

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Aquarion Water Company of Massachusetts – Hingham/Hull District Water Treatment Facility Did Not Meet Treatment Requirements

Aquarion Water Company of Massachusetts – Hingham/Hull recently violated a drinking water standard. Although this was not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did to correct this situation.

We routinely monitor your water for turbidity (cloudiness). This tells us whether we are effectively filtering the water supply. Normal turbidity levels at our treatment facility are 0.1 turbidity units (NTU) or less. Water samples taken on July 8, 2011 showed levels greater than 1.0 NTU. This was above the standard of 1.0 NTU. Because of these high levels of turbidity, there was an increased chance that the water may contain disease-causing organisms. Please note that we tested the water and found no indication of disease-causing organisms.

What should I do?

There is nothing you need to do. You do not need to boil your water or take any other actions. No contamination occurred during this event and none of our testing has shown disease-causing organisms in the drinking water. We reviewed this occurrence with MA DEP on July 8, 2011 and no further immediate action was required.

What does this mean?

This was not an emergency. If it had been, you would have been notified within 24 hours. Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. Our testing found no such organisms in the water sent to your homes. These symptoms are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What happened? What was done?

A problem occurred with the treatment system at the water treatment facility located in Hingham, MA. This was caused by an increased flow from one of our wells due to high demand for water. The well contains high iron and manganese. The turbidity spikes were a result of the iron and manganese flowing through the filters. We were able to correct the flow and treatment issues that same day and bring the turbidity levels into compliance. Chlorine levels were monitored closely and were at acceptable levels. Additionally, samples were collected at the water treatment facility and within the distribution system and all were found negative for total coliform and e. coli.

For more information, please contact Aquarion Water Company at 1-800-WATER-34 or www.aquarion.com.

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

This notice is being sent to you by:
Aquarion Water Company of MA

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