

# Your Community



**City of Boston**  
**BOSTON WATER AND SEWER COMMISSION**

980 Harrison Avenue  
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617-989-7000  
[www.bwsc.org](http://www.bwsc.org)

Public Water Supply  
# 3035000

Dear Customer:

This report is an annual update on the quality of drinking water supplied to you by Boston Water and Sewer Commission (BWSC) in partnership with Massachusetts Water Resources Authority (MWRA). BWSC purchases water from MWRA for distribution to homes and businesses within the City of Boston. This report provides detailed information on the MWRA's system, and how the water delivered to Boston meets federal and state testing guidelines.

BWSC remains dedicated to protecting our customers' access to clean drinking water and in 2011, for the third consecutive year, the Massachusetts Department of Environmental Protection Drinking Water Programs honored BWSC with its Public Water System Award. This award recognizes the outstanding efforts of BWSC to comply with the EPA's regulations concerning the nation's public drinking water supplies.

BWSC continues to be concerned about the presence of lead in tap water and vigilantly monitors lead levels in our drinking water. We test twenty-five homes once a year, and we are pleased to report that since 2007, the Boston lead sampling results have remained below the EPA Lead Action Level of 15 ppb. In 2012, the test results were 11.6 ppb at the 90th percentile. BWSC continues its efforts to replace lead service lines, thereby improving overall water quality. Please see Page 5 for more information about lead in tap water.

Although private lead service lines represent less than 4% of BWSC's service connections, BWSC continues to provide the Lead Replacement Incentive Program, which offers owners of eligible properties the opportunity to replace private lead service lines. This program offers homeowners financial assistance to offset a portion of the total cost of the lead service replacement. For more information about this program, contact the BWSC Lead Hotline at 617-989-7888 or visit our website at [www.bwsc.org](http://www.bwsc.org).

BWSC and MWRA test over 60 samples each week for total coliform. The EPA requires that no more than 5% of samples in a month may be positive. Boston had 1.1% positive results in December 2012. All follow-up samples were clear, and this was not a concern.

In addition to efforts to maintain high water quality, Boston Water and Sewer Commission strives to provide our customers with a reliable water system and the best possible water. The rehabilitation and replacement of old pipes reduces the occurrence of water main breaks and leaks. Routine maintenance, an aggressive leak detection program, and the replacement of hydrants and valves also improve overall system efficiency.

Any questions regarding the information in this letter may be directed to BWSC's Communications and Community Services Department at (617) 989-7000.

Henry F. Vitale  
Acting Executive Director/CFO