



## Town of Northborough

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Public Water Supply  
# 2215000

### Dear Northborough Water Customer,

Northborough (PWS# 2215000) is a partner with other MWRA communities in providing our water users with the Annual Water Quality Report produced by the MWRA. For calendar year 2013, 100% of Northborough's water was delivered from the MWRA system.

After pumping the water from MWRA, Northborough is responsible for delivering the water to our customers. The Water Division maintains approximately 63 miles of distribution pipeline, over 575 fire hydrants and manages 4,115 accounts. In 2013, the Town of Northborough's Water Division distributed 322 million gallons of water to our customers. As part of the routine maintenance program, the system is flushed to remove sediment. Additionally, leak detection is performed annually.

### Improvements

The Town of Northborough is working with an engineering consultant to complete a system-wide water master plan. This plan focuses on the water system's ability to provide the Town with the most cost effective method of delivering safe, clean potable water to its residents. The study includes reviewing sustainable sources of water supply as well as evaluating the current distribution model, calibrating the model, calculating storage and system operating pressures as well as performing a water audit (mass balance of volume purchased versus volume billed). The analysis also includes a water and sewer rate study so the Town is able to comprehensively evaluate tiered rate structures and the effects various capital improvement project costs will have on these rates.

### Cross Connection

Northborough has an ongoing program to eliminate possible cross connections from the distribution system. In a typical water supply system, pressure is maintained to adequately enable water to flow to the tap, shower head, etc. When pressure drops within the system (due to a water main break, fire demand, etc.) the pipe may allow contaminated water from the ground, from storage or from other sources within your house (hose, irrigation, pool, etc.) to be drawn back into the system.

In accordance with Town regulations irrigation systems are not allowed to connect to the Municipal water system. All irrigation systems must be connected to private wells. Any homeowner who has a well for irrigation must have it inspected by the Water Division to ensure that there is no cross connection between the municipal water system and the irrigation system. Cross Connection Control information is available on the Town's website ([www.town.northborough.ma.us](http://www.town.northborough.ma.us)).

### Water Analysis

The Town of Northborough and MWRA continue to analyze water samples on a routine basis and have consistently met all standards.

### Lead & Copper Results

Northborough has conducted lead and copper testing and found that the action levels for both lead (15 ppb) and copper (1.3 ppm) have been met and we were able to reduce our sampling frequency to once a year. The 90th percentile sample levels for 2013 are 1.8 ppb for Lead and 0.128 ppm for Copper.

### Conclusion

The Northborough Public Works Department, through its Water Division, continues its commitment to provide its customers with safe, high quality potable water. If you have any questions or want more information please contact the Public Works Administrative Offices, 63 Main Street, at 508-393-5030.

PUBLIC WORKS DEPARTMENT  
Water, Wastewater, Highway, Cemetery & Parks Divisions  
Daniel F. Nason, Director