

**CONSUMER CONFIDENCE REPORT for 2019**



1875 WATER TOWER

The Mass. Dept. of Environmental Protection (MA-DEP) and the U.S. Environmental Protection Agency (EPA) require public water systems to provide an *Annual Consumer Confidence Report*. The report communicates relevant information to customers about the quality of their drinking water and provides an update about water-related activities. The Watuppa Water Board and the Department of Community Utilities, under which the Water Division operates, presents our Report for 2019. Contact Jodi Raposa, Director of Treatment & Resources, at 508-324-2723, if you have any questions or comments.

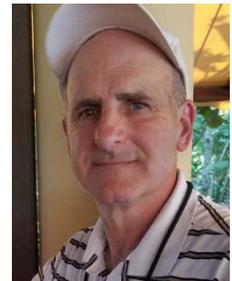
**Declaração importante sobre a disponibilidade da CCR 2019**

Este relatório contém informações importantes sobre sua água potável. Peça para alguém traduzir isso para você ou fale com alguém que o entenda.

**Declaración importante sobre la disponibilidad del CCR 2019**

Este informe contiene información importante sobre su agua potable. Haga que alguien lo traduzca por usted o hable con alguien que lo entienda.

**ADMINISTRATION:** In September of 2019 Terrance Sullivan retired from his Administrator of Community Utilities position at the Fall River Water Department. Mr. Sullivan's extensive career with the City of Fall River included over 33 years in the Waste Water Division, 20 years in the Drinking Water Division, finally culminating in his position over seeing the water and sewer divisions as Director of DPW then later Administrator of Community Utilities. We thank him for his many years of loyal service to the City of Fall River, and for his commitment to our customers.



Mr. Terrance Sullivan

Paul Ferland was promoted to Administrator of Community Utilities following Mr. Sullivan's departure. Mr. Ferland had been serving as Project Manager and then Deputy Administrator since 2013. He continues to provide the level of dedication to the people of Fall River that they have come to depend on.

The Division is continuing its efforts with the large scale water meter replacement, and Automatic Meter Reading (AMR) equipment upgrade program. These upgrades are greatly improving the accuracy and efficiency of water use data collection, for billing purposes. The project has been expanded to include the entire city. We expect this to be complete by the end of the 2020 Calendar Year.

**QUALITY:** The following includes information about the source of your drinking water, what it contains, what other sources of water may contain, and how it compared in 2019 to Environmental Protection Agency (EPA) and Department of Environmental Protection (DEP) standards. We invite customer questions or comments about water quality. Call (508) 324-2725 for more information. Further, the Watuppa Water Board welcomes public input. Please contact (508) 324-2330, or visit [www.fallriverma.org/sewer-commission-2](http://www.fallriverma.org/sewer-commission-2), for meeting times and locations.

In 2019, thousands of water quality tests were performed on samples taken from the City's source water (North Watuppa Pond), water produced in the treatment plant, and from consumer taps. As in years past, your tap water met all EPA and state drinking water health standards. The Fall River Water Department vigilantly safeguards its water supplies and we are proud to report that our system did not violate any maximum contaminant levels, or any other water quality standard.



**SOURCES:** Drinking water for the City of Fall River is drawn from the North Watuppa Pond, surface water source #4095000-01S. When needed, water is pumped from Copicut Reservoir (surface water source #4095000-03S) to the watershed of the North Watuppa, from which it flows to the North Watuppa Pond. In addition, the City has other water resources available if needed. These include the South Watuppa Pond, Terry Brook Pond, Sawdy Pond, Stafford and Devol Ponds, and Lake Noquochoke. Thus, Fall River has an abundant water supply. The Fall River Water Department has a Surface Water Assessment Program (SWAP) report. The report can be accessed on the MA-DEP website at [www.mass.gov/lists/source-water-assessment-and-protection-swap-program-documents](http://www.mass.gov/lists/source-water-assessment-and-protection-swap-program-documents) , or a copy can be requested using the contact information presented herein.

There are no known significant sources of contamination to either the North Watuppa or Copicut Reservoirs. Watershed lands are patrolled by the Fall River Environmental Police Unit to protect both supplies.

**DISTRIBUTION:** In addition to its normal activities during 2019, the Distribution and Maintenance Division replaced more water mains, valves, hydrants, and residential services. Also about 1000 (40%) of the city's hydrants were flushed twice during the year through our water system flushing program.

