



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. People whose immune systems may be compromised because of chemotherapy, organ transplants, or HIV/Aids or other immune 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 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 Agawam Department of Public Works 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 water 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>

Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present.

E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, the elderly, and people with severely-compromised immune systems.

Water Quality

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, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

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

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

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

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

In order to ensure that tap water is safe to drink, the EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water which must provide the same protection for public health. Agawam is required to collect a minimum of 30 water samples each month from locations throughout Town and tests these samples for coliform bacteria.

About Your Water

The treated drinking water produced by the Springfield Water and Sewer Commission and distributed by the Agawam Water Department originates from a surface water supply located in Blandford and Granville, Massachusetts. Two water bodies make up the water supply: Cobble Mountain Reservoir (Source Water ID #1281000-02S), and Borden Brook Reservoir (Source Water ID #1281000-04S). A source water assessment was completed by the Massachusetts Department of Environmental Protection to evaluate the susceptibility of public water supplies to contamination from surrounding uses. A susceptibility ranking of moderate was assigned to this system using the information collected during the assessment. The assessment is available at:

<<http://www.mass.gov/eea/docs/dep/water/drinking/swap/wero/1281000.pdf>>



WATER'S WORTH IT.

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Sanitary Survey

In September 2018, the MassDEP conducted a sanitary survey of our public water system. A sanitary survey is an on-site review of the water sources, facilities, equipment, operation and maintenance of a public water system for the purpose of evaluating the system's ability to produce and distribute safe drinking water. The 2018 sanitary survey identified a few items to address, which have all been completed:

Repaired pressure gauges at Liswell Booster Station; notified public officials of our cross-connection program (and residents via the CCR) and continue to do so annually; updated the AWD Emergency Response Plan & conduct annual training; and AWD has updated our coliform sampling plan with MassDEP.

Does my Drinking Water Meet the Current Health Standards?

We are committed to providing you with the best water quality available. However some contaminants that were tested last year did not meet all applicable health standards regulated by the state and federal government. In 2019 the Agawam Water Department reported four quarterly exceedances of the MCL for five Haloacetic acids (HAA5), which are disinfection byproducts. **This was not an emergency.** If it had been an emergency, you would have been notified within 24 hours. Our water system and MassDEP monitor and record the effectiveness of actions taken in response to contaminant violations. The health effect statement for this contaminant is listed below. Full 2019 HAA5 sampling results can be found at: <http://www.agawam.ma/haa5>

"HAA5 is a group of five haloacetic acid compounds which form when disinfectants react with natural organic matter in the water.

Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer."

It is important to note that, as the water travels through the water distribution system, the HAA5s dissipate and the concentrations decrease significantly with time.

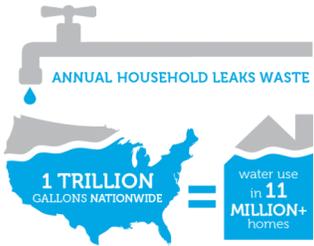
Our system took the following corrective actions: We mailed a public notification and also provided distributed notices to several public building in town; we also published an ad in the newspaper. We continue to work with the Springfield Water and Sewer Commission (SWSC), they have implanted the following short-term solutions: Evaluating the amount of chlorine needed through intensive data analysis; Optimizing filtration techniques to remove more naturally dissolved organic matter (NOM); Reducing water storage time and adding mixers to storage tanks; Conducting water main flushing in warmer months. Long-term solutions: SWSC built a pilot treatment plant at West Parish Filters to test new treatment methods to improve NOM removal for future treatment processes at the treatment plant

Water Consumption and Rates

Agawam purchases its water from the Springfield Water and Sewer Commission (from its 42 million gallon Provin Mountain finish water reservoir) but operates our own system for the distribution of water within the community. This system, comprised of one pump station and approximately 150 miles of pipe ranging in diameter from 4" to 24", and 11,421 service accounts. Residential water use accounted for 61.4% of total usage and overall annual consumption was down 9.4% versus 2018 use at **1,061,507,512** gallons of water in 2019.

