



2015 Annual Drinking Water Quality Report
For
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.

PUBLIC WATER SYSTEM INFORMATION

Address:	148 Henshaw Street, Leicester, MA 01524		
Mailing Address:	P.O. Box 138, Rochdale, MA 01542		
Telephone #:	(508) 892-9616	Fax #:	(508) 892-4371
E-mail:	info@cvrwd.com	Internet Address:	www.cvrwd.com
Contact Person:	Michael F. Knox, Superintendent		
Board of Commissioners:	Kevin M. Bergin, Chairman Arthur E. J. Levesque Michael L. DellaCava, Sr.	Treasurer:	Jennifer M. Wood
		Clerk:	Carla A. Davis

WATER SYSTEM IMPROVEMENTS:

UDF Hydrant Flushing

In May and June 2015 CVRWD staff completed the annual Uni-Directional Flushing (UDF) program. As previously stated the UDF hydrant flushing method is an extremely aggressive method of flushing the distribution system providing positive benefits by enhancing water quality, maintain chlorine residuals throughout the distribution system and verify proper operation of hydrants and valves. In the 2015 flushing program the CVRWD staff approached the flushing based on lessons learned from the previous years' program. This approach reduced the impact to district users and still maintained the benefits of the UDF method.

Also of special importance and note, the CVRWD staff consisting of Carla Davis, Jen Wood, Ben Morris and Mike Knox developed a tool that they named the "hydrant selfie". The UDF method normally requires two staff members to properly execute. One staff member performs the hydrant to hydrant flushing while the second staff member monitors the pressure of a control hydrant. The control hydrant allows the aggressive flush and prevents loss of water by limiting the flow of the flush hydrant based on the control hydrant's pressure. This was typically communicated between the staff members via cellular phone or portable radios. Implementing the use of the "hydrant selfie" freed up the staff member monitoring the control hydrant. By utilizing an iPhone and downloading a special free app staff was able to mount the "hydrant selfie" to the control hydrant and allow the staff at the flush hydrant to access and view the control hydrant pressure from a second iPhone. As you can imagine, the "hydrant selfie" saved the District time and money and further freed up a staff member to perform as important operational and maintenance tasks that otherwise would have been delayed until the UDF flushing was completed.

Peter Salem – Bunker Hill Road Gate Valve Project

In August 2015 CVRWD staff completed the Peter Salem – Bunker Hill Road gate valve replacement project. CVRWD staff discovered during the December 2014 leak survey that the valves located in this area were no longer operational. The project was completed in the allotted schedule and under budget. The Commissioners voted to return the surplus funds to be repurpose for future projects.

Slow Sand and Arsenic Filtration Systems

CVRWD utilizes two water filtration technologies. Slow Sand Filtration has been the District's primary system since 1944. The slow sand filters are cleaned every ninety (90) days to ensure optimal performance. Typical life expectancy of the slow sand media is eight to ten years. The Arsenic Filtration was placed online in 2005 along with

the development of the Grindstone Well. The arsenic media is cleaned “or backwashed” every six months to ensure optimal performance. Unlike the slow sand media, the arsenic media has a life expectancy of eighteen months. In January 2015 the District’s staff completed the most recent removal and disposal of the spent arsenic media as well as the installation of the new media resulting in a generous cost savings.

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 2nd and 4th Monday of every month at 148 Henshaw Street. 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

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
Henshaw Pond	2151001-01S	Reservoir	148 Henshaw Street, Leicester, MA
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 filter the water to remove small particles and organisms such as sediment, algae and bacteria.*
- *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.

What is My System’s Ranking? The overall ranking of susceptibility to contamination for the system is “**high,**” based on the presence of at least one high- threat land use within the water supply protection areas. The CVRWD has four high-threat activities and land uses within the protection areas: Aquatic Wildlife, Stormwater Drains/Retention Basins, Electric Transmission Line Rights-of-Way and Transportation Corridors (Route 9 & Henshaw Street).

