



## 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 drinking water produced by the Springfield Water and Sewer Commission 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 has been completed by the Massachusetts Department of Environmental Protection and is available at:

<https://www.mass.gov/doc/western-region-source-water-assessment-protection-swap-program-reports/download>.



# WATER'S WORTH IT.

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## Sanitary Survey

In April 2021, 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 2021 sanitary survey identified a few items to address, which have all been completed:

Program for: flushing, leak detection, & valve exercising; updated cross-connection survey timetable, enhanced testing compliance & ASR reporting discrepancies; alarm and O&M updates at the booster station.

## 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 (dbps). **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 2021 HAA5 MCL notices can be found at: <http://www.agawam.ma/dbp>

"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 is designing treatment plant improvements that will address the disinfection byproduct issues. Construction is estimated to start in FY24 at an estimated cost of \$168 million.

## Water Consumption and Rates

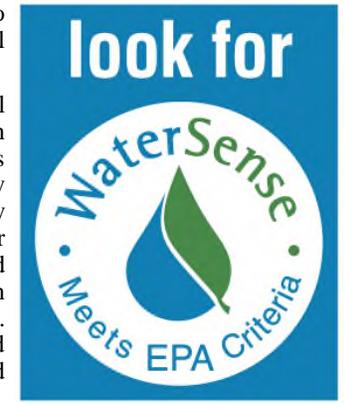
Agawam purchases its water from the Springfield Water and Sewer Commission (from its 42 million gallon Provin Mountain finish water reservoir) but operates our own system for the distribution of water within the community. This system, comprised of one pump station and approximately 150 miles of pipe ranging in diameter from 4" to 24", and 11,516 service accounts. Residential water use accounted for 59.5% of total usage and overall annual consumption was up 2% versus 2020 use at 1,191,329,188 gallons of water in 2021.

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, in normal years has been assisting in meeting the required reduction in residential and non-essential outdoor water use. According to our 2020 calculations, Agawam is at a 76 GPCPD, above state standard of 65, it was 76 GPCPD in 2020. The increase in residential use in 2020 is attributed to the Covid-19 Pandemic Quarantine and decrease in percentage industrial.



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.

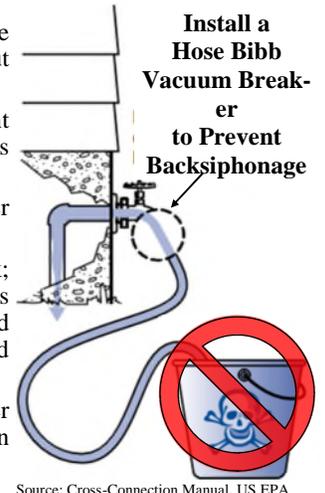
### Some Simple steps to take around your home and yard to avoid cross-connections and backflow:

- 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. \*\*

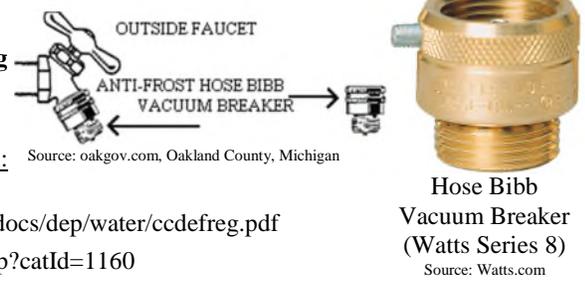
**\*\*Work may be required to be done by a MA Licensed Plumber and a Plumbing Permit may need to be issued, contact the Plumbing Inspector for more information.**

### 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](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: Cross-Connection Manual, US EPA





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.

Visit [www.agawam.ma.us/sewer](http://www.agawam.ma.us/sewer) for more information.