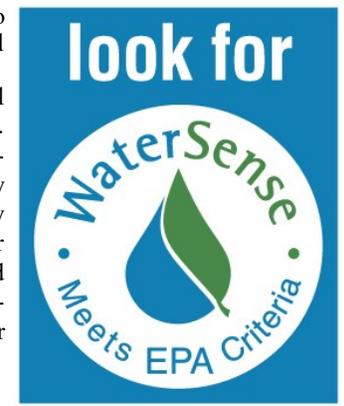
The Mass Dept. of Environmental Protection is requiring that all water systems take steps to reach 65 residential gallons per capita per day standard (GPCPD). This residential usage includes water used for lawn irrigation.

In Agawam, the average residence has 2.5 people which, at the 65 gallon rate translates to 4,000 cubic feet (CF) in a 6-month billing cycle. To encourage the necessary reduction in water consumption, an inclining block rate structure was adopted on July 1, 2009, and revised in 2104. Residential usage above 4,000 CF and all other water use, including lawn irrigation, is charged at a rate of \$2.38 per 100 CF (all use read after September 1, 2014). This rate structure has been assisting in meeting the required reduction in residential and non-essential outdoor water use. According to our 2018 calculations, Agawam is at a 64 GPCPD, better than the state standard of 65.



Source: WaterSense, US EPA

Save Water, Use WaterSense Products



Source: WaterSense, US EPA

Cross-Connection Control and Backflow Prevention Program

Protection of the Public Water Supply is very important and a vital component is proper backflow prevention and cross-connection control. Cross-connections are potential sources of backflow and are something that we need to prevent because of the potential adverse effects to public health and safety. If water backflows into the public water system, the system could become contaminated. Therefore, we urge you to implement proper cross-connection controls.

The Agawam Water Department is required by Massachusetts Regulations (310 CMR 22.22) to have a cross-connection control program to prevent backflow. As part of this program, members of the Department survey properties (largely non-residential) to look for potential cross-connections and require proper backflow prevention devices when a need is determined. Backflow prevention devices (BPD) are tested by the Department at a minimum of an annual basis or greater depending on the BPD and hazard to which the BPD protects.

The Agawam Water Department requires notification of the installation, repair, replacement, relocation, and removal of backflow prevention devices and approval needs to be granted **before work can proceed**. Please contact the Deputy Superintendent Water/Sewer, John Decker at (413) 821-0600 x8627 or the Plumbing Inspector, Michael Day at (413) 821-0600 x8636. Work on backflow prevention devices may require a plumbing permit, please contact the Plumbing Inspector to verify the need.

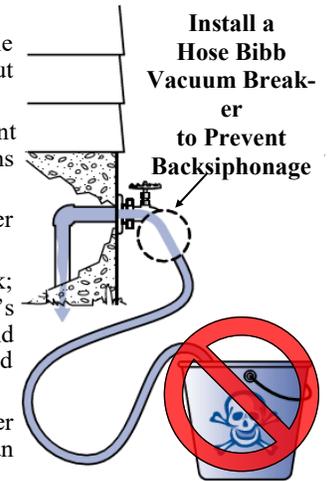
Cross-connection: any actual or potential physical connection or arrangement between a pipe conveying potable water from a public water system and any non-potable water supply, piping arrangement or equipment including, but not limited to, waste pipe, soil pipe, sewer, drain, other unapproved sources.

Cross-connections can be found at heating and ventilation equipment, fire suppression systems, factory or plant equipment, irrigation systems, hose spigots, utility sinks, chemical processing facilities, etc.... Cross-connections hazards such as these can be prevented through the installation of a backflow prevention devices.

Backflow: the flow of water or other liquids, mixtures or substances into the distribution pipes of a potable water supply from any source other than the intended source; either by **Backsiphonage** or **Backpressure**.

Backsiphonage: when water pressure in the water distribution system decreases, for example: a water main break; firefighting (use of fire hydrants); or other high demand uses. When this happens, water from your building's plumbing may backflow, via backsiphonage, into the public water system if proper cross-connection control and prevention practices are not followed. Installing hose bibb vacuum breakers are an easy way to retrofit threaded fixtures at your property that are not already equipped to prevent backsiphonage.

Backpressure: when water pressure in a building's plumbing is increased above the pressure in the public water system, say by an improperly connected pump in a factory; if this happens, the water in the building's plumbing can be forced back into the public water system.



