2024 Water Quality Report

www.cvrwd.com 508-892-9616

The Cherry Valley and Rochdale Water District

Leicester, MA
MassDEP
PWS ID # 2151001

Serving Cherry Valley, Rochdale and North Oxford with quality drinking water since 1910

This report is a snapshot of the drinking water quality we provided last year. Included are details about where your water comes from, what it contains, and how it compares to state and federal standards. The Cherry Valley and Rochdale Water District (CVRWD) is committed to providing you with this information because informed customers are our best allies. This report contains important information about your drinking water. If you are a property owner who rents or leases your property, please forward a copy of this important report to your tenants or inform them that copies are available at the District's office or on the website, www.cvrwd.com.

PUBLIC WATER SYSTEM INFORMATION

Address: 148 Henshaw Street, Leicester, MA 01524
Mailing Address: P.O. Box 138, Rochdale, MA 01542

Telephone #: (508) 892-9616
E-mail: info@cvrwd.com
Fax #: (508) 892-4371
Internet Address: www.cvrwd.com

Contact Person: Benjamin J. Morris, Superintendent

Board of Commissioners: Arthur J. Levesque
Joseph McGinn, Chairman
Robert H. Lemieux Sr.

Treasurer: Jennifer M. Wood
Clerk: Cheryl Balkus

WATER SYSTEM UPDATE:

Hydrant Flushing

The Water District works to flush fire hydrants within the Distribution system based on a MassDEP recommendation to conduct system flushing twice per year. The purpose of hydrant flushing is to clean the debris that builds up inside the water mains out and increase water quality. The District utilizes a hydrant-flushing program known as Uni-directional Flushing (UDF). Uni-directional Flushing is a hydrant flushing method that requires isolation of sections of the distribution system to increase pressure and volume, scouring the debris and build up inside the water mains, flushing them out. This method enhances water quality, maintains chlorine residuals throughout the distribution system and verifies proper operation of hydrants and valves. During 2024 flushing was completed in the spring and due to drought conditions there was a modified fall flushing.

Leak Detection & Leaks

As a result of purchasing water from the City of Worcester and knowing that the district pays for every drop of water measured by the interconnection's master meter, the district's staff has increased the frequency of the District Leak Detection program. The district's staff continues to conduct monthly hydrant-to-hydrant surveys to avoid wasteful and costly system water leaks. In the last year, this program has helped staff locate and repair numerous leaks. This allowed District Staff to address these leaks in a timely manner to minimize the effect on the ratepayers.

In addition to in-house monthly leak detection, MassDEP requires the district to conduct a system wide leak survey every 3-5 years. The district is working to schedule a system wide inspection this coming year.

In the early hours of October 27, 2024, the District staff was notified of a possible water leak in the Rochdale service area. Through investigation it was determined that the leak was located on the 8" Transmission main in the swamp off Peter Salem Rd. Due to the proximity of the leak a roadway into the swamp needed to be constructed to access the area which was 650 ft from Peter Salem Rd. While subcontractors worked on the roadway, District operators worked in conjunction with Leicester Water Supply District & Hillcrest Water Districts as well as the Leicester DPW to construct an interconnection between the 3 Districts to provide water to the Rochdale system. After 28 hours into the emergency, it was determined that additional water supply was needed to fill and maintain levels in the Rochdale system. Over the next 3.5 days working 12-14 hours per day a tanker shuttle operation consisting of (3) 7,000-gallon tanker trucks moved potable water from Cherry Valley to the Greenville Storage Tank located in Rochdale. At the storage tank Rain for Rent was contracted to provide a transfer pump and transfer tank to move water from the tankers into the storage system. On November 1st the District was able to place the transmission main in operation after successful disinfection and clean bacteria sampling.

Kettle Brook Leak

On the morning of January 18th, 2025, staff was notified by Leicester Police that car had gone off the road on Old Main St and struck the exposed 8" water main over the brook. Staff responded to this leak and began to isolate the area and get subcontractors mobilized on starting repairs. Once contractors were on site a valve needed to be installed to isolate just the brook crossing and get water back on to all the customers in the District. While the contractors worked to install a valve, trees were removed from the brook banking so excavation crews could access the water main in a safe manor to conduct the repairs. Water was bypassed to service all customers through back feeding from the Rochdale Standpipe. Repair work was extensive, and it took the crew roughly 28 hours to complete the repair and get the water main back into normal operation. Working with the insurance company of the motor vehicle the costs of all damages associated with this leak were quickly recovered for the District.