How is the CVRWD Addressing the SWAP Report? The District regularly submits written comments and participates in all Planning Board and Zoning Board of Appeals processes relating to land use within the watershed. In November of 1997, the District developed a comprehensive Surface Water Supply Protection Plan for Henshaw Pond that has been used as a model for other communities state-wide. The District further participated in the development of the Town of Leicester’s Zoning By-laws called the Water Resources Protection Overlay District. The District regularly conducts on-site inspections of land use within the watershed and communicates such activities with the Town of Leicester Code Enforcement Officer to implement corrective action as warranted.

What Can I Do to Help? Please do not underestimate your impact on your water supply. You can help protect water supplies by supporting local protection plans and initiatives implemented by the Town of Leicester and the CVRWD. Also, practicing good septic system maintenance, taking hazardous household chemicals to designated collection sites and limiting pesticide and fertilizer use will help ensure a clean water supply.

Where Can I See The SWAP Report? The complete SWAP report is available by contacting the Cherry Valley and Rochdale Water District at 508-892-9616. It is also available online at www.mass.gov/eea/docs/dep/water/drinking/swap/cero/2151001.pdf

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, 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 or 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.

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) 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.

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.

WATER QUALITY TESTING 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.

	Date(s) Collected	90 TH percentile	Action Level	MCLG	# of sites sampled	# of sites above Action Level	Exceeds AL (Y/N)	Possible Source of Contamination
Lead (ppb)	9/23/14	2*	15	0	20	1	N	Corrosion of household plumbing systems
Copper (ppm)	9/23/14	0.2	1.3	1.3	20	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.

Bacteria	Highest # Positive in a month	MCL	MCLG	Violation (Y/N)	Possible Source of Contamination
Total Coliform	1	1	0	N	Naturally present in the environment

Turbidity	TT	Lowest Monthly % of Samples	Highest Detected Daily Value	Violation (Y/N)	Possible Source of Contamination
Daily Compliance (NTU)	5	-----	1.74	N	Soil runoff
Monthly Compliance*	At least 95% < 1 NTU	97%	-----	N	

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	Date(s) Collected	Highest Result or Running Annual Average	Range	MCL	MCLG	Violation (Y/N)	Possible Source(s) of Contamination
Inorganic Contaminants							
Barium (ppm)	4/8/15	0.014	----	2	2	N	Erosion of natural deposits;
Nitrate (ppm)	4/8/15	0.091	----	10	10	N	Runoff from fertilizers; natural deposits
Chromium (total) (ppb)	11/18/14	0.24	ND – 0.24	100	100	N	Discharge from pulp mills; erosion of natural deposits
Radioactive Contaminants							
Gross Alpha Activity (pCi/l)	2 quarters 2015	2.17	ND – 2.17	15	0	N	Erosion of natural deposits
Radium (226 & 228) (pCi/l)	4/8/15	0.07	----	5	0	N	Erosion of natural deposits
Disinfectants and Disinfection By-Products							
Total Trihalomethanes (TTHMs) (ppb)	Quarterly	86*	49 - 130	80	-----	Y	Byproduct of drinking water chlorination
Haloacetic Acids (HAA5) (ppb)	Quarterly	5*	ND – 6	60	-----	N	Byproduct of drinking water disinfection
Free Chlorine (ppm)	Monthly	1.52*	0.05 – 3.8	4	4	N	Water additive used to control microbes
Chlorite (ppm)	Daily and Monthly	0.15**	ND – 0.92	1	0.8	N	Byproduct of drinking water chlorination
Chlorine dioxide (ppb)	Daily	780	ND - 780	800	800	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 now uses the highest locational RAA.