Source: Cross-Connection Manual, US EPA

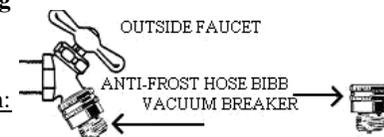
Some Simple steps to take around your home and yard to avoid cross-connections and backflow:

- Install hose bib vacuum breakers on all exterior spigots. These are available at hardware stores and plumbing supply houses
- Toilets need to be equipped with a ballcock with an integral anti-siphon valve. **
- Boilers need to be equipped with approved backflow preventers and expansion tank(s) to prevent backflow of boiler water (which may be treated with chemicals).**
- Install and maintain an approved (by Agawam Water Dept.) backflow device on your irrigation system. Please register the device with the Agawam Water Dept.. **
- All sinks, tubs and tanks need to have a proper air gap to prevent backsiphonage. Typically 1-inch or more (as required by plumbing code) between bottom of the faucet/spout and rim or edge. **

****Work may be required to be done by a MA Licensed Plumber and a Plumbing Permit may need to be issued, contact the Plumbing Inspector for more information.**

Informational Links:

- ◇ [Agawam Water Department Cross Connection Control and Backflow Prevention:](http://www.agawam.ma.us/backflow) <http://www.agawam.ma.us/backflow>
- ◇ [MassDEP Cross Connection Control Program Regulations:](http://www.mass.gov/eea/docs/dep/water/ccdefreg.pdf) <http://www.mass.gov/eea/docs/dep/water/ccdefreg.pdf>
- ◇ [USC Cross-Connections Study:](http://www.watts.com/pages/learnAbout/usc_study.asp?catId=1160) http://www.watts.com/pages/learnAbout/usc_study.asp?catId=1160
- ◇ [Foundation for Cross-Connection Control and Hydraulic Research:](http://fccchr.usc.edu/introduction.html) <http://fccchr.usc.edu/introduction.html>



Source: oakgov.com, Oakland County, Michigan



Hose Bibb Vacuum Breaker (Watts Series 8)

Source: Watts.com

Our Town

Volume 13 Issue 1

36 Main Street, Agawam, MA 01001
Phone 413-786-0400

Summer, 2020



Dear Residents:

“Our Town” is a publication which informs residents of the latest developments in Agawam. Watch for future publications highlighting exciting projects and issues of importance so that you are aware of all the progress Agawam has made. Also, be sure to like us on Facebook for frequent updates and information. I am very pleased with our progress to date, specifically our streets and sidewalks and the purchasing of our LED Street Lights. By owning and converting to LED Lighting, the town will be saving approximately \$218,000.00 annually.

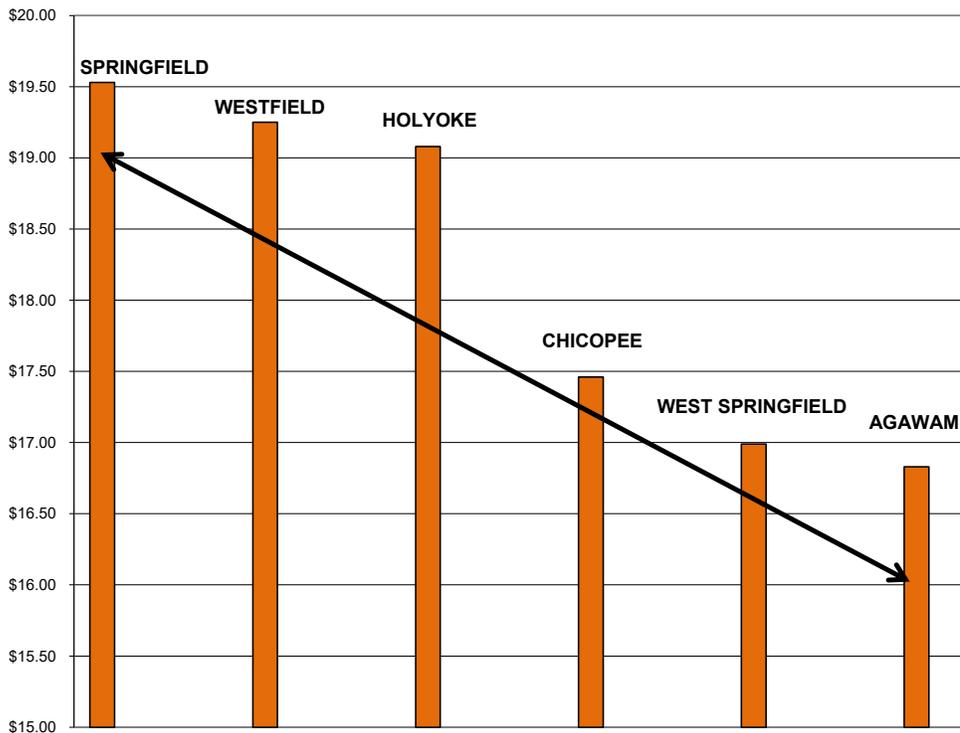
Enjoy this warm weather and have a happy, healthy and safe summer.