Grants
To assist the District by offsetting costs and working to make improvements the District looks for different grants, this year the District was successful in obtaining two grants. The first grant in the amount of $130,000 from the One-Stop program and Massachusetts Rural Development. This is for designing of upgrading water mains on Stafford St. in Rochdale as well as a cross-country water main between Rt. 56 and the Rochdale Standpipe. This amount was a full funded opportunity and there was no match that the district had to bring to the table to secure the funding The intent of this project is to improve transmission throughout the Rochdale service area by increasing the pipe size of these areas from both 8 and 10" Cast Iron water main to a new 12" Ductile Iron water main. The design is set to be completed by end of June 2025.

Tank Inspection
The District completes water storage tank inspections monthly to ensure that the 3 water tanks are safely protected from any hazards or damage that could result in loss of supply or contamination to the water source. In addition to the in-house inspections water suppliers are required to have the interiors of the tanks cleaned and inspected every 3-5 years. The District in conjunction with system wide leak detection are completed on a rotating schedule. In 2024 the Greenville Tank was cleaned and inspected. To save money and conserve water, the District contracted the work to a company that can complete this work by sending a diver into the tank to conduct the work. This work is completed in a single day and does not take the tank out of service. In addition to this work, the company also completes a safety and sanitary inspection of the other 2 tanks. This coming year all 3 tanks will have a sanitary inspection completed.

Annual Financial Audit
The firm **Goulet, Salvidio & Associates, P.C.** conducted the annual financial audit for the year ending June 30, 2024. The audit concluded that the district continues to demonstrate good financial accountability.
For your convenience and review of the 2024 Audited Statement of Net Assets, Revenue, Expenses, Changes in Net Assets and Cash Flows are published in the 115th Annual Report.

Opportunities for Public Participation
The Board of Commissioners welcome your questions and concerns regarding the water quality of the water system. Subscribers are welcome to attend Board meetings, either in person or virtually. Board meetings are usually convened on the 1st Tuesday of every month but may be scheduled at other times as the need arises. Please refer to official postings of future meetings at the Leicester Town Hall for upcoming meetings in accordance with the Open Meeting Law.

YOUR DRINKING WATER SOURCE

Your water supply comes from two sources, including treated finished water from the City of Worcester and treated water from the Grindstone Well located at the District office. With the current infrastructure layout the system is designed to supply the Cherry Valley portion with 100% water supplied by the City of Worcester. The Rochdale and North Oxford portions of the system see a mix of both City of Worcester water in addition to the water produced by Grindstone Well.

Protecting our water sources, while important, is not enough to assure that your tap water is safe to drink. All drinking water, including bottled water, begins as rainfall or snowmelt. As this water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and can pick up substances resulting from the presence of animals or from human activity. Although some of these substances and contaminants will be removed or reduced by natural processes upon reaching a water supply, additional contaminants might directly enter the open waters of the supply.

The **first barrier** of protection for any water supply system is to have clean sources of water. To protect a surface water supply one must control the land within the watershed surrounding the supply. Worcester has maintained very strict control over the land it holds for water supply protection. However, not all of the land in Worcester's watershed is owned or controlled by the City. On some of those privately owned lands activities occur that could pose a threat to water quality in the reservoirs. The potentially threatening land uses include: dairy farms, livestock operations, manure spreading or storage, pesticide storage and use, railroad tracks, aquatic wildlife, landfills and dumps, power line rights of way, stormwater discharges, highways and roadways. Overall, Worcester's water supplies are considered highly susceptible to contamination.

Water treatment is necessary as the **second barrier** of protection. Treatment will reduce the levels of contaminants to a safe range and can effectively eliminate some substances but will not remove all traces of all possible contaminants. **Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contamination. 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).**

More information on watershed protection issues is available in the Source Water Assessment & Protection (SWAP) report prepared by DEP in 2002 and available from Worcester DPW&P Water Operations by calling 508-929-1300, or on page 1483 of "Central Region: Source Water Assessment & Protection (SWAP) Program Reports" at www.mass.gov/dep

Worcester Water

Your Supply

Worcester obtains its drinking water from 10 surface water sources, or reservoirs, located outside of the City. The watershed for these reservoirs covers 40 square miles. These reservoirs, totaling a combined storage capacity of 7,379.9 Million Gallons (MG) are:

- Lynde Brook Res. (Leicester) 717.4 Million Gallons
- Kettle Brook Res. No. 1 (Leicester) 19.3 MG
- Kettle Brook Res. No. 2 (Leicester) 127.3 MG
- Kettle Brook Res. No. 3 (Leicester, Paxton) 152.3 MG
- Kettle Brook Res. No. 4 (Paxton) 513.7 MG
- Holden Res. No. 2 (Holden) 257.4 MG
- Holden Res. No. 1 (Holden) 729.3 MG
- Kendall Res. (Holden) 792.2 MG
- Pine Hill Res. (Paxton, Holden, Rutland) 2,971.0 MG

In addition to these 10 active reservoirs, other sources of water supply remain inactive but could be used in the case of an emergency. These additional supplies include two wells and two reservoirs; the Coal Mine Brook Well on Lake Ave North in Worcester and the Shrewsbury Well off Holden Street in Shrewsbury, the Wachusett Reservoir and the Quabbin Aqueduct.

A small area around Mountain Street West is supplied with water purchased from the Town of Holden. This area includes Mountain Street West from #157 to the Holden line (including Stratton Hill Apartments), Maravista Road, Maranook Road, Wendover Road, and the first 500 feet of Lanesboro Road Relocated. These residents will receive a similar Water Quality Report from the Town of Holden.

In calendar 2024, the Water Filtration Plant treated 8,207,805,189 gallons of water using the following processes:

* **Ozonation—**Generated on-site, ozone disinfects and breaks down organic matter making the water more efficiently filtered. This is the most effective disinfectant for the parasites giardia and cryptosporidium.
* **Coagulation & Flocculation using alum and cationic polymer**— This makes tiny particles in the water stick together to form larger particles, which can be better trapped in filters.
* **Direct Filtration—**This removes particles from the water using anthracite (a type of coal) as a filter.
* **pH Adjustment**—Lime (calcium oxide) is added to make the water less acidic and less corrosive.
* **Disinfection with Chlorine—** Kills bacteria and other microorganisms.

YOUR DRINKING WATER SOURCE (GRINDSTONE WELL)

Where Does My Drinking Water Come From?

Your water is supplied by one surface water source and one groundwater source.

Source Name	MassDEP Source ID#	Source Type	Location of Source
Grindstone Well	2151001-01G	Ground Water	148 Henshaw Street, Leicester, MA

Is My Water Treated?

Our water system makes every effort to provide you with safe and pure drinking water. To improve the quality of the water delivered to you, we treat it to remove several contaminants.

We add a disinfectant to protect you against microbial contaminants.
We chemically treat the water to reduce lead and copper concentrations.
We aerate the water to reduce radon concentrations.
We filter the water to remove uranium and other naturally occurring radionuclides.
We filter the water to remove arsenic.

How Are These Sources Protected? MassDEP has prepared a Source Water Assessment and Protection (SWAP) report for the water supply sources serving this water system. The SWAP Report assesses the susceptibility of public water supplies.

SUBSTANCES FOUND IN TAP WATER

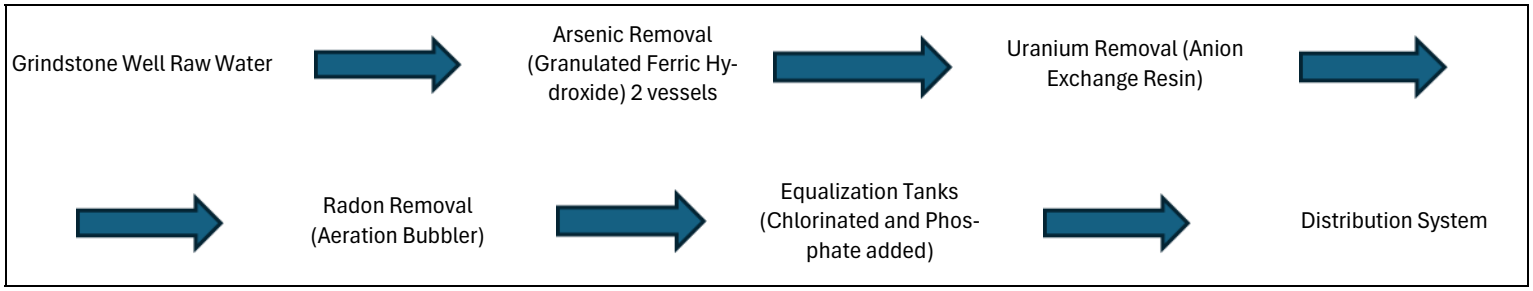
Sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals, and in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from 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 result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, and farming.

