

## What's a Cross-connection?

Cross-connections that contaminate drinking water distribution lines are a major concern. A cross-connection is formed at any point where a drinking water line connects to equipment (boilers), systems containing chemicals (air conditioning systems, fire sprinkler systems, irrigation systems), or water sources of questionable quality. Cross-connection contamination can occur when the pressure in the equipment or system is greater than the pressure inside the drinking water line (backpressure). Contamination can also occur when the pressure in the drinking water line drops due to fairly routine occurrences (main breaks, heavy water demand), causing contaminants to be suctioned out from the equipment and into the drinking water line (backsiphonage).

Outside water taps and garden hoses tend to be the most common sources of cross-connection contamination at home. The garden hose creates a hazard when submerged in a swimming pool or when attached to a chemical sprayer for weed killing. Garden hoses that are left lying on the ground may be contaminated by fertilizers, cesspools, or garden chemicals. Improperly installed valves in your toilet could also be a source of cross-connection contamination.

Community water supplies are continuously jeopardized by cross-connections unless appropriate valves, known as backflow prevention devices, are installed and maintained. We have surveyed all industrial, commercial, and institutional facilities in the service area to make sure that all potential cross-connections are identified and eliminated or protected by a backflow preventer. We also inspect and test each backflow preventer to make sure that it is providing maximum protection.

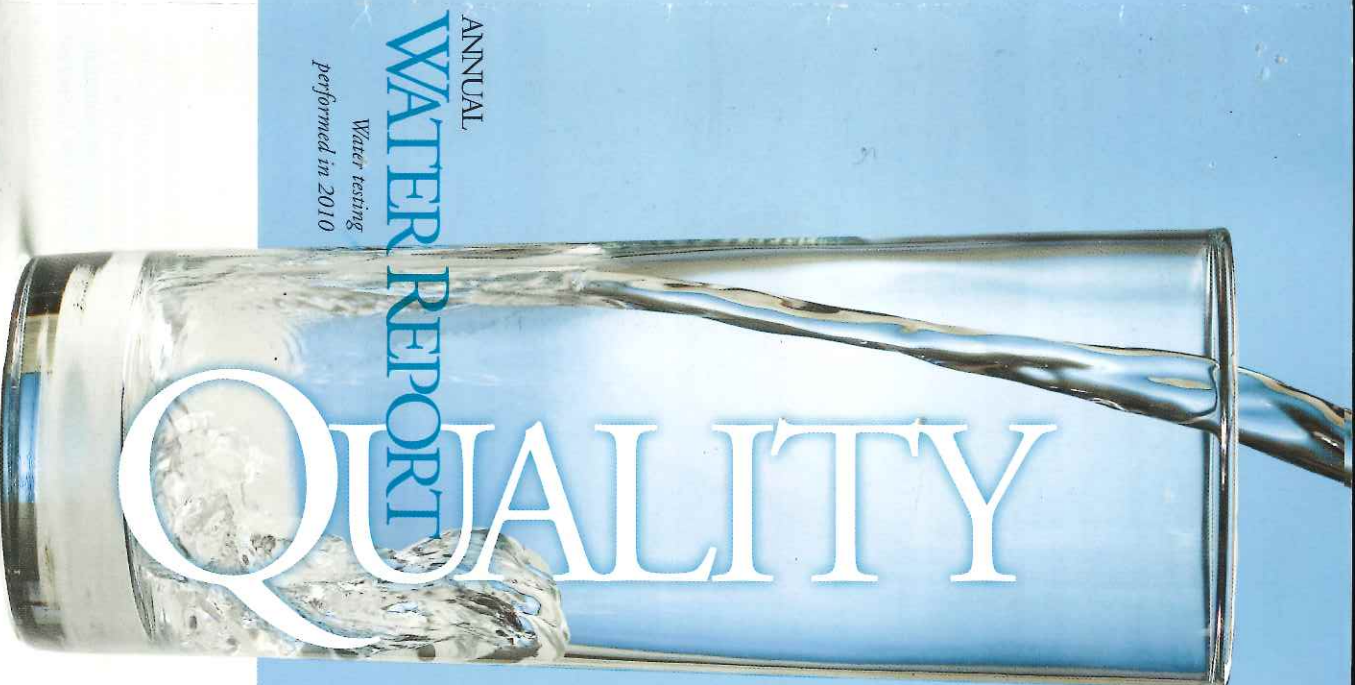
For more information, review the Cross-Connection Control Manual from the U.S. EPA's Web site at

<http://water.epa.gov/infrastructure/drinkingwater/pws/crossconnectioncontrol/index.cfm>. You can also call the Safe Drinking Water Hotline at (800) 426-4791.