William P. Sapelli, Mayor

AGAWAM FINANCES REMAIN STRONG

Agawam continues to operate within proposition 2 1/2 without the need of an override or debt exclusion. Our upgraded bond ratings by Standard and Poor enable us to keep interest costs low as we pursue needed capital improvements. A conservative approach to budgeting and close review of expenditures have allowed us to maintain the lowest residential tax rate of the surrounding communities. The capital budget for FY21 will be voted by the Council on May 18, 2020 and the public hearing for the FY21 budget will be held on June 8, 2020.

AGAWAM'S RESIDENTIAL SPLIT TAX RATE IS THE LOWEST OF THE SURROUNDING COMMUNITIES.



Morgan-Sullivan Bridge

Mayor William Sapelli announced in February 2020 that Governor Baker and the Massachusetts Department of Transportation authorized a \$1.5 million incentive payment to the contractor to finish the bridge construction 10 months ahead of schedule. Northern Construction will have to finish the work by August 2021 rather than May 2022. This means nearly a year less of economic impact on nearby businesses and it would mean the full bridge would be open for the 2021 Eastern States Exposition.





Baby wipes, adult hygiene cloths and household cleansing cloths are among the top culprits when it comes to clogged pipes and backed up sewers. Cities and Towns worldwide, including here in Agawam, have done battle with wipes clogging sewers and destroying treatment plant equipment.

HERE'S WHAT YOU SHOULD KNOW:

- ◆ **"FLUSHABLE" DOES NOT REALLY MEAN FLUSHABLE OR TREATABLE** - Packaging may say these wipes are "flushable," but they are extremely slow to biodegrade and **do not disintegrate as they pass through the pipes in your home or through the pipes in municipal sewer systems**, unlike toilet paper which is designed to dissolve in water and breaks apart when it is wet. Quick test, if you wet it and it doesn't fall apart easily, **DON'T FLUSH IT!** Dispose of it with your household waste.
- ◆ **WIPING OUT SEWER INFRASTRUCTURE** - If they pass through pipes without causing a clog or blockage, wipes arrive at treatment plants intact where they become tangled in screens and pumps, oftentimes resulting in costly repairs.
- ◆ **WHY NOW? BABY WIPES ARE NOTHING NEW** - A common theory about why wipes clogging pipes is such a big problem now is that traditionally, baby wipes used during diaper changes get tossed into the trash or a diaper pail along with the soiled diaper. However, adults don't keep diaper pails in their bathrooms and many people don't consider throwing used adult wipes in the trash to be sanitary.
- ◆ **GROWING PROBLEM AS INDUSTRY BOOMS** - The Non-Wovens Industry (makers of wipes of all sorts) took off in the mid-2000s when companies began repackaging traditional baby wipes as a luxurious alternative to toilet paper for adults. By 2015, personal wet wipe sales reached about \$2.2 billion.
- ◆ **15-TON 'FATBURG'** - In 2015, a 15-ton lump of wet wipes cluttered with improperly disposed of grease was removed from London's sewer system. Officials termed the lump a "fatberg." It was the size of a bus.
- ◆ **"PUBLIC ENEMY" BEING BATTLED** - U.S. cities and states have filed lawsuits against some wet wipe manufacturers in an effort to get the industry to stop promoting their products as "flushable." Several cities and states have also taken similar legal measures, including proposing legislation against non-flushable "flushable" wipes.