** The chlorite compliance value is the average of a three-sample set, which is collected monthly.

Unregulated and Secondary Contaminants	Date(s) Collected	Result or Range Detected	Average Detected	SMCL	ORSG or Health Advisory	Possible Source
Radon (pCi/L)	4/8/15	140*	----	----	10,000	Erosion of natural deposits
Sodium (ppm)	4/8/15	27**	----	----	20	Natural sources; runoff from road salt; by-product of treatment process
Iron (ppb)	4/8/15	110	----	300	----	Naturally occurring
Manganese (ppb)	4/8/15 11/18/14	ND – 76*** 2.7 - 3.8	----	50	300	Erosion of natural deposits

* Radon is a radioactive gas that you cannot see, taste, or smell. Radon can move from the ground and into a home through cracks in the foundation. Radon can also get into the air when released from tap water while showering, washing dishes, and cooking. Compared to radon entering the home through soil, radon in tap water is a small source of radon in indoor air. Breathing indoor air containing radon can lead to lung cancer. Drinking water containing radon may also increase the risk of stomach cancer. To learn more about radon in air and water, call EPA's Radon Hotline at 800-SOS-RADON or consult the following EPA factsheet: <http://water.epa.gov/lawsregs/rulesregs/sdwa/radon/upload/Radon-Proposed-Consumer-Fact-Sheet.pdf>

** Sodium-sensitive individuals, such as those experiencing hypertension, kidney failure, or congestive heart failure, should be aware of the levels of sodium in their drinking water where exposures are being carefully controlled.

***US EPA and MassDEP have established public health advisory levels for manganese to protect against concerns of potential neurological effects.

What is the Unregulated Contaminant Monitoring Rule (UCMR3)?

In accordance with provisions in the Safe Drinking Water Act (SDWA), public water suppliers are required to monitor for up to 30 unregulated contaminants on a five-year cycle. Unregulated contaminants are those that don't yet have a drinking water standard set by the United States Environmental Protection Agency (EPA). The purpose of monitoring for these contaminants is to help EPA decide whether the contaminants should have a standard. For more information please see www.epa.gov/sites/production/files/2015-10/documents/ucmr3_factsheet_general.pdf.

UCMR3 Results Unregulated Contaminants	Date(s) Collected	Result or Range Detected	Average Detected	ORSG or EPA Health Advisory	Possible Source
Chlorate (ppb)	11/18/14	100 – 110	105	---	Byproduct of drinking water disinfection
Strontium (ppb)		60 - 69	65	4000	Erosion of natural deposits

COMPLIANCE WITH DRINKING WATER REGULATIONS

The CVRWD is committed to providing you with the best water quality available. However, some contaminants that were tested in 2015 and in previous years did not meet all applicable health standards regulated by the state and federal government.

Our water system and MassDEP monitor and record the effectiveness of actions taken in response to contaminant violations. In addition, we have signed a Consent Order that requires the CVRWD to take steps to bring the water system into compliance.

Administrative Consent Order Action Plan - updates

CVRWD entered into an Administrative Consent Order (ACO) with MassDEP in May 2012, superseded by a revised ACO in March 2013 for violations of the Surface Water Treatment Rule (SWTR) specifically "turbidity" and "contact time", the Disinfectant/Disinfection Byproduct Rule (DBPR) specifically Total Trihalomethanes, the Total Coliform Rule (TCR) specifically "total coliform bacteria", failure of the Grindstone Well arsenic treatment system, as well as to address other water quality issues. The ACO established a schedule for the District to perform several upgrades and expansion of the existing Water Treatment Facility for the Henshaw Pond and the Grindstone Well water supplies.

A Pilot Study performed to evaluate the Treatment technologies proposed as part of the upgrades and expansion of the existing Water Treatment Facility for the Henshaw Pond and Grindstone Well water supplies failed to demonstrate their effectiveness forcing the District to investigate alternate options.

During 2014, the District continued to meet with MassDEP to study and evaluate available options that included the purchase of water from the City of Worcester, the development of a new groundwater source, the construction of a new water treatment facility and financially share in the cost to develop Moose Hill Reservoir as a town-wide drinking water source. Results relating to the options evaluated included significant increases to the current rate structure, source supply limitations and site limitations. The two groundwater sources had limited capacity and the cost of development didn't support this type of source. The construction of new water treatment facility presented problems with the actual footprint of the new facility greater than the space available at the existing treatment facility.

