published a notice of this in a local newspaper
- ☐ Land mailed a notice of this to consumers.
- ☐ e-Mailed a notice of this to consumers.

For systems serving 10,000 or more persons:

Date of delivery/publication

- ☐ My system provided a copy of the CCR to each customer by:
- ☐ Land mail ☐ eMail with PDF ☐ e-Mail with embedded CCR
- ☐ Land mailed or ☐ eMailed a notice of availability of the CCR with a direct URL

List the URL if used.

- ☐ In addition to one of the delivery methods checked above, my system serves greater than 100,000 persons and, as required, has posted the CCR on a publicly accessible Internet site:

www.

List the URL used

E. Good Faith Delivery Methods (minimum of 3 is required)

To reach people who drink our water but are not billed customers the following were conducted in addition to the required delivery:

- ☒ Posted the CCR on a publicly accessible Internet site at the following address. (Only for systems under 100,000 population who did not use this method as their primary method)
- www.mendonma.gov/water-commission
- List the URL used.

- ☐ Mailed the CCR to all postal patrons within the service area (list of zip codes used is attached).
- ☐ Mailed a postcard listing the URL where the CCR can be found, to all postal patrons within the service area (list of zip codes used is attached).

www.

List the URL used.

- ☒ Advertised availability of the CCR in the following news media (a copy of the announcement is attached): ☐ Radio ☐ Newspaper ☒ Television / cable ☐ Social media
- ☐ Digital signboard
- ☐ Published the CCR in local newspaper (a copy of the published CCR is attached).

- ☒ Posted the CCR in public places i.e., post office, town hall, library (a list of locations is attached).
- ☐ Delivered multiple CCR copies to single-bill addresses serving several persons i.e., apartments, businesses, large private employers (a list of locations is attached).
- ☐ Delivered multiple CCR copies to community organizations (A list of organizations is attached.)
- ☐ Posted the CCR or a notice of availability in the lobby of apartment complexes (list of the locations is attached).
- ☐ _____
Other

All systems must complete all 4

F. Mandatory Agency Delivery Requirements

Agencies and consumers must receive CCR on or before July 1.

- | | |
|--|---------------------------|
| <input checked="" type="checkbox"/> 1. Delivered 1 copy of CCR and the Certification Form to local board of health. (Contact your board of health as to whether they would prefer land or e-delivery of CCR.) | 4-23-15
Date completed |
| <input checked="" type="checkbox"/> 2. Delivered 1-copy of CCR and the Certification Form to MA Dept. of Public Health.
<input type="checkbox"/> Hardcopy to: 250 Washington St.; Boston, MA 02108 or
<input checked="" type="checkbox"/> PDF e-delivered to: dph.ccr@massmail.state.ma.us | 4-23-15
Date completed |
| <input checked="" type="checkbox"/> 3. Delivered 1-copy of CCR, the Certification Form, and all the attachments check-marked in this form to MassDEP Boston Office at:
<input type="checkbox"/> Hardcopy to: CCR Program, 1 Winter St. -5 th Fl.; Boston, MA 02108 or
<input checked="" type="checkbox"/> PDF e-delivered to: Program.Director-DWP@state.ma.us . | 4-23-15
Date completed |
| <input checked="" type="checkbox"/> 4. Delivered 1-copy of CCR, the Certification Form, and all the attachments check-marked in this form to the your MassDEP regional office at:
<input type="checkbox"/> Hardcopy to: MassDEP-WERO; Statehouse West 4 th Floor; 436 Dwight Street.; Springfield, MA 01103 or
<input type="checkbox"/> e-delivered to the above MassDEP Boston email address*

<input type="checkbox"/> Hardcopy to: MassDEP-CERO; 8 New Bond St; Worcester, MA 01606 or
<input checked="" type="checkbox"/> e-delivered to the above MassDEP Boston email address*

<input type="checkbox"/> Hardcopy to: MassDEP-NERO; 205-B Lowell St.; Wilmington, MA 01887 or
<input type="checkbox"/> e-delivered to the above MassDEP Boston email address*

<input type="checkbox"/> Hardcopy to: MassDEP-SERO; 20 Riverside Dr.; Lakeville, MA 02347 or
<input type="checkbox"/> e-delivered to the above MassDEP Boston email address* | 4-23-15
Date completed |

*Only one email is necessary. If the CCR is e-delivered to the Boston office it will also be accessible to the regional office as well. No need to e-deliver to regional office.

The 2014 Consumer Confidence Report (CCR) is now available from the Mendon Water Commission. It has been mailed to all customers. Additional copies are available at the Town Hall. It can also be accessed online at: <http://www.mendonma.gov/water-commission>

Public Places Where CCR Is Posted:

- Mendon Town Hall
- Mendon Post Office
- Taft Public Library