## 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.

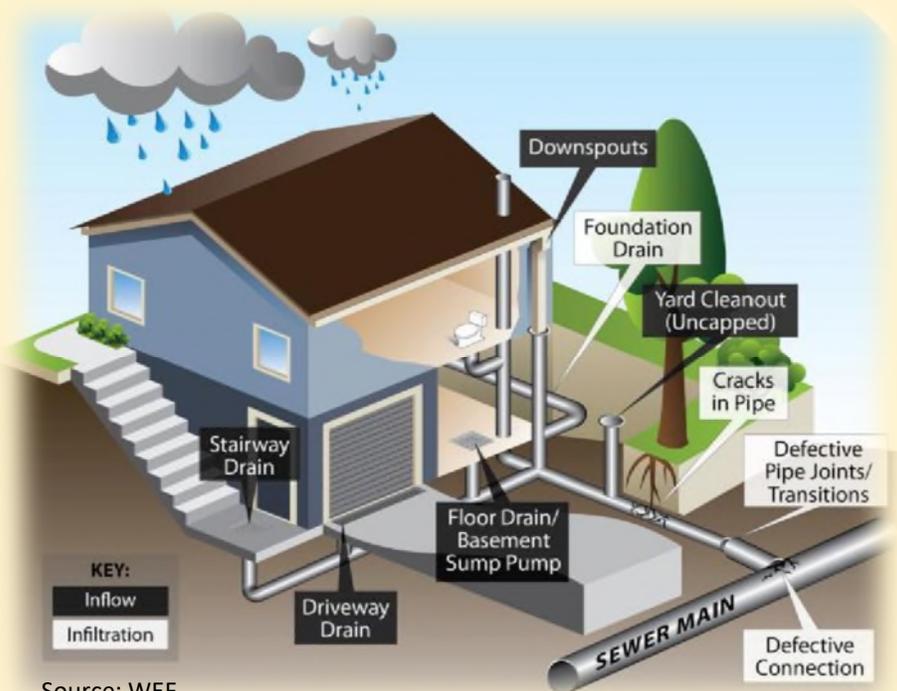
**When & Why is it a problem?** When it rains and snow melts, additional clean water can be introduced into the sewer system through I&I sources. This is a problem because it costs additional money to convey this clean water by requiring larger pipes, larger pumps, and more electricity. Also, this extra 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](http://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](https://www.wef.org/globalassets/assets-wef/3---resources/topics/a-n/collection-systems/technical-resources/ppii-fact-sheet_sep-2015.pdf)



Source: WEF



# How to drain your pool water, while protecting the environment.

## Why is it important to drain or backwash your pool or hot tub correctly?

Pool owners may be tempted to drain pool or hot tub water into the street, which then leads to a storm drain. However, the purpose of the storm drain is to help protect our roads from flooding and water damage, by quickly removing rain water from our streets. Pool and hot tub water contains chemicals, which are harmful to the environment and wildlife. Water entering the storm drains does not get treated and ultimately drains into our streams, ponds, and rivers.

## How to prepare pool and hot tub water for drainage.

Owners may drain their pool or hot tub water once it no longer contains chlorine.

1. The preferred method of de-chlorinating is to allow the water to de-chlorinate naturally by allowing it to sit in the sun for 5-10 days without additives. If necessary, pool owners may use a chemical de-chlorinating additive (contact your pool supply store for options).
2. Using a chlorine test kit, verify the water has a chlorine level of 0.1ppm or less per Town Code CH175-36 C(4)c11

## Where do I drain my pool or hot tub water?

1. Once water has been de-chlorinated, allow water to soak into the grass or landscaped areas of your yard. Well vegetated areas, lawn, or rocky areas of your property will allow the water to percolate into the ground and filter out any residual pollutants.

Salt or saline pool water contains higher concentrations of salts that can be more damaging to plants and soils. Consider location of discharge as some plants are less salt tolerant than others.

2. Drain slowly enough to avoid flooding of your neighbor's property or any other property nearby. Remember to move the drain hose frequently.
3. **DO NOT** drain swimming pool or hot tub water into your septic sewer system as it may overload your system or cause system failure.
4. Draining to the Town Sewer System is prohibited by the Town.



- ◆ Store pool chemicals safely, where they will not be subjected to rain events.
- ◆ Dispose of unwanted pool chemicals as a household hazardous waste. Visit [agawam.ma.us](http://agawam.ma.us) for future town collection dates.
- ◆ If you notice illegal dumping contact [stormwater@agawam.ma.us](mailto:stormwater@agawam.ma.us)

More  
Information



*For more information on Stormwater and how to keep our waterways clean, please visit one of the following websites:*

Think Blue Connecticut River

<https://thinkblueconnecticutriver.org/>

Think Blue Massachusetts

<https://www.thinkbluemassachusetts.org/what-is-stormwater>

EPA Healthy Watersheds

<https://www.epa.gov/hwp>



# Grass Clippings and Stormwater

## You Can Curb Water Pollution by Starting in Your Own Back Yard

Stormwater runoff, rain or snow-melt that either soaks into exposed soil or remains on top of impervious surfaces such as pavement and rooftops, eventually flows into our local streams, rivers and ponds. Stormwater runoff has become a major and fast growing source of pollution that affects every watershed.