**QUANTITY:** In 2019, we delivered about 9,500,000 gallons of water per day to residential, commercial, municipal, and industrial customers; and for fire protection. Of that, about 800,000 gallons per day were sold to Tiverton, Westport and Freetown.

**TREATMENT:** The Water Division owns and operates a drinking water treatment plant on the west shore of the North Watuppa Pond. Its maximum registered capacity is 26 million gallons per day. Treatment processes carried out there include disinfection by chlorination, removal of suspended solids by flocculation/sedimentation, and filtration by sand and anthracite coal. Additionally, carbon dioxide and sodium hydroxide are added to reduce pipe corrosion. Fluoride has been added since 1972 to prevent tooth decay. Due to lack of suitable product, addition of Fluoride ceased mid-September, 2018. Fluoride addition will resume as soon as product becomes available. All treatment processes comply with Federal and State requirements. After treatment, the water is pumped to the City's water distribution system of about 250 miles of water mains, 7 storage tanks, and more than 2,000 hydrants.

The emergency generator located at the water treatment plant received some upgrades in 2019. This 1500kW diesel engine is designed to carry the entire electrical load required to keep the water treatment plant operational during a power outage. Fall River was invited to participate in a utility sponsored Demand Response program, which provides financial incentives to reduce energy consumption from the grid during peak demand events. In order to bring the benefits of this program to our community, the Fall River Water Department installed a diesel oxidation catalyst to the generator's exhaust system. This will reduce the carbon monoxide emissions by at least 70%, as required by EPA and MassDEP. With the upgrades complete, Fall River is now permitted to run the treatment facility off of generator power whenever the public power grid is stressed or experiencing an emergency.

## **(Important Definitions to help understand the information in this CCR**

**Maximum Contamination 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.

**Maximum Contaminant Level (MCL):** The highest level of contaminant that is allowed in drinking water. MCLs are set as close to MCLGs as feasible using the best available treatment technology.

**Maximum Residual Disinfection Level (MRDL):** The highest level of disinfectant (Chlorine, Chloramines and 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 Goal (MRDG):** The level of a drinking water disinfectant (Chlorine, Chloramines, Chlorine Dioxide), below which there is no known or expected risk to health. MRDGs 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 contamination in drinking water

**Action level (AL):** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

## **Substances Found in Tap Water**

Sources of drinking water (both tap and bottled) 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 from human activities. To insure that tap water is safe, Mass DEP and the US EPA enforce regulations that limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) and the Massachusetts Department of Public Health establish limits for contaminants in bottled water that must provide the same protection for public health.

Contaminants that MAY be present in source water include:

**Microbial Contaminants**, such as viruses and bacteria that may come from wastewater treatment plants, septic systems, agricultural livestock activities, wildlife, or even unsanitary or improper procedures by the user.

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

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

**Pesticides and herbicides**, which may come from a variety of sources such as agricultural activities, urban storm water runoff and residential uses.

**Radioactive contaminants**, which can be naturally occurring or be the result of oil and gas production or mining activities.

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. Call EPA's Safe Drinking Water Hotline at **800-426-4791** for more information about contaminants and potential health effects.

**Additional information:** Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons, such as persons with cancer, undergoing chemotherapy, who have undergone organ transplants, have HIV/AIDS or other immune system disorders, some elderly and some infants can be particularly at risk from infections. These people or their caregivers should seek advice about drinking water from their health care providers. EPA/Centers for Disease Control and Prevention (CDC) guidelines on appropriate means to lessen the risk of infections by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at **800-426-4791**.

### **Specific Educational Statement on Lead**

If present, elevated levels of lead can cause serious health problems, especially in pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The Fall River Water Division, Department of Community Utilities, is responsible for providing quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has not been run 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>.

As an incentive to reduce the number of lead services in the City, the Watuppa Water Board offers a \$500 credit for a customer who removes and replaces any lead service on their private property, and another \$500 credit for a lead service replaced by the customer on the public property side of a service. Further, lead services on the street side are replaced by the City, as a courtesy, when the water main in the street is replaced.