Sewer Inflow and Infiltration - Small Changes Create Big Benefits

What is Inflow and Infiltration (I&I)? Inflow and Infiltration is when water that does not require treatment enters into the sanitary sewer system (wastewater system). Examples of Inflow common around homes are: Sump Pumps, Roof drains/downspouts, foundation drains improperly connected to your home's sewer line, and uncapped cleanouts. Infiltration: Cracks and separated joints are common sources of infiltration on private sewer laterals, but detection of these issues is difficult for homeowners without outside help.

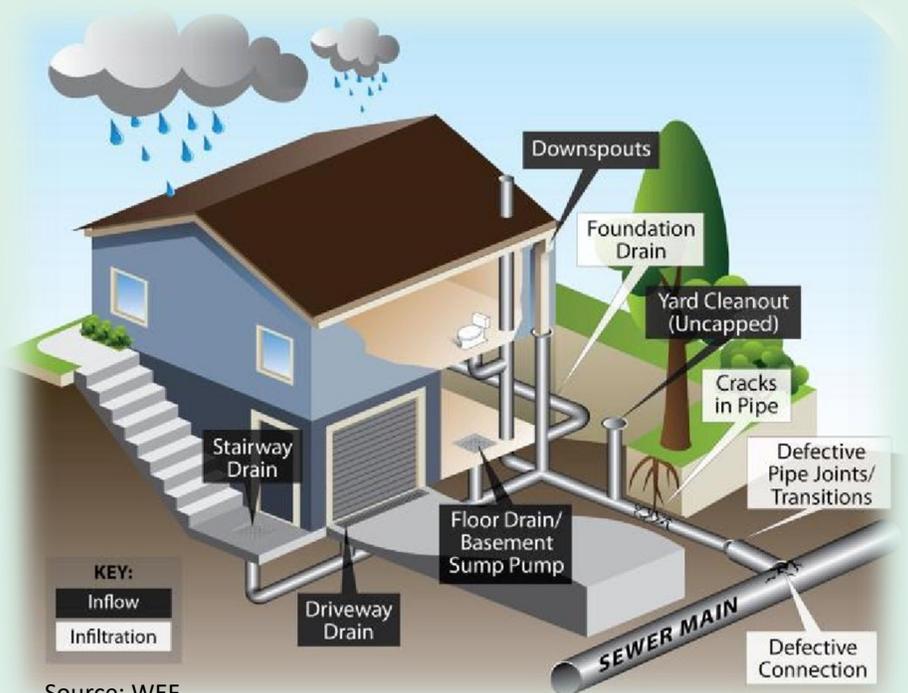
When & Why is it a problem? When it rains and snow melts, additional clean water can be introduced into the sewer system through I&I sources. This is a problem because it costs additional money to convey this clean water by requiring larger pipes, larger pumps, and more electricity. Also, this extra water can cause surface spills into local water ways of untreated water and also sewer backups into properties that can be costly for the property owner to clean/repair.

What can you do to help? Check your home and property to look for suspected sources of sources of inflow: Sump pumps, floor drains, roof drains, foundation drains (into a sump pit or directly). If you need help, call the DPW, as a courtesy we will send someone to help

Who is responsible for correcting I&I? Property owners are required to correct/disconnect sources of I&I at their own expense and may be subject to additional punishment under Town Code Chapter 175.

Where can I get additional information? Town of Agawam Inflow and Infiltration webpage: www.agawam.ma.us/ii

WEF Info Sheet for Private Inflow and Infiltration: https://www.wef.org/globalassets/assets-wef/3---resources/topics/a-n/collection-systems/technical-resources/ppii-fact-sheet_sep-2015.pdf



Source: WEF



Working Together We Can Cease the Grease!

Help the Agawam Department of Public Works STOP the "FOG"

WHAT IS "FOG" ?

FOG is fats, oils and grease that can build up in sewer lines. When grease is washed down the sink, toilet, or drain, it coats and sticks to the inside of sewer pipes. FOG is a major cause of sanitary sewer clogs and overflows.



Grease clog in sewer pipe.

WHERE DOES "FOG" COME FROM?

- ◆ Meat Fats (beef, bacon, sausage, etc...)
- ◆ Grease / Lard
- ◆ Cooking Oil
- ◆ Butter / Margarine
- ◆ Food Scraps
- ◆ Baking Products
- ◆ Milk, Ice Cream, Yogurt, Sour Cream
- ◆ Cream Based Sauces
- ◆ Salad Dressing, Cheese, Mayonnaise
- ◆ Motor Oil & Grease

Keep these foods out of all drains!

