2022 Water Quality Report

www.cvrwd.com 508-892-9616

The Cherry Valley and Rochdale Water District (CVRWD)

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.

PUBLIC WATER SYSTEM INFORMATION

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Arthur E. J. Levesque Clerk: Cheryl Balkus
Robert H. Lemieux Sr.

WATER SYSTEM UPDATE:

GRINDSTONE WELL

Since 2020 the District has been working to place the Grindstone well back into active use to help the District reduce the cost of purchasing of water from the City of Worcester. Since the approval of this project CVRWD staff have taken on tasks within the reactivation project to help reduce the overall cost of the project. Staff replaced media in treatment vessels and installed over 200 feet of water main to relocate the Worcester Booster pump into the pumping station. In late 2021 Baystate Regional Contractors were awarded the contract to complete work to bring the well back into use. Throughout 2022 Baystate completed the necessary work to bring the well into operation. Activation was delayed due to supply chain issues, and the failure of a well pump that was not originally planned to be replaced. On December 2nd, 2022, MassDEP issued a reactivation letter allowing CVRWD to officially place Grindstone back into operation. At the 2022 annual meeting the budget that was approved reflected a $114,000 reduction to the City of Worcester line item. During the course of 2023 Staff operating and tracking the wells production to see if there is any additional reduction to the cost associated with purchasing water from the City of Worcester.

Inflation

Since COVID-19 Pandemic, the District has been dealing with the same inflation and cost increases that all our customers have been dealing with. Budgeting for the entire year poses challenges when it comes to the ever so often price increases that occur. CVRWD staff does their very best to project cost increases into the budgeting process while still working to maintain the current water rates that are currently in place. CVRWD goal is to continue to provide clean and safe drinking water to the people of the District and maintain the aging infrastructure within the budgeted funds for the District on an annual basis.

Hydrant Flushing

The Water District works to flush fire hydrants within the Distribution system based off 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 improve 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 2022 a Uni-directional flush was completed in the spring and due to drought conditions there was no fall flushing. Uni-directional flushing is planned if not already completed for spring of 2023

Valve Exercising

Since 2018 the District has been working with the developed valve exercising program to inspect and ensure the working capabilities of the gate valves located within the District. Valve exercising is a task that MassDEP recommends all water utilities complete on an annual basis. This task ensures that all control valves in the street are in functional working condition in case they are needed in an emergency. In order to conduct this program, the staff researched through old record drawings to find the locations of valves throughout the system. The system has been divided into 3 different sections, with one section being complete each year. Last year District staff completed the third section of the systems valves. In the coming year, the program will start over again with the first section being exercised.

Leak Detection
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 numerous leaks. This allowed District Staff to address these leaks in a timely manner to minimize the effect on the ratepayers.

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 2022 one of the 2 tanks located on West St. 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 the 2nd tank on West St. will be cleaned and inspected.

Annual Financial Audit
The firm of Spinnelli Accountant and Advisors CPA conducted the annual financial audit for years ending June 30, 2021, and 2022. The audit concluded that the District continues to demonstrate good financial accountability.

Opportunities for Public Participation
If you would like to participate in discussions regarding your water quality, you may attend the Board of Water Commissioners' meetings on the 1st and 3rd Tuesday of every month either in person or virtual. In accordance with the new Open Meeting Law, please refer to official postings of future meeting agendas at your local Town Hall.

YOUR DRINKING WATER SOURCE (WORCESTER WATER)

Your Water 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
- Quinapoxet Res. (Holden, Princeton) 1,100.0 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.

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.

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

Water Treatment (Worcester)

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.

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).**

In calendar 2022, the Water Filtration Plant treated 8,302,352,614 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.
* **Corrosion Control—**A blended phosphate corrosion inhibitor is added to make the water less corrosive.

YOUR DRINKING WATER SOURCE (CVRWD - GRINDSTONE WELL)

Where Does My Drinking Water Come From?

In addition to the City of Worcester surface water sources, our water system is supplied by the CVRWD Grindstone Well 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

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.

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 2022, the District collected 120 samples for Microbiological Contaminants. The District did not have any positive samples for Total Coliform throughout the entire year of 2022.

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)	July 1 - Sept 30	2.2	15	0	43	0	N	Corrosion of household plumbing systems
Copper (ppm)	July 1 - Sept 30	0.179	1.3	1.3	43	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	50	25 - 73	80	-----	N	Byproduct of drinking water chlorination
Haloacetic Acids (HAA5) (ppb)	Quarterly	1.0*	0 - 1	60	-----	N	Byproduct of drinking water disinfection
Free Chlorine (ppm)	Monthly	0.70*	0.24 - 0.70	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 determine compliance. TTHM and HAA5 compliance reflects the highest locational RAA.

CVRWD WATER QUALITY RESULTS (Cont.)