When lawn clippings, fertilizers, soil, leaves, or animal wastes are picked up by stormwater runoff, they are carried directly to our local waterways. All of these material, including grass clippings, contain nitrogen and phosphorus. According to the U.S. EPA, nitrogen and phosphorus are two of the most troublesome pollutants in storm water runoff and are considered the primary cause of water quality problems in our lakes, ponds and streams. Although nitrogen and phosphorus are nutrients that are natural parts of the ecosystem, too much in the water causes algae to grow faster than ecosystems can handle, harming the water quality.

## What can you do to protect water quality while keeping your yard maintained?

- Mow your lawn often enough so no more than one-third the length of the grass is removed. Taller grass has deeper roots—preventing erosion, suppressing weeds and helping the rain soak into the ground.
- Leave grass clippings on the lawn or compost them. A mulch-mower is ideal for retaining and spreading clippings on your lawn. Clippings decompose quickly, providing important nutrients for your lawn and reducing the need for nitrogen fertilizers.
- Keep clippings and chopped leaves out of the street and storm drains. Use a broom or leaf blower to blow clippings back into the lawn. Do not use a hose to wash them into the street or storm drains. Keeping clippings out of the streets and storm drains will have significant benefits for our local water ways.
- Fertilize only when necessary. Consider testing your soil to determine how much, if any, fertilizer your lawn needs. Identifying the needs of your lawn will reduce unnecessary applications that may harm your lawn or pollute surface water. Visit the University of Massachusetts Amherst website for additional information. <http://ag.umass.edu/services/soil-plant-nutrient-testing-laboratory>
- Maximize the slow-release nitrogen in your fertilizer. Slow-release nitrogen limits nutrient runoff. This should be applied in the spring, not autumn, to provide a steady source of nutrients throughout the growing season.
- Do not fertilize or use pesticides within 15-20 feet of a stream or waterway. Maintaining this distance will help keep chemicals out of the water. Consider establishing a natural riparian buffer. Sweep any granulated chemicals off hard surfaces and back into your lawn immediately. Your walkway, driveway, patio, or road is a quick route to drainage pipes that discharge into local streams, so make sure they are kept clean of chemicals.
- Consider organic alternatives to chemicals, such as compost or manure.
- Be certain to identify pests and research options before applying pesticides. Many insects are harmless to people and play an important role in maintaining a healthy lawn or garden ecosystem.
- Direct roof drains to a rain garden to significantly reduce stormwater runoff from your property.



**Little actions, such as taking a stormwater-friendly approach to your garden and lawn, will have a big impact as all of us work together to protect our water's quality.**



**AGAWAM WATER DEPARTMENT • PWS ID#: 1005000**  
**IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER**  
**Haloacetic Acid 5 (HAA5) & Total Trihalomethanes (TTHM) MCL Violation in Agawam**

The Agawam Water Department (PWS ID#: 1005000) recently violated a drinking water standard. Although this incident is not an emergency, as our customers, you have a right to know what happened and what we are doing to correct this situation.

We routinely monitor for the presence of drinking water contaminants. Testing results from samples taken on March 1, 2022 show that our system exceeded the standard or maximum contaminant level (MCL), for haloacetic acids (HAA5) at three locations: 36 Main Street, 1057 North Westfield Street, and 1200 Springfield Street and for total trihalomethanes (TTHM) at: 1615 Suffield St. The MCL for HAA5 is 60 micrograms per liter (µg/L) and for TTHM is 80 µg/L. The MCLs are determined by averaging all samples collected by our system for the last 12 months, this is also known as a locational running annual average (LRAA). The table below shows the LRAA for each location above the MCL either HAA5 or TTHM for the April 1, 2021 to March 31, 2022 monitoring period:

Sample Location	MCL	LRAA Q1/22	Readings in LRAA (Q2/21, Q3/21, Q4/21, Q1/22)	Most Recent Sample Result
36 Main St.	60 µg/L (HAA5)	81 µg/L	72, 84, 67,& 100 µg/L	100 µg/L
1057 N. Westfield St.	60 µg/L (HAA5)	81 µg/L	67, 89, 69,& 101 µg/L	101 µg/L
1200 Springfield St.	60 µg/L (HAA5)	82 µg/L	66, 86, 76,& 99 µg/L	99 µg/L
1615 Suffield St.	80 µg/L (TTHM)	89 µg/L	74, 120, 72,& 91 µg/L	91 µg/L

Agawam has also exceeded the HAA5 MCL in 2018, 2019 and 2021.

**What should I do?**

- **There is nothing you need to do. You DO NOT need to boil your water or take other corrective actions.** If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours.
- However, if you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water.