Sharing in the cost to develop the Moose Hill Reservoir included high capital costs, the regulations associated with the approval process and the uncertainty that the source could be used by this District.

To that end, the District initiated the process that would enable the CVRWD to purchase water from the City of Worcester and was deemed the most cost effective approach by District consultants. A schedule was developed with the scope of work for a permanent interconnection between the City of Worcester and the CVR Water District runs from March 2015 to May 2017.

On April 17, 2015, CVRWD submitted a request to the Massachusetts Water Resources Commission (WRC) for a determination of insignificance (RDI) under the Interbasin Transfer Act (M.G.L. Chapter 21 §§ 8B-8D).

On July 9, 2015, the Massachusetts Water Resources Commission (WRC), in a vote unanimous of those present, found that the CRWD's request to purchase water from the City of Worcester was insignificant under the Interbasin Transfer Act (ITA).

On March 10, 2016, CVRWD received a DRAFT of the revised MassDEP permit as per the Massachusetts Water Management Act, and is in the process of responding to the Draft permit.

The Commissioners have informed MassDEP that as part of the local requirements the District is required to schedule a Special District Meeting to revise, amend and restate the original March 2012 vote. The Board expects to schedule a Special District Meeting in November 2016 to present the plan to purchase water from the City of Worcester and repurpose the 3.5 million dollar funding to pay for the construction costs to improve the interconnection and address outstanding deficiencies cited in the 2012 and 2013 MassDEP executed ACOs.

Sanitary Survey Notice of Noncompliance (NON) – February 24, 2014

In October 8, 2013 MassDEP conducted a Sanitary Survey. On February 24, 2014 the District received the Survey results that included a MassDEP issued Notice of Non Compliance NON-CE-14-5D027 listing 22 deficiencies. Generally speaking, the District has never received Survey results of this magnitude.

For more detailed information on the items listed in the Survey please contact Superintendent Michael F. Knox at 508-892-9616.

Updates on Previous Enforcement

In accordance with the provisions of the Consent Order all previous ongoing violations and compliance activity updates will be reprinted in the 2015 Consumer Confidence Report.

Total Trihalomethanes –2015 Quarters 3 and 4

Since December 2010 our water system has experienced noncompliance events with the Drinking Water Standard for Total Trihalomethanes (TTHMs). In the third and fourth quarter of 2015, our system exceeded the standard or Maximum Contaminant Level (MCL) for TTHMs. Under the revised Disinfectant By-Product Rule Stage 2 (DBPR) requirements we are required to monitor every month the drinking water for TTHM levels at two MassDEP approved sample sites. Additionally, compliance with the 80 parts per billion (ppb) TTHM MCL is now based upon each sample site, over a 12-month period known as the Locational Running Annual Average (LRAA). During quarters 3 and 4 2015 the results exceeded the 80 ppb LRAA. Trihalomethanes (THMs) are formed when chlorine added to the water for disinfection reacts with natural organic matter commonly found in surface waters. Our MCL violations resulted from the introduction of additional disinfectant at the Water Treatment Facility to manage turbidity levels and prevent a total coliform bacteria violation. The public was notified of this violation by newspaper and in their monthly water bills. **Some people who drink water containing Trihalomethanes in excess of the MCL over many years, experience problems with their liver, kidneys, or central nervous systems and may have increased risk of getting cancer.**

District personnel routinely monitor and measure the disinfectant residual levels at the point of entry to the distribution system and monitor Total Trihalomethanes monthly to maintain compliance with the revised Disinfectant By-Product Rule Stage 2 (DBPR).