REGULATED CONTAMINANTS							
Regulated Contaminant	Date(s) Collected	Highest Running Annual Average	Range	MCL	MCLG	Violation (Y/N)	Possible Source(s) of Contamination
Inorganic contaminants (IOC's)							
Arsenic (ppb)	11-21-2022	ND	—-	10	0	N	Erosion of natural deposits; runoff from orchards or electronics production wastes
Radiological Contaminants							
Uranium (ppb)	11-21-2022	ND	—-	30	0	N	Erosion of natural deposits

UNREGULATED CONTAMINANTS						
Unregulated Contaminants	Date(s) Collected	Result or Range Detected	Average Detected	SMCL	ORSG	Possible Source
Manganese (ppb)*	12-13-2022	5	—-	50	300	Erosion of natural deposits
Radon- 222 (pCi/L)**	11-21-2022	92	—-	NA	10,000	Natural Sources

* US EPA has established a lifetime health advisory (HA) value of 300 ppb for manganese to protect against concerns of potential neurological effects, and a one-day and 10-day HA of 1000 ppb for acute exposure.
** The MassDEP guideline for Radon is 10,000 pCi/L. The EPA has proposed a Radon MCL of 300-4,000 pCi/L

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)	0.212 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)	ND	----	4	4	N	Erosion of natural deposits
Nitrate Nitrogen (ppm)	0.03	----	10	10	N	Erosion of natural deposits; fertilizer, wastewater

Regulated Contaminant	Highest Result or Running Annual Average	Range	MCL	MCLG	Violation (Y/N)	Possible Source(s) of Contamination
Inorganic contaminants (IOC's)						
Per and Polyfluoroalkyl Substances– PFAS6 (ppt)	4.9	0-2	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)	17	----	----	20	Natural sources; runoff from road salt; by-product of treatment process
Perfluorohexanoic acid - PFHxA (ppt)	4.6	0.8	----	†	Manmade chemical; used in products to make them stain, grease, heat and water resistant
Perfluorobutanesulfonic acid - PFBS (ppt)	1.2	----	—-	2000	Manmade chemical; used in products to make them stain, grease, heat and water resistant

†There is no EPA or MassDEP 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.

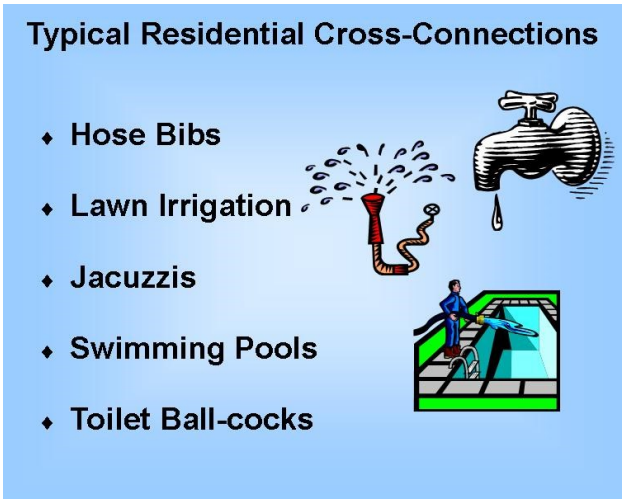
SUBSTANCE	AVERAGE	RANGE DETECTED	TYPICAL SOURCE
Alkalinity	14.0 ppm	7.5- 42.1 ppm	Naturally occurring. Buffering capacity of water.
Aluminum	0.049 ppm	0.011-0.385 ppm	Natural sources and water treatment processes.
Calcium	9.6 ppm	6.9-12.7 ppm	Natural Sources and water treatment processes.
Chloride	37.7 ppm	29-39 ppm	Natural and manmade sources.
Conductivity	186.2 umhos/cm	139-245 umhos/cm	An indirect measure of dissolved solids.
Hardness	29.3 ppm	21-345 ppm	Naturally occurring. An indirect measure of Calcium and
Iron	0.078 ppm	0.050-0.254 ppm	Natural sources and old water mains.
Orthophosphate	0.536 ppm	0.49-0.842 ppm	Added to water during treatment as corrosion inhibitor.
pH	7.54units	7.12-8.88 units	Measure of the acidity or basicity of water.
Sulfate	9.2 ppm	6.3-12 ppm	Natural sources and water treatment processes.
Temperature	15 °Celsius	1-25 °Celsius	Natural processes.
Total Organic Carbon	2.2 ppm	1.09-5.00 ppm	Natural sources.
Total Phosphate	1.00 ppm	0.27-1.58 ppm	Added to water during treatment as corrosion inhibitor.
Zinc	0.006 ppm	0.001- 0.044 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, 2023 until September 30, 2023

The Board of Water Commissioners voted on April 18, 2022, to instate the Outdoor Water Use Regulation, which mandates water use restrictions effective **May 1, 2023 until September 30, 2023.** The new 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.

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
o	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.***