How Grindstone Well water is treated

The following is a flow diagram of how the water from Grindstone Well is treated and enters into the Distribution system



Grindstone Arsenic Removal Media Vessels

Grindstone Equalization Tanks (prior being pumped into system)

SUBSTANCES FOUND IN TAP WATER (Cont.)

Pesticides and herbicides - which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
Organic chemical 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 stormwater runoff and septic systems.
Radioactive contaminants - which can be naturally occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, MassDEP and U.S. Environmental Protection Agency (EPA) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration (FDA) and Massachusetts Department of Public Health (DPH) regulations establish limits for contaminants in bottled water that must provide the same protection for public health. 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. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at 800-426-4791.

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

IMPORTANT DEFINITIONS

Maximum Contaminant Level (MCL) – The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.
Maximum Contaminant 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 Residual Disinfectant Level (MRDL) -- The highest level of a disinfectant (chlorine, chloramines, 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 Level Goal (MRDLG) -- The level of a drinking water disinfectant (chlorine, chloramines, chlorine dioxide) below which there is no known of expected risk to health.
MRDLG's 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 a contaminant 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.
Unregulated Contaminants: Unregulated contaminants are those for which EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining their occurrence in drinking water and whether future regulation is warranted.

90th Percentile – Out of every 10 homes sampled, 9 were at or below this level.

ppm = parts per million, or milligrams per liter (mg/l)
NTU = Nephelometric Turbidity Units
ppb = parts per billion, or micrograms per liter (ug/l)

ppt = parts per trillion, or nanograms per liter (ng/L)
pCi/l = picocuries per liter (a measure of radioactivity)
ND – Not detected; the contaminant value measured was not above the detection level of the test method.
Secondary Maximum Contaminant Level (SMCL) – These standards are developed to protect the aesthetic qualities of drinking water and are not health based.
Massachusetts Office of Research and Standards Guideline (ORSG) – This is 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.
Level 1 Assessment: A Level 1 Assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system

CVRWD WATER QUALITY TEST RESULTS

The water quality information presented in the tables is from the most recent round of testing done in accordance with the regulations. All data shown was collected during the last calendar year unless otherwise noted in the tables.

Microbiological Contaminants: Bacteria in the Total Coliform group are naturally present in the environment and are not necessarily harmful. We test for this group of bacteria because their presence indicate that conditions are right for the presence of more harmful microorganisms. Throughout the course of 2024, the District collected 157 samples for Microbiological Contaminants. The District did not have any positive samples for Total Coliform throughout the entire year of 2024.

LEAD AND COPPER

	Date(s) Collected	90^{TH} percentile	Action Level (AL)	MCLG	# of sites sampled	# of sites above Action Level	Exceeds Action Level (Y/N)	Possible Source of Contamination
Lead (ppb)	June 1 – Sept 30	0.0026	15	0	41	0	N	Corrosion of household plumbing systems
Copper (ppm)	June 1 - Sept 30	0.202	1.3	1.3	41	0	N	Corrosion of household plumbing systems

* 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 home plumbing. The CVRWD is responsible for providing high-quality drinking water but cannot control the variety of materials used in plumbing and plumbing components. When your water is unused for several hours, you can minimize the potential for lead exposure by running 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 www.epa.gov/safewater/lead.

DISINFECTANTS AND DISINFECTION BY-PRODUCTS

Regulated Contaminant	Date(s) Collected	Highest Running Annual Average	Range	MCL	MCLG	Violation (Y/N)	Possible Source(s) of Contamination
Total Trihalomethanes (TTHMs) (ppb)	Quarterly	49.2	19.3 – 67.5	80	-----	N	Byproduct of drinking water chlorination
Haloacetic Acids (HAA5) (ppb)	Quarterly	4.2*	0 - 2.06	60	-----	N	Byproduct of drinking water disinfection
Free Chlorine (ppm)	Monthly	0.34*	0.07- 0.67	4	4	N	Water additive used to control microbes

** Highest running annual average (RAA) is the highest average of four consecutive quarters. This value is used to

CVRWD WATER QUALITY RESULTS (Cont.)