**What does this mean?**

HAA5 are five haloacetic acid compounds and TTHM are four volatile organic chemicals 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 (i.e. decades or a lifetime) may have an increased risk of getting cancer. Some people who drink water containing trihalomethane in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous system, and may have an increased risk of getting cancer. If you would like more information about Disinfection byproducts (DBPs), please visit the following links: <https://www.mass.gov/service-details/haa5-in-drinking-water-information-for-consumers> and <https://www.mass.gov/service-details/tthm-in-drinking-water-information-for-consumers>.*

**Why did this happen?**

The watershed area has received above normal rainfall last summer, which has resulted in an increase in the dissolved natural organic matter (NOM) entering the reservoir. Because of this, our water supplier the Springfield Water and Sewer Commission (SWSC/Commission) staff increased the chlorine output due to increased chlorine demand. We are evaluating options to respond to reduce the formation of HAA5 and TTHM in our water and continue to work with MassDEP and SWSC on this response.

**What is being done?**

We are working with the SWSC, which treats the drinking water, to continue to advance our efforts on a long-term solution.

The SWSC has modified its existing treatment process and system operations to reduce the levels of HAA5 in the distribution system as much as possible while maintaining safe chlorine levels. A pilot study in 2019 and 2020 to determine the most effective treatment process to remove more dissolved NOM and reduce HAA5. SWSC recently finalized a Facilities Plan with conceptual layouts for treatment plant improvements necessary to reduce disinfection by-products.

Hazen and Sawyer has been selected by the SWSC to develop the final design for treatment plant improvements. After the design is approved by MassDEP, construction is anticipated to begin in FY24, or earlier if possible, at an estimated cost of \$168 million. The project is being financed with support from the U.S. EPA Water Infrastructure Finance and Innovation Act (WIFIA) Program.

SWSC is accelerating this work as quickly as possible while committing significant resources to the process. The pilot study built upon an already ongoing comprehensive evaluation of water quality and the water treatment process that began four years prior. A panel of national experts convened by SWSC is guiding these activities. SWSC also regularly implements land management tools according to its Source Water Protection Plan to optimize raw water quality.

For more information, please contact Deputy Superintendent John Decker at (413) 821-0600 or at [water@agawam.ma.us](mailto:water@agawam.ma.us) or visit [www.agawam.ma.us/dbps](http://www.agawam.ma.us/dbps)

*Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.*

# 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 2021.

Contaminant	Major Sources in Drinking Water	Violation	Ideal Goal (MCLG)	Maximum Contaminant Level (MCL)	90 <sup>th</sup> 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	0	10	0.0595(HDL)	N/A
Barium (ppm)	Common, natural mineral	No	0	2	0.0060HDL	N/A
Asbestos (MFL)	Decay of asbestos cement water mains; erosion of natural deposits	No	0	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	0.37	0.03—1.19
Contaminant	Major Sources in Drinking Water	Violation	MCLG	TT	Highest Single Measurement	Lowest Monthly Percent
Turbidity (NTU) Rapid Sand Filtration*** Daily Compliance	Soil run-off	No	N/A	1	0.23	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	0.18	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	100%
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)	79.0	33.3-120.0
HAA5s (ppb) (Total Haloacetic Acids)	Byproduct of drinking water chlorination	Yes	N/A	60 (LRAA)	69.5	6.7-88.8
HAA5 Site #10005 (1057 N. Westfield St) sampled: 12/1/21	Byproduct of drinking water chlorination	Yes	N/A	60 (LRAA)	65.8	38.7-88.8
HAA5 Site #001 (36 Main St) sampled: 9/1/21 & 12/1/21	Byproduct of drinking water chlorination	Yes	N/A	60 (LRAA)	67.7	47.0-84.0
HAA5 Site #IDSE04 (1200 Springfield St) sampled: 12/1/21	Byproduct of drinking water chlorination	Yes	N/A	60 (LRAA)	69.5	50.3-85.7
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	11.4	N/A
Manganese (ppb)	Erosion of natural deposits	No	50 (SMCL)	None	5.5	N/A
Chloroform (ppb)	Byproduct of drinking water chlorination	No	70 (ORSG)	None	5.61	N/A
Bromodichloromethane(ppb)	Byproduct of drinking water chlorination	No	None Established	None	0.73	N/A

**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**

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 Deputy Superintendent  
 Water Department

**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 2021. This is Agawam’s 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.

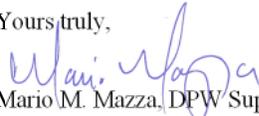
**Landlords:** Please make this report available to your tenants.

**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](mailto: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,

  
 Mario M. Mazza, DPW Superintendent

