2022 Consumer Confidence Report

South Hadley Fire District No.2 Water Department

***South Hadley*, Massachusetts**

MASSDEP PWSID # 1275001

Declaracao importante sobre a disponibildade da CCR 2022

Si desea una copia en español, comuníquese con el Departamento de Agua al (413) 532-9210

This report is a snapshot of the drinking water quality that 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. We are committed to providing you with this information because informed customers are our best allies.

Water System Improvements

Our water system is routinely inspected by the Massachusetts Department of Environmental Protection (MassDEP). MassDEP inspects our system for its technical, financial, and managerial capacity to provide safe drinking water to you. To ensure that we provide the highest quality of water available, your water system is operated by a Massachusetts certified operator who oversees the routine operations of our system. As part of our ongoing commitment to you, last year we made the following improvements to our system:

Extensive leak detection and repair, valve maintenance District wide, and Converted Hydrants old to new.

Opportunities for Public Participation

To become involved with the water quality decisions you may participate in public meetings, held every second Thursday of each month at 5:30 P.M. (unless otherwise posted), in the South Hadley Fire District No. 2 meeting room, 20 Woodbridge Street, South Hadley.

YOUR DRINKING WATER SOURCE

Where Does My Drinking Water Come From?
South Hadley Fire District No.2 pumps groundwater from our wells at Dry Brook Station Aquifer MASS DEP # 04G and 05G. The quality of water that we are able to pump in any given minute, day, month or year is strictly governed by the Massachusetts Department of Environmental Protection. Back-up water supplies would come from South Hadley Fire District No.1 in case of an emergency. We have seven (7) interconnections between the two systems.

In 2022 we pumped 136,831,000 gallons of water from our ground water wells. Delivering safe drinking water to our customers is our highest priority. Our team appreciates the trust you put in us every day when you turn on the tap. We are committed to honoring that trust and delivering a quality product and world class service to our customers. If you have any questions or comments about your drinking water on this report, please call our office at 413-532-9210.

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 contaminants.

- We add sodium hypochlorite (liquid chlorine) for disinfection to maintain compliance with MCLs or action levels.

The water quality of our system is constantly monitored by us and MassDEP to determine if any future treatment may be required.

How Are These Sources Protected?
In order to maintain water quality within your home, it is suggested by the South Hadley Fire District No. 2 Water Department that you remove and clean each faucet aerator twice annually. Aerators are the screens that screw into the end of the faucet.

Our goal is to provide you with a continuous supply of quality drinking water. We welcome comments and suggestions you may have to help us reach and maintain that goal.

Protecting Your Water Source

SWAP (Source Water Assessment Program) is a program of the Massachusetts Department of Environmental Protection (DEP) to study existing and potential threats to the quality of public drinking water sources throughout the state. Sources are rated depending upon their contaminant susceptibility.
The Massachusetts Department of Environmental Protection (DEP) has prepared a Source Water Assessment Program (SWAP) report for the South Hadley Fire District No. 2 Water Department. We use this report to assess and improve our water. Copies of this report are available upon request, or by logging on to:
https://www.mass.gov/service-details/the-source-water-assessment-protection-swap-program

Water Quality Statement
The data presented in the table Detected Contaminants is the same data collected to comply with U.S. EPA and the Massachusetts state monitoring and testing requirements. We have learned through our testing that some contaminants have been detected well below the levels set by the EPA. To assure high quality water, individual water samples are taken each year for chemical, physical and microbiological tests. Tests are done on water taken from the source and, for lead and copper monitoring, from the customer's tap. Testing can pinpoint a potential problem so that preventative action may be taken.

Residents can help protect sources by:

- Practicing good septic system maintenance
- Supporting water supply protection initiatives
- Taking hazardous household chemicals to hazardous materials collection days
- Contacting the water department or Board of Health to volunteer for monitoring or education outreach to schools
- Limiting pesticide and fertilizer use, etc.

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.