INORGANIC CONTAMINANTS

REGULATED CONTAMINANT	DATE COLLECTED	HIGHEST RESULT OR RUNNING ANNUAL AVERAGE	RANGE	MCL	MCLG	VIOLATION	POSSIBLE SOURCE (S) OF CONTAMINATION
ARSENIC	2024	0.0032	0.0016 - 0.0052	0.01		N	Erosion of natural deposits; runoff from orchards or electronics production wastes

Regulated Contaminant	Highest Result or Running Annual Average (ppm)	Range	MCL	MCLG	Violation (Y/N)	Possible Source(s) of Contamination
Per and Polyfluoroalkyl Substances– PFAS6 (PPT)	0	n/a	20	0	N	Discharges and emissions from industrial and manufacturing sources associated with the production or use of these PFAS, including production of moisture and oil resistant coatings on fabrics and other materials. Additional sources include the use and disposal of products containing these PFAS, such as firefighting foams.

RADIOACTIVE CONTAMINANTS

REGULATED CONTAMINANT	DATE COLLECTED	HIGHEST RESULT OR RUNNING ANNUAL AVERAGE	RANGE	MCL	MCLG	VIOLATION	Possible Source(s) of Contamination
URANIUM (ug/L)	2024	<1.00	<0.01	30		N	Erosion of Natural Deposits
RADON- 222 (pCi/L)	2024	9448.2	93.18-28,150			N	

** Radon testing is optional, unless specifically required by DEP. The MA guideline for Radon is 10,000 pCi/L. The EPA has proposed a Radon MCL of 300-4,000pCu/L

Other Analysis (CVRWD)

The compounds in this table are general measures of water chemistry. There are no established limits for these compounds since they are not recognized as having significant health effects at levels found in drinking water. These compounds are sometimes referred to as secondary contaminants. At certain levels some of these may discolor the water or create a bad taste. Some of these compounds are tested directly in the Districts Treatment facility and at sampling locations throughout the Distribution System, others are tested annually and analyzed by a state approved lab.

SUBSTANCE	AVERAGE	RANGE DETECTED	TYPICAL SOURCE
Alkalinity	12.5 ppm	11.5 - 54.5 ppm	Naturally occurring. Buffering capacity of water.
Aluminum	0.0373 ppm	tested annually	Natural sources and water treatment processes.
Calcium	8.65 ppm	tested annually	Natural Sources and water treatment processes.
Chloride	37.9 ppm	tested annually	Natural and manmade sources..
Hardness	26.5 ppm	tested annually	Naturally occurring. An indirect measure of Calcium and
Iron	Non Detected	tested annually	Natural sources and old water mains.
Orthophosphate	1.48 ppm	0.1-3.0 ppm	Added to water during treatment as corrosion inhibitor.
pH	7.46units	6.1-9.0 units	Measure of the acidity or basicity of water.
Sulfate	Non Detected	tested annually	Natural sources and water treatment processes.
Temperature	58 ^{0} Fahrenheit	41-73 ^{0} Fahrenheit	Natural processes.
Total Dissolved Solids	42 ppm	tested annually	Natural sources.
Zinc	Non Detected	tested annually	Natural sources and some galvanized plumbing material.
Magnesium	1.20 ppm	tested annually	
Manganese	0.00995 ppm	tested annually	
Potassium	2.27 ppm	tested annually	

CITY OF WORCESTER WATER QUALITY RESULTS

Turbidity	Maximum Turbidity Measured	Lowest Monthly % of Measurements Below Turbidity Limits	Number of Measurements > 1.0 NTU	Turbidity Limits (Combined For All Filters)
Turbidity (Combined for all filters)	0.256 NTU	100%	0	Less than or equal to 0.3 NTU in 95% of monthly measurements; No measurement can exceed 1 NTU.
Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of water quality.				
*Monthly turbidity compliance is related to a specific treatment technique (TT). Our system filters the water so at least 95% of our samples each month must be below the turbidity limits specified in the regulations.				

