



TOWN OF FRAMINGHAM  
DEPARTMENT OF PUBLIC WORKS  
WATER AND WASTEWATER DIVISION

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Dear Resident:

We are proud to once again provide our customers with this Consumer Confidence Report. In conjunction with the Massachusetts Water Resources Authority (MWRA), this report was compiled to provide you with information about the water that we provide to you.

The Town of Framingham operates one of the largest water systems within the MWRA service area as well as in the State. Water received from the MWRA is treated for disinfection purposes at their new state-of-the-art water treatment plant. The Department of Public Works is responsible for the distribution of a public potable water supply and for the provision of fire suppression service to over 17,000 residential and commercial accounts within the community. The average daily water demand of nearly 7 million gallons per day (mgd) is purchased from the MWRA and is subsequently distributed throughout the Town via a complex distribution system that includes: 250 miles of pipe, 2000 hydrants, 4800 gate valves, 20,000 meters, four pumping stations, two booster stations, and six above ground water tanks having a storage capacity of nearly nine million gallons.

Twice each year the Framingham Water Department collects drinking water samples from fifteen homes which are subsequently analyzed for their lead content. The Environmental Protection Agency (EPA) has set the action level for lead in drinking water at 15 parts per billion (ppb). The results of our 2009 sampling program have successfully met that goal. The 90th percentile for lead was 5.11 ppb for the March 2009 round of sampling and 6.34 ppb for the September sampling. This year the Water Department was the recipient of the MADEP's 2009 STAR-L Award in recognition for its efforts in taking action to reduce and eliminate lead in drinking water. The Department was honored for working in tandem with the Framingham School District to survey schools, test their water, and educate the school community on how best to reduce lead content in water.

The Framingham Water Department also performs nearly 900 bacteriological tests annually to ensure the quality and protection of your drinking water. The Town maintained continuous compliance throughout the year with the Environmental Protection Agency's standards related to bacteria testing (Total Coliform Rule) but did experience 1 atypical result. You will see within the report that Framingham is listed as testing positive for total coliform on 1 of those tests, during November of this year. Coliform is a group of bacteria most of which is harmless. However their presence in tap water is an indicator that harmful bacteria may be present. Immediate follow-up testing at the same sampling location yielded negative results. The Town works closely with water quality officials from the Massachusetts Department of Environmental Protection and the MWRA when unusual test results are received.

Our planned projects for 2010 that will enable the Town to further provide the highest quality of water service to our customers are:

1. Rehabilitation of the Pleasant Street and Grove Street Pumping Stations.
2. Replacement of various water mains throughout the downtown area and surrounding neighborhoods.
3. Unidirectional flushing of over 50 miles of water mains throughout the distribution system.

The Department of Public Works is committed to providing all of its customers with the highest possible level of public service. As such, the quality of our water is one of our most important priorities and we welcome any questions or comments that you may have concerning that issue.

Respectfully,

David K. Brunell | Director  
Water and Sewer Division