WHY IS "FOG" A PROBLEM?

Sewer pipes can become clogged by FOG and cause backups into basements, roadways and waterways and water bodies. Sewer backups create health hazards, can result in expensive property damage, and threaten the environment.



Sewer backup in residential basement.

Best Management Practices for Home Owners

- ◆ Never pour grease or oil down sinks, drains or toilets.
- ◆ Dispose of cooled cooking fats, oils and grease into a waxed food container such as a milk carton or container with a lid and dispose of it in the garbage. Used motor oil can be dropped off at the DPW: Mon. - Fri., 8:30am to 3:00pm.
- ◆ Use baskets or strainers in sinks to catch food scraps. Empty scraps into the trash can.
- ◆ Scrape food scraps from dishes and pans into the trash can for disposal, before washing.
- ◆ DO NOT use the toilet for disposing of: food scraps, sanitary items, rags, cloths, diapers, paper towels, napkins, face tissues, cat litter, 'Flushable' wipes, dental floss, medicines.

Did you know?

Liquid dish detergents that claim to dissolve grease, actually pass grease farther down the sewer line, & cause blockages there. Grease causes the majority of sewer backups. **It is very important to scrape greasy foods off all dishes!**



Best Management Practices for Food Service Establishments

Agawam Town Code §175-29 requires Grease Interceptors (Grease Traps) for all facilities that have on-site food preparation/processing/handling/service or have other related activities.

- ◆ Train Kitchen Staff on methods to reduce the amount of grease.
- ◆ Post "No Grease in Drain" Signs as a reminder to employees. (The DPW & Health Department have signs for establishments)
- ◆ Scrape food scraps from dishes and pans into the trash can for disposal, before washing.
- ◆ Dry Wipe Pots, Pans, and Dishware prior to dishwashing.
- ◆ DO NOT dispose of waste food through a garbage disposal.
- ◆ Inspect and Clean Grease Interceptors ROUTINELY & KEEP RECORDS!



- ◆ Cover floor and sink drains with strainers to catch food scraps. Empty scraps into the trash can.
- ◆ Clean up grease spills with paper towels and disposal of the towels in the trash.



If you have any questions please call the Agawam DPW at 413-821-0600
www.agawam.ma.us

Created in partnership with the Springfield Water and Sewer Commission
www.waterandsewer.org



DID YOU KNOW?

EPA estimates about 80% of synthetic lawn fertilizers wash into local waterways.

Choose natural organic slow-release fertilizers!

#OnlyRainDownTheDrain



DID YOU KNOW?

Cigarette butts are the most common litter found in streams and oceans?

DISPOSE CIGARETTE BUTTS PROPERLY!

#OnlyRainDownTheDrain



Analysis of Agawam's Water

In order to ensure that tap water is safe to drink, EPA and MassDEP prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. FDA and Massachusetts Department of Public Health regulations establish limits for contaminants in bottled water that must provide the same protection for public health.

Water samples are analyzed daily by state-certified laboratories to ensure that the water supplied is potable and meets all government standards. The water is monitored at the reservoir, the filter plant, the storage tanks and throughout the distribution system. The data in the table on this page represents finished water in the distribution system during calendar year 2019.