Regulated Contaminant	Highest Result or Running Annual Average (ppm)	Range	MCL	MCLG	Violation (Y/N)	Possible Source(s) of Contamination
Inorganic contaminants (IOC's)						
Barium (ppm)	0.01	----	2	2	N	Erosion of natural deposits;
Fluoride (ppm)	0.06	----	4	4	N	Erosion of natural deposits;
Nitrate Nitrogen (ppm)	0.52	----	10	10	N	Erosion of natural deposits; fertilizer, wastewater

Regulated Contaminant	Highest Result or Running Annual Average (ppm)	Range	MCL	MCLG	Violation (Y/N)	Possible Source(s) of Contamination
Inorganic contaminants (IOC's)						
Per and Polyfluoroalkyl Substances– PFAS6 (PPT)	1.9	n/a	20	0	N	Discharges and emissions from industrial and manufacturing sources associated with the production or use of these PFAS, including production of moisture and oil resistant coatings on fabrics and other materials. Additional sources include the use and disposal of products containing these PFAS, such as fire-fighting foams.

Unregulated and Secondary Contaminants	Result or Range Detected	Average Detected	SMCL	ORSG or Health Advisory	Possible Source
Sodium (ppm)	21	----	----	20	Natural sources; runoff from road salt; by-product of treatment process
Perfluorohexanoic acid - PFHxA (ppt)	0.0014 - 0.0032	0.0023	----	†	

†There is no ORS Guideline for this compound.

Other Analysis

The compounds in this table are general measures of water chemistry. There are no established limits for these compounds since they are not recognized as having significant health effects at levels found in drinking water. These compounds are sometimes referred to as secondary contaminants. At certain levels some of these may discolor the water or create a bad taste. Many of these measurements are made as another way of tracking the effectiveness of Worcester's treatment processes.

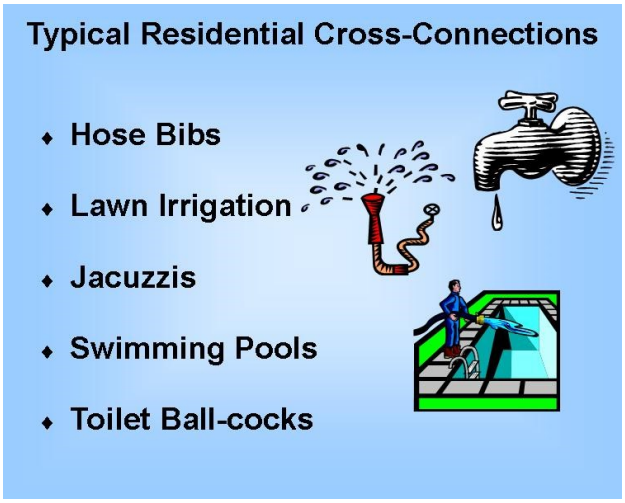
SUBSTANCE	AVERAGE	RANGE DETECTED	TYPICAL SOURCE
Alkalinity	13.1 ppm	7.9– 17.9 ppm	Naturally occurring. Buffering capacity of water.
Aluminum	0.083 ppm	0.015-1.3 ppm	Natural sources and water treatment processes.
Calcium	8.5 ppm	0.056 – 13.6 ppm	Natural Sources and water treatment processes.
Chloride	28.9 ppm	14.9 - 41 ppm	Natural and manmade sources.
Conductivity	142.2 umhos/cm	108 - 190 umhos/cm	An indirect measure of dissolved solids.
Hardness	24.1 ppm	17.2 - 30.6 ppm	Naturally occurring. An indirect measure of Calcium and
Iron	0.147 ppm	0.050-0.29 ppm	Natural sources and old water mains.
Orthophosphate	0.555 ppm	0.406 -0.78 ppm	Added to water during treatment as corrosion inhibitor.
pH	7.44units	6.87– 8.18 units	Measure of the acidity or basicity of water.
Sulfate	8.6 ppm	7.0 –11.4 ppm	Natural sources and water treatment processes.
Temperature	14.28 °Celsius	1.6—24.4 °Celsius	Natural processes.
Total Organic Carbon	2.3 ppm	1.49 - 4.97 ppm	Natural sources.
Total Phosphate	0.806 ppm	0.09 -1.03 ppm	Added to water during treatment as corrosion inhibitor.
Zinc	0.004 ppm	0.001- 0.023 ppm	Natural sources and some galvanized plumbing material.