### **Specific Educational Statement on Cross-Connections**

A cross connection is a connection between a drinking water pipe and a potential source of contamination. Cross-connections can occur even in your own home. For instance, you hook up a water hose to a sprayer containing fertilizer to spray for your lawn. If the water pressure drops (perhaps because a nearby fire hydrant is used to fight a fire), the fertilizer may be sucked back through the hose into the drinking water pipes. To guard against this, owners need to use a **backflow prevention device**. The Fall River Water Department recommends the installation of devices such as a "hose bib vacuum breaker" on all outside hose connections. The devices can be purchased at most hardware or plumbing supply stores.

When **installed correctly**, this is a great way to protect the water in your home and the City's drinking water system. For additional information on these devices, please contact the Water Department at 508-324-2330.

In addition to this common concern, there are other sources of cross-connections, and those are subject to Chapter 74, Section 256-258 of the Fall River City Ordinance. This Ordinance covers lawn sprinkler systems, medical devices connected to water, and industrial/commercial equipment, etc. The City employs a full-time cross-connection inspector and backflow device tester to track and test these devices.

## Availability of Monitoring Data for Unregulated Contaminants for Fall River Water Department

As required by US Environmental Protection Agency (EPA), our water system has sampled for a series of unregulated contaminants. Unregulated contaminants are those that don't yet have a drinking water standard set by EPA. The purpose of monitoring for these contaminants is to help EPA decide whether the contaminants should have a public health protection standard.

### What should I do?

You do not have to do anything but as our customers you have a right to know that these data are available.

You may share this information with other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, food establishments, medical facilities and businesses).

For information on the Unregulated Contaminant Monitoring Program, visit the MassDEP website (<http://www.mass.gov/eea/agencies/massdep/water/drinking/water-systems-ops.html>) and navigate to Unregulated Contaminant Monitoring Program.

If you want to speak with someone at the water department about the results, please contact Jodi Raposa at 508-324-2725 or email [jraposa@fallriverma.org](mailto:jraposa@fallriverma.org).

<b>DETECTED UNREGULATED CONTAMINANTS (in parts per billion; ppb)</b>					
<b><u>CONTAMINANT</u></b>	<b><u>SAMPLE DATE</u></b>	<b><u>RESULTS/ RANGE</u></b>	<b><u>AVERAGE</u></b>	<b><u>*MCL OR SMCL</u></b>	<b><u>VIOLATIONS</u></b>
HAA6 Br	11/18/2019	2.413 - 4.444 ppb	3.514 ppb	N/A	NONE
HAA9	11/18/2019	12.613 – 25.64 ppb	20.15 ppb	N/A	NONE
Manganese	10/8/2019	8.73 ppb	N/A	50 ppb SMCL	NONE

\*Maximum Contaminant Level (MCL), Secondary Maximum Contaminant Level (SMCL)

### **Information regarding high water bill complaints:**

Your Community Utilities bill includes charges for water and sewer use\*, which are calculated from the amount of water that you use. Water use is based on readings obtained from your water meter. Leaks and excessive use of water will significantly increase that bill. To avoid high water/sewer charges, property owners should:

1. Make sure that plumbing is properly maintained. **A running toilet can waste 3,000 gallons per day.**
2. Periodically check the water meter when there is no water being used. If the red object near the center of the meter face is moving (old-style meters), or the image/icon of a dripping faucet is visible (new digital meters), then water is passing through the meter and there may be unintended use or a leak.
3. Check your quarterly bill to monitor use. Consumption is listed as CCF on the bill. 1 CCF = 748 gallons.

**Water that passes through the meter must be paid for; however, there is an abatement program for excess use due to a running toilet or leaking pipe, or other device.**

\*“Fixed” charges are also levied for collecting and treating storm water, and for water meter servicing/billing.

### **One water quality table follows this narrative.**

The table on the next page is a summary of the analysis done in 2019 on our drinking water. If you have any questions, call the Director of Treatment and Resources at (508) 324-2723.