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, the Department of Environmental Protection (MassDEP) and U.S. Environmental Protection Agency (EPA) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The 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 (800-426-4791).

Important Health Information

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 (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. South Hadley Fire Dist. No.2 Water Department 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 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.

PFAS/PFOAS – Perfluorooctanoic acid (PFAO) is part of a large group of lab-made chemicals known as perfluoroalkyl and polyfluoroalkyl substances (PFAS). Some of these chemicals have been in commercial use since the 1940s and are used to make Fluoropolymer coating and products that resist heat, oil, stains, grease, and water. Studies are being conducted currently to determine the long-term effects in exposure to these substances. Currently the South Hadley District 2 water source has been tested resulting in levels of NO DETECTION for PFAS and PFOAS.

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.

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

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

Secondary Maximum Contaminant Level (SMCL) – These standards are developed to protect the aesthetic qualities of drinking water and are not health based.

Unregulated Contaminants
Unregulated contaminants are those for which EPA has not established drinking water standards. The purpose of unregulated monitoring is to assist EPA in determining their occurrence in drinking water and whether future regulation is warranted.

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 expected risk to health.
MRDLG's do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Abbreviation's

ppm = parts per million, or milligrams per liter (mg/l)
ppb = parts per billion, or micrograms per liter (ug/l)
ppt = parts per trillion, or nanograms per liter
pCi/l = picocuries per liter (a measure of radioactivity)
MFL = Million Fibers per Liter
NTU = Nephelometric Turbidity Units
ND = Not Detected
N/A = Not Applicable
Mrem/year+ millimrems per year (a measure of radiation absorbed by the body)

WATER QUALITY TESTING RESULTS

What Does This Data Represent?

The water quality information presented in the table 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 table.

Regulated Contaminant	Date(s) Collected	Highest Result or Highest Running Average Detected	Range Detected	MCL or MRDL	MCLG or MRDLG	Violation (Y/N)	Possible Source(s) of Contamination
Asbestos (ppm)	2022	<.17	<.17	7 MFL	7MFL	**NO**	Byproduct from Asbestos Water Main
Chlorine (ppm)	2021	.52	.38	4	4	**NO**	Water additive used to control microbes
Haloacetic acids (ppb)	2021	N/A	No Detection	.060	.060	**NO**	By Product of drinking water chlorination
Nitrate (ppm) Well 1	2021	1.08	.84	10	10	**NO**	Runoff from fertilizer use; leaching from septic tanks; sewage; erosion of natural deposits
Nitrate (ppm) Well 2	2021	1.07	.84	10	10	**NO**	Runoff from fertilizer use; leaching from septic tanks; sewage; erosion of natural deposits
Nitrate (ppm) Well 1	2022	0.84	0.84	10	10	**NO**	Runoff from fertilizer use; leaching from septic tanks; sewage; erosion of natural deposits
Nitrate (ppm) Well 2	2022	0.84	0.84	10	10	**NO**	Runoff from fertilizer use; leaching from septic tanks; sewage; erosion of natural deposits
Perchlorate (ppb)	2021	No Detection	No Detection	2	2	**NO**	Rocket propellants, fireworks, munitions, flares, blasting agents
Trihalomethanes (ppb)	2021	.00329	.00329	.080	.080	**NO**	By Product of drinking water chlorination

UNREGULATED CONTAMINATS

2021

Unregulated Contaminant	Date(s) Collected	Highest Result or Highest Running Average Detected	Range Detected	MCL or MRDL	MCLG or MRDLG	Violation (Y/N)	Possible Source(s) of Contamination
Iron (ppm) Well – 1	2021	0.024	<.010	N/A	**0.3**	**No**	Erosion of Natural Deposits
Iron (ppm) Well – 2	2021	0.095	<.010	N/A	**0.3**	**No**	Erosion of Natural Deposits
Manganese (ppm) Well – 1	2021	<.001	<.001	N/A	**0.05**	**No**	Erosion of Natural Deposits
Manganese (ppm) Well -2	2021	0.003	0.002	N/A	**0.05**	**No**	Erosion of Natural Deposits