IMPORTANT INFORMATION

Cross Connections

A cross connection is a connection between a drinking water pipe and a polluted or non-potable source. Fluctuation in water pressure can cause water to be siphoned or sucked backwards through pipes and hoses. Hoses are the most common extension of a plumbing system and the item most likely to cause an accidental poisoning of your water. Hoses are often connected to swimming pools, laundry sinks and lawn chemical sprayers. Water flowing backwards into your home will bring contaminants or poisons with it. To prevent this from happening, every hose faucet connection should have a device called a **Hose Bibb Vacuum Breaker**. These are inexpensive and are available from your local plumbing contractor or supplier. As required by Massachusetts Drinking Water Regulations, 310 CMR 22.22 (3) (b), the District has an approved Cross Connection Program Plan. This means that all cross connections in Cherry Valley and Rochdale Water District's businesses that are supplied by public water are surveyed by a certified backflow tester on an annual basis. For additional information on cross connections and the status of CVRWD's cross connection program, please contact us at (508) 892-9616.

EXAMPLES:



Mandatory Water Ban - May 1 until September 30

The Board of Water Commissioners voted on April 18, 2023, to adopt the Outdoor Water Use Regulation, which mandates water use restrictions effective **May 1 until September 30 annually.** The Regulation is in response to the annual conservation conditions set forth in the District's Water Management Act Permit issued by MassDEP. The purpose of the Regulation is to protect, preserve and maintain public health, safety, welfare and the environment by ensuring an adequate supply of water for drinking and fire protection and to protect the quality and quantity of water in local aquatic habitants such as ponds, rivers and wetlands.

A copy of this notice was distributed to all building occupants, tenants and water users.

Furthermore the ban is approved and enacted on an annual basis and is in effect for the same period in 2024.

Water Use Restrictions

Mandatory conservation prohibits the following non-essential outdoor activities from occurring between the hours of 9:00 AM and 5:00 PM.

a). irrigation of lawns via automatic lawn sprinkler systems; **b).** washing of vehicles except in a commercial car wash; and **c).** washing of exterior building surfaces, parking lots, driveways, or sidewalks, except as necessary to apply paint, preservatives, stucco, pavement or cement.

Automatic sprinkler system shall mean any system for watering vegetation other than a hand-held hose or bucket.

Any person violating this by-law shall be liable to the District in the amounts listed below:

1). First violation: Written warning, 2). Second violation: $200.00

3). Third violation: $300.00, 4). Fourth and subsequent violations: $500.00

Each day of violation shall constitute a separate offense. Fines shall be recovered by complaint before the District Court, or by non-criminal disposition in accordance with section 21D of chapter 40 of the general laws. For purposes of non-criminal disposition, the enforcing person shall be any police officer of the town or the water superintendent or the superintendent's designee. If a State of Water Supply Emergency has been declared the water Commissioners may, in accordance with G.L. c 40, s. 41A, shut off water at the meter or the curb stop.

A complete copy of Article VIII- Water Use Restriction of the CVRWD Rules and Regulations can be viewed at the district's web site www.cvrwd.com.

WATER CONSERVATION TIPS FOR RESIDENTS

Water Conservation Public Outreach Information Tips and Useful Links:
Water conservation is an important way to protect our drinking water by ensuring that we do not diminish our resource. As much as 97% of the world's water is salt water, leaving 3% freshwater, two-thirds of which is stored as icecaps or glaciers. This leaves 1% of the world's water for drinking. Water conservation will help all us sustain the precious 1%. CVRWD water conservation public outreach information, tips and useful links to other water conservation web sites will be published and updated on www.cvrwd.com.

Other Conservation Links:
http://www.wateruseitwisely.com/100-ways-to-conserve/index.php
http://eartheasy.com/live_water_saving.htm
http://www.ecy.wa.gov/programs/wr/ws/wtrcnsv.html

IMPORTANT INFORMATION ABOUT LEAKS

Hole Diameter	Inches	Water wasted per month (gallons)	Water wasted per month (cubic feet)	Added cost to homeowner per month *
O	1/4	393,833	52,651	$9,801.05
O	1/8	98,666	13,190	$2,366.60
○	1/16	24,666	3,297	$502.75
◦	1/32	6,166	824	$87.67

Having difficulty paying your bills?
We understand that due to the high-water rates and current economic status, many people are facing difficult decisions and are struggling to make ends meet. We want to inform the CVRWD customers that if you are having difficulty paying your monthly water bill, we ask that you contact the District office at 508-892-9616 to communicate your situation. We are more than happy to help you to establish a payment plan or provide you with conservation suggestions that could reduce your future water bills. Again, we understand that everyone is experiencing hardships and we want to express our willingness to assist you.

Payment Options! ***Save time, Pay online!*** At **www.cvrwd.com.** ***Electronic-Bills also available for all customers. Please contact the District office for more information.***