*WATER TREATMENT PLANT ON THE NORTH WATUPPA POND*

## FALL RIVER 2019 CONSUMER CONFIDENCE REPORT DATA TABLE

<u>Contaminant Names</u>	<u>MCL</u>	<u>MCLG</u>	<u>Detection Limit</u>	<u>Fall River Water</u>	<u>Sample date</u>	<u>Violation (s)</u>	<u>Major Sources in Drinking Water</u>
<b>Inorganic Contaminant, ppm</b>							
Fluoride	4	4	0.3	0	Did not add	none	Water Additive, promotes healthy teeth.
Sodium	20 ppm*			28	3/19/19	none	Naturally present, and added during treatment process
* No current MCL, however DEP Office of Research and Standards has established a guideline limit for this contaminant.							
Free Chlorine	4.0 MRDL	4		1.11 - 1.94	daily	none	Added during treatment process (to kill bacteria)
Barium	2.0	2	0.01	<0.01	3/19/19	none	Naturally present in source water
<b>Nitrate Contaminants, ppm</b>							
Nitrate	10	10	0.05	ND	3/18/19	none	Fertilizer use, septic tanks, erosion from natural deposits
Nitrite	1	1	0.01	ND	3/13/17	none	Next Due Q1 2020
<b>Manganese, ppm</b>	<b>(SMCL) 0.05</b>		0.002	0.0189	5/18/17	none	Errrosion of natural deposits. Next due Q2 2020
<b>Organic Chemical Contaminants, ppb</b>							
Trihalomethanes (THMs)	80	n/a	0.5	14.6-104.7	Quarterly	none (per avg.)	Reaction by-products of chlorine and organics. THMs and HAAs are sampled 4 times per year, as required.
Haloacetic acids (HAAs)	60	n/a	0.5	8.2-33	Quarterly	none (per avg.)	
<b>Lead, ppb</b> , (ND = not detected)	15 (AL not MCL)	0	2	ND to 52.3	Qtr 3, 2018	No violation @ 90th percentile	Next due Q3, 2021 Corrosion of household plumbing
<b>Copper, ppm</b> (ND = not detected)	1.3 (AL not MCL)	0	0.02	2.9 to 1.35	Qtr 3, 2018	No violation @ 90th percentile	Next due Q3, 2021 Corrosion of household plumbing
<b>Turbidity, NTU</b>	TT 5.0	n/a		Single highest=0.63	12/13/19	none	Suspended organic & inorganic particles from soil runoff
Turbidity, a good indicator of filtration effectiveness; measures cloudiness of water. It is monitored throughout each day.							
<b>Microbial Contaminants</b>							
Total coliform bacteria	5% of monthly samples	0		Highest mo.%=1.9	Feb. 2019	none	Naturally present in the environment and wastes.
<b>Radioactive Contaminants</b>							
Next Dep required sampling: 2021							
Gross alpha particle emitters, pCu/l	15	0		0.99	12/31/12	none	Decay of natural and man made deposits
Radium 226 pCi/L	5	0		0.02	12/31/12	none	Erosion of natural deposits. Next due Q4 2021
Radium 228 pCi/L	5	0		0.04	12/31/12	none	Common trace element in the earth's crust. Next due Q4 2021
<b>Volatile Organic Compounds</b>	Various limits			ND	3/19/19	none	Naturally present, and in man-made Chemicals
<b>Total Organic Carbon, ppm</b>	TT not MCL	2	0.2	Annual avg = 1.78	Monthly	none	Naturally present, and in man-made chemicals.
<b>Perchlorate, ppb</b>	2		0.05	0.1	8/12/19	none	Man-made chemical in rocket propellants, explosives, flares and blasting agents.
<b>Unregulated Contaminants</b>							
<b>Piperonyl Butoxide, ppb</b>	992*	N/A	N/A	80	8/12/19	none	Deposition and run-off from pesticide application for mosquitoes .
* US EPA Office of Pesticide Programs Human Health Benchmark for Pesticides; no MCL							

### Required Definitions

ND = Not Detected

AL	Action Level. See "Important Definitions", above.	mrem/year	millirems per year, a measure of the amount of radiation
(S)MCL	(Secondary)Maximum Contaminant Level. See above.	NTU	Nephelometric Turbidity Units: measures solid materials suspended in water
MCLG	Maximum Contaminant Level Goal. See above.	pCi/l	picocuries per liter, a measure of radiation.
MRDL	Maximum Residual Disinfectant Level. See above.	ppm	parts per million (example: one pound of salt in one million pounds of water)
MRDG	Maximum Residual Disinfectant Goal. See above.	ppb	parts per billion, equals ppm multiplied by 1,000"
TT	Treatment Technique: a required process intended to reduce the level of a contaminant in drinking water		