Contaminant Inorganics	Major Sources in Drinking Water	Violation	Ideal Goal (MCLG)	Maximum Contaminant Level (MCL)	90 th Percentile	Sampling Sites Exceeding the Action Level
Copper (ppm)	Corrosion of household plumbing systems	No	1.3	AL = 1.3	0.0777	0 out of 30
Lead (ppb)	Corrosion of household plumbing systems	No	0	AL = 15.0	2.4	0 out of 30
Nitrate (ppm)	Natural Deposits, Stormwater, fertilizer run-off	No	10	10	0.0757(HDL)	N/A
Barium (ppm)	Common, natural mineral	No	2	2	0.0080HDL	N/A
Asbestos (MFL)	Decay of asbestos cement water mains; erosion of natural deposits	No	7	7	None Detected (HDL)	N/A
Contaminant Microbiological	Possible Source of Contamination	Violation	MCLG	MCL	Highest % Positive in a Month	Range Detected at Individual Sampling Sites
E.coli	Human and animal fecal waste	No	0	See Key**	0%	0
Disinfectants	Major Sources in Drinking Water	Violation	MRDLG	MRDL	Annual Average	Range Detected at Individual Sampling Sites
Residual Chlorine (PPM)	Water additive used to control microbes	No	4.0	4.0	0.33	0.02—1.18
Contaminant Microbiological	Major Sources in Drinking Water	Violation	MCLG	MCL	Highest Single Measurement	Lowest Monthly Percent
Turbidity (NTU) Rapid Sand Filtration*** Daily Compliance	Soil run-off	No	N/A	5	0.49	N/A
Turbidity (NTU) Rapid Sand Filtration*** Monthly Compliance	Soil run-off	No	N/A	TT, at least 95% of samples per month below 0.3	N/A	100
Turbidity (NTU) Slow Sand Filtration**** Daily Compliance	Soil run-off	No	N/A	5	0.28	N/A
Turbidity (NTU) Slow Sand Filtration**** Monthly Compliance	Soil run-off	No	N/A	TT, at least 95% of samples per month below 0.3	N/A	10
Contaminant Organics	Major Sources in Drinking Water	Violation	Ideal Goal (MCLG)	Maximum Contaminant Level (MCL)	Highest Locational Running Annual Average (LRAA)	Range Detected at Individual Sampling Sites
TTHMs (ppb) (Total Trihalomethanes)	Byproduct of drinking water chlorination	No	N/A	80 (LRAA)	65	31.9—74.8
HAA5s (ppb) (Total Haloacetic Acids)	Byproduct of drinking water chlorination	Yes	N/A	60 (LRAA)	71.7	2.2—69.4
HAA5 Site #10005 (1057 N. Westfield St) sampled: 3/5/19, 6/4/19, 9/6/19, 12/4/19	Byproduct of drinking water chlorination	Yes	N/A	60 (LRAA)	65	50.9—66.4
HAA5 Site #001 (36 Main St) sampled: 9/6/19, & 12/4/19	Byproduct of drinking water chlorination	Yes	N/A	60 (LRAA)	63.6	52.3—69.4
Radionuclides Substance (9/18/2015)	Major Sources in Drinking Water	Violation	MCLG	MCL	Highest Detected Level	Range Detected
Gross Alpha (pCi/L)	Erosion of natural deposits	No	0	15	0.262	N/A
Radium-226 & Radium-228 Combined (pCi/L)	Erosion of natural deposits	No	0	5	0.25	N/A
Unregulated**** Substance	Major Sources in Drinking Water	Violation	ORSG/ SMCL	MCL	Highest Single Measurement	Range Detected at Individual Sampling Sites
Sodium (ppm)	Natural deposits; runoff from use as salt on roadways; by-product of the treatment process	No	20 (ORSG)	None	14.6	N/A
Manganese (ppb)	Erosion of natural deposits	No	50 (SMCL)	None	14.3	7.8—14.3
Chloroform (ppb)	Byproduct of drinking water chlorination	No	70 (ORSG)	None	5.98	N/A
Bromodichloromethane(ppb)	Byproduct of drinking water chlorination	No	None Established	None	0.79	N/A
Aluminum (ppb)	Byproduct of treatment process	No	200 (SMCL)	None	61.9	0—61.9
UCMRA	Major Sources in Drinking Water	Violation	ORSG/ SMCL	MCL	Highest Single Measurement	Range Detected at Individual Sampling Sites
Manganese (ppb) - AWD	Erosion of natural deposits	No	50 (SMCL)	N/A	7.08	4.53—7.08
Manganese (ppb) - SWSC	Erosion of natural deposits	No	50 (SMCL)	N/A	13.2	4.9—13.2
HAA6Br (ppb)	Byproduct of drinking water chlorination	No	N/A	N/A	4.75	0—4.75
HAA9 (ppb)	Byproduct of drinking water chlorination	No	N/A	N/A	72.58	2.21—72.58