UNREGULATED CONTAMINATS

2022

Unregulated Contaminant	Date(s) Collected	Highest Result or Highest Running Average Detected	Range Detected	MCL or MRDL	MCLG or MRDLG	Violation (Y/N)	Possible Source(s) of Contamination
Iron (ppm) Well – 1	2022	0.012	0.012	N/A	**0.3**	**No**	Erosion of Natural Deposits
Iron (ppm) Well – 2	2022	<0.010	<0.010	N/A	**0.3**	**No**	Erosion of Natural Deposits
Manganese (ppm) Well – 1	2022	<.001	<.001	N/A	**0.05**	**No**	Erosion of Natural Deposits
Manganese (ppm) Well -2	2022	<.001	<.001	N/A	**0.05**	**No**	Erosion of Natural Deposits

COMPLIANCE WITH DRINKING WATER REGS

Does My Drinking Water Meet Current Health Standards?

We are committed to providing you with the best water quality available. We are proud to report that last year your drinking water met all applicable health standards regulated by the state and federal government.

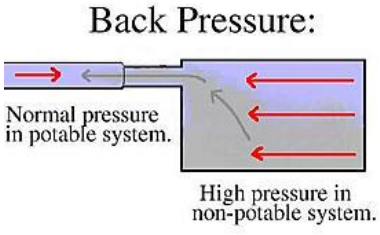
EDUCATIONAL INFORMATON

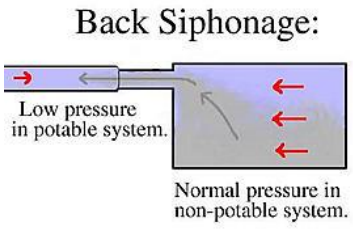
Cross-Connection Control and Backflow Prevention

The South Hadley Fire District No.2 Water Department makes every effort to ensure that the water delivered to your home and business is clean, safe and free of contamination. Our staff works very hard to protect the quality of the water delivered to our customers from the time the water is extracted via deep wells from underground aquifers or withdrawal point from a surface water source, throughout the entire treatment and distribution system. But what happens when the water reaches your home or business? Is there still a need to protect the water quality from contamination caused by a cross-connection? If so, how?

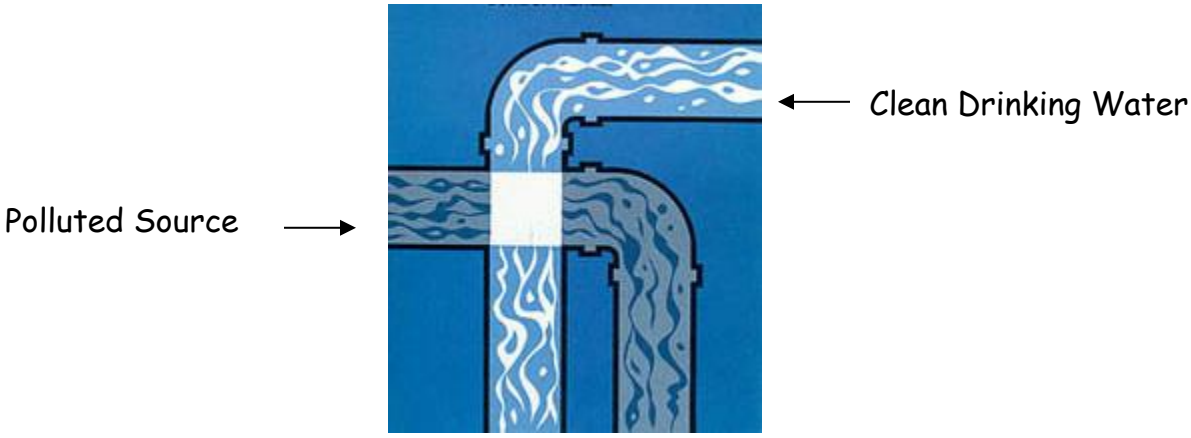
What is a backflow?