Contact Time "CT" – 2012 to present

"Contact Time" - In order to ensure proper disinfection, water in the treatment plant must be in contact with chlorine or a similar disinfectant for a minimum amount of time. Disinfectant contact time requirements are routinely not being met before or at the first customer in violation of Surface Water Treatment Rule treatment

technique requirements. The first customer is the water office, requiring continuous public notice and provision of bottled water to occupants at the office. Interim compliance actions include collection of disinfectant measurements at a sampling station representing the second customer, to calculate SWTR contact time requirements for the remainder of the distribution system.

District personnel routinely monitor and measure the disinfectant residual levels / “contact time” daily at the sampling station to ensure compliance with the standards. There were no “CT” violations experienced in 2015 beyond the first customer.

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.

Please see an example of a cross connection below:



Typical Residential Cross-Connections

- ◆ Hose Bibbs
- ◆ Lawn Irrigation
- ◆ Jacuzzis
- ◆ Swimming Pools
- ◆ Toilet Ball-cocks



Mandatory Water Ban - May 1, 2016 until September 30, 2016

The Board of Water Commissioners voted on June 13, 2011 to create Article X Outdoor Water Use Regulation which mandates water use restrictions effective **May 1, 2016 until September 30, 2016**. 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 habitats 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 which 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.

Definitions

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 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 X- Water Use Restriction of the CVRWD Rules and Regulations can be viewed at the district's web site www.cvrwd.com



Water Conservation Public Outreach Information Tips and Useful Links:

Water conservation is an important way to protect our drinking water by ensuring that we don't 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. Needless to say, 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>

Water Conservation Tips for Residents

Outdoors

- When mowing your lawn, set the mower blades to 2-3 inches high. Longer grass shades the soil improving moisture retention, has more leaf surface to take in sunlight, allowing it to grow thicker and develop a deeper root system. This helps grass survive drought, tolerate insect damage and fend off disease.
- Apply mulch around shrubs & flower beds to reduce evaporation, promote plant growth and control weeds.
- Collect rainfall for irrigation in a screened container (to prevent mosquito larvae growth).
- Use a commercial car wash that recycles water - Let Mother Nature wash your car when it rains.
- Always use a broom to clean walkways, driveways, decks and porches, rather than hosing off these areas.
- Install covers on pools and spas and check for leaks around your pumps.
- Winterize outdoor spigots when temperatures dip below freezing to prevent pipes from leaking or bursting.

In the Kitchen

- When cooking, peel and clean vegetables in a large bowl of water instead of under running water.
- Collect the water you use for rinsing fruits and vegetables, then reuse it to water houseplants.
- Fill your sink or basin when washing and rinsing dishes.
- Soak pots and pans instead of letting the water run while you scrape them clean.
- Only run the dishwasher when it's full - When buying a dishwasher, select one with a "light-wash" option.
- Only use the garbage disposal when necessary (composting is a great alternative).

In the Bathroom

- Shorten your shower by a minute or two and you'll save up to 150 gallons per month.
- Turn off the water to brush teeth, shave and soap up in the shower. Fill the sink to shave.
- Repair leaky toilets. Add 12 drops of food coloring into the tank, and if color appears in the bowl one hour later, your toilet is leaking.
- Upgrade older toilets with water efficient models.
- Install a toilet dam, faucet aerators and low-flow showerheads.
- Run full loads of laundry - When doing laundry, match the water level to the size of the load.
- When purchasing a new washing machine, buy a water saving model that can be adjusted to the load size.



ADDITIONAL INFORMATION

Important Information about Leaks

Hole Diameter in Inches		Water wasted per month (gallons)	Water wasted per month (cubic feet)	Added cost to homeowner per month *
○	1/4	393,833	52,651	\$6,732.44
○	1/8	98,666	13,190	\$1,653.81
◦	1/16	24,666	3,297	\$396.24
◦	1/32	6,166	824	\$108.92

*Based on CVRWD FY17 rates

Having difficulty paying your bills?

We understand that due to the 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.

New Payment Options!! Save time, Pay online!!

Since July of 2014, CVRWD has been accepting online payments at **cvrwd.com**. Simply go to **www.cvrwd.com** and click on the link to pay your water or sewer bill.