KEY TO TABLE Turbidity is a measure of the cloudiness of the water. It is monitored because it is a good indicator of the effectiveness of the filtration system. *Compliance with fecal coliform/E.coli MCL is determined upon additional repeat testing. **Routine and repeat samples are total coliform-positive and either is *E. coli*-positive or system fails to take repeat samples following *E. coli*-positive routine sample or system fails to analyze total coliform-positive repeat sample for *E. coli*. Although we detected *E. coli* in 2016 in a single sample, repeat sampling did not have any additional detects; therefore the *E. coli* MCL was not violated. ***Rapid Sand Filtration: The turbidity level of the filtered water shall be less than or equal to 0.3 NTU in 95% of the measurements taken each month and shall not exceed a maximum of 1.0 NTU in any single measurement. ****Slow Sand Filtration: The turbidity level of the filtered water shall be less than or equal to 1.0 NTU in 95% of the measurements taken each month and shall not exceed a maximum of 5.0 NTU in any single measurement.

► **AL:** Action Level. The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement which a water system must follow. ► **AWD:** Agawam Water Department ► **HDL:** Highest Detected Level. ► **IDSE:** Initial Distribution System Evaluation. ► **LRAA:** Locational Running Annual Average ► **MCL:** Maximum Contaminant Level. The highest level of a contaminant in drinking water. MCLs are set as close to MCLGs as feasible using the best available treatment technology. ► **MCLG:** Maximum Contaminant Level Goal. 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. ► **MFL:** million fibers per liter. ► **MRDL:** Maximum Residual Disinfectant Level. The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants (ex. Chlorine, chloramines, chlorine dioxide). ► **MRDLG:** Maximum Residual Disinfectant Level Goal. The level of a drinking water disinfectant below which there is no known expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants. ► **N/A:** not applicable ► **NTU:** Nephelometric Turbidity Units. A numerical value indicating the cloudiness of water. ► **ORSG:** Mass. Office of Research and Standards Guideline. 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. ► **pCi/L:** picocuries per liter: a measure of radioactivity. ► **ppb:** parts per billion ► **ppm:** parts per million ► **90th Percentile:** Out of every 10 homes, 9 were at or below this level. ► **TT:** Treatment Technique. A treatment technique is a required process intended to reduce the level of a contaminant in drinking water. ► **SMCL:** Secondary Maximum Contaminant Level. ► **SWSC:** Springfield Water & Sewer Commission



Agawam Department of Public Works
 Agawam Water Department
 1000 Suffield Street
 Agawam, MA 01001



Department of Public Works - Agawam Water Department

1000 Suffield Street
 Agawam, MA 01001
 Tel: (413) 821-0600
 Fax: (413) 821-0631

John G. Decker
 Deputy Superintendent
 Water Department

Christopher J. Golba
 DPW Superintendent
 PWS ID# 10050000

Monday—Friday 8:30am—4:30pm

Dear Water Consumers,

The Agawam Water Department (AWD), a division of the Department of Public Works (DPW), is pleased to provide you with this Water Quality Report (Consumer Confidence Report) for 2019. This is Agawam’s thirteenth annual report, advising the public of the quality of Agawam’s tap water and related health issues as well as water system improvements and future plans. Please share this information with all the other people who drink this water, especially those who may not have received this report directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this report in a public place or distributing copies by hand or mail.

Landlords: Please make this report available to your tenants.

Businesses: Please post this report where your employees and customers may read it.

Public Building and School Officials: Please post this report where people who may drink water may read it.

The Agawam Water Department is responsible for the operation of the public water system. Our goal is to provide you with a continuous supply of quality water. We welcome comments and suggestions you may have to help us reach and maintain that goal. The AWD can be contacted at 413-821-0600 during normal business hours or at water@agawam.ma.us to answer your water-related questions or comments. Emergency water problems at all other times can be reported to the police dispatcher at 413-786-4767, who will contact appropriate water service personnel. As an additional resource, the Mayor’s office may be contacted at 413-786-0400 ext.8200. In addition, the Town Council holds regular meetings on the 1st and 3rd Mondays of each month at the Agawam Junior High School, and conducts a “citizen speak time” before each meeting, when citizens can voice concerns regarding water quality or operations. Citizens should inform the council clerk at 786-0400 ext. 8716 during weekday mornings in advance of any intention to speak.

Yours truly,

Christopher J. Golba, DPW Superintendent