Backflow is the undesired reverse of the water flow in the drinking water distribution lines. This backward flow of water can occur when the pressure created by equipment or a system such as a boiler or air-conditioning is higher than the water pressure inside the water distribution line (back pressure), or when the pressure in the distribution line drops due to routine occurrences such as water main breaks or heavy water demand causing the water to flow backward inside the water distribution system (back siphonage). Backflow is a problem that many water consumers are unaware of, a problem that each and every water customer has a responsibility to help prevent.





What is a Cross Connection and what can I do about it?



A cross connection is a connection between a drinking water pipe and a polluted source. The pollution can come from your own home. For instance, you're going to spray fertilizer on your lawn. You hook up your hose to the sprayer that contains the fertilizer. If the water pressure drops at the same time you turn on the hose, the fertilizer may be sucked back into the drinking water pipes through the hose. This problem can be prevented by using an attachment on your hose called a backflow-prevention device.

The South Hadley Fire District No.2 Water Department recommends the installation of backflow prevention devices, such as a low-cost hose bib vacuum breaker, for all inside and outside hose connections. You can purchase this at a hardware store or plumbing supply store. This is a great way for you to help protect the water in your home as well as the drinking water system in your town! For additional information on cross connections and on the status of your water systems cross connection program, please contact us at 413-532-9210.

What can I do to help prevent a cross-connection?
Without the proper protection something as simple as a garden hose has the potential to contaminate or pollute the drinking water lines in your house. In fact over half of the country's cross-connection incidents involve unprotected garden hoses. There are very simple steps that you as a drinking water user can take to prevent such hazards, they are:

- NEVER submerge a hose in soapy water buckets, pet watering containers, pool, tubs, sinks, drains, or chemicals.
- NEVER attached a hose to a garden sprayer without the proper backflow preventer.
- Buy and install a hose bibb vacuum breaker in any threaded water fixture. The installation can be as easy as attaching a garden hose to a spigot. This inexpensive device is available at most hardware stores and home-improvement centers.
- Identify and be aware of potential cross-connections to your water line.
- Buy appliances and equipment with backflow preventers.
- Buy and install backflow prevention devices or assemblies for all high and moderate hazard connections.

If you are the owner or manager of a property that is being used as a commercial, industrial, or institutional facility you must have your property's plumbing system surveyed for cross-connection by your water purveyor. If your property has NOT been surveyed for cross-connection, contact your water department to schedule a cross-connection survey.

Important Notice

Paying Bills:
If you need to pay a water bill while the office is closed to the public, there are three options to pay.

1.) You can send in your payment by US Post Office.
2.) You may leave your payment in the drop box located at the office at:
20 Woodbridge Street. The box is located to the right of the door and is collected daily. If you choose to use the drop box for security reasons, please do not leave cash.
3.) You can pay your bill online at www.shdistrict2.org

South Hadley Fire District No. 2 Water Department
20 Woodbridge Street
South Hadley MA 01075
Tele: 413-532-9210 – Web Address: www.shdistrict2.org

Water Commissioners

Frank DeToma, Chair

Katherine Bedard, Clerk

Dan Luis, Member

Superintendent

Timothy Cauley

Staff

Tyler Scheinost, Water Systems Operator, Foreman/Backflow Coordinator

Michael Bourbeau, Water Systems Operator

Dylan Koske, Entry Level Field Employee

Joanne Carbin-Bryan, Administrative Assistant

Office Hours: Monday through Friday, 8:30 a.m. till 2:30 p.m.

Beginning in 2016, South Hadley Fire District No.2 (SHFD2) no longer mails individual copies of the Consumer Confidence Report to customers, as it is available electronically by following the link on your water bill. Printed copies will be available in our office on or before July 1, 2022. If you have any questions, please contact the Water Department during regular business hours, Monday through Friday, from 8:30 AM until 2:30 PM