Town of Uxbridge Water Dept.  
105 Blackstone Street  
Uxbridge, MA 01569

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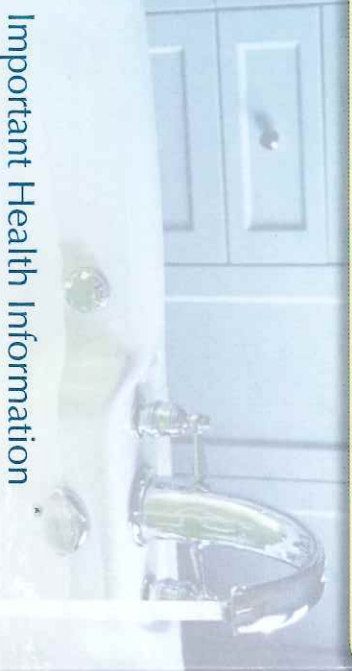
Presented By  
Town of Uxbridge Water Dept.



## Quality First Quality

Once again, the Uxbridge Water Division is pleased to present you with our latest water quality report covering all testing performed between January 1 and December 31, 2010. As in years past, we are committed to delivering the best-quality drinking water possible. To that end, we remain vigilant in meeting the challenges of new regulations, source water protection and water conservation, while continuing to serve the needs of all water users. Although economic challenges have limited our resources and manpower, we continue to maintain high standards and provide our customers with high-quality drinking water.

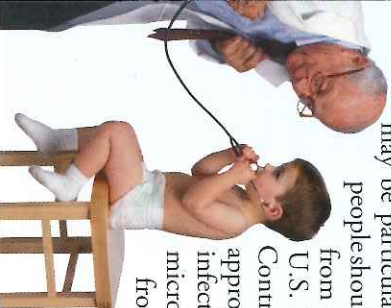
We encourage you to share your thoughts with us on the information contained in this report. Should you ever have any questions or concerns, we are always available to assist you.



## Important Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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 infants may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. The

U.S. EPA/CDC (Centers for Disease Control and Prevention) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at (800) 426-4791 or <http://water.epa.gov/drink/>



## Where Does My Water Come From?

The Town of Uxbridge customers receive their water from two groundwater sources, each containing three gravel-packed wells. The Blackstone Well Field is located at the Water Department Office on Blackstone Street. The second source is the Bernat Well Field, located on Town-owned property on the east side of South Main Street. Both well fields are replenished from various underground sources.

Uxbridge's future water supply needs will rely on the continued development of the Rosenfeld Well Field, located on Quaker Highway. Drinking water wells capable of delivering the quality and quantity of water needed to supply a town are rare and expensive to develop. Please help protect your investment by monitoring land use and building activity on or near these well fields.

To learn more about our watershed on the Internet, go to the U.S. EPA's Surf Your Watershed at [www.epa.gov/surf](http://www.epa.gov/surf)

## Whom to Call

For more information about this report or for all general problems concerning leaks, meters, hydrants, or mains, call William Buna at the Water Division at (508) 278-8631 (Monday through Friday, 7 a.m. to 3 p.m.).

Emergency: For emergency service after business hours, please call the Uxbridge Police at (508) 278-7755.

Billing and Information: For billing, final readings, and other customer-service questions, call the Department of Public Works (DPW) Office at (508) 278-8616.

This report will be posted in the Uxbridge Town Hall located at 21 South Main Street, Uxbridge, MA. Extra copies will also be available in the DPW Office located at 147 Hecla Street.

## How Is My Water Treated and Purified?

The treatment process consists of a series of steps. First, raw water is drawn from our water sources and treated with potassium hydroxide. This chemical is used for pH adjustment and as a corrosion inhibitor (to protect distribution pipes and household plumbing). A polyporphosphate is also added to sequester the iron and manganese that naturally occur in ground water throughout New England. All listed chemical treatments are conducted by trained licensed water operators. Finally, the water is pumped into the High Street underground reservoir and to the water tank on Richardson Street. The final destination from the storage tanks is your home or business.

Uxbridge has never added fluoride to the drinking water.

## What's Your Water Footprint?

You may have some understanding about your carbon footprint, but how much do you know about your water footprint? The water footprint of an individual, community, or business is defined as the total volume of fresh water that is used to produce the goods and services that are consumed by the individual or community or produced by the business. For example, 11 gallons of water are needed to irrigate and wash the fruit in one half-gallon container of orange juice. Thirty-seven gallons of water are used to grow, produce, package, and ship the beans in that morning cup of coffee. Two hundred and sixty-four gallons of water are required to produce one quart of milk, and 4,200 gallons of water are required to produce two pounds of beef.

According to the U.S. EPA, the average American uses about 100 gallons of water daily. In fact, in the developed world, one flush of a toilet uses as much water as the average person in the developing world allocates for an entire day's cooking, washing, cleaning, and drinking. The annual American per capita water footprint is about 8,000 cubic feet; twice the global per capita average. With water use increasing six-fold in the past century, our demands for fresh water are rapidly outstripping what the planet can replenish.

To check out your own water footprint, go to [www.h2oconserve.org](http://www.h2oconserve.org) or visit [www.waterfootprint.org](http://www.waterfootprint.org) to see how the water footprints of other nations compare.



Sampling Results

During the past year we have taken dozens of water samples in order to determine the presence of any radioactive, biological, inorganic, volatile organic, or synthetic organic contaminants. The tables below show only those contaminants that were detected in the water. Although all of the substances listed here are under the Maximum Contamination Level (MCL), we feel it is important that you know exactly what was detected and how much of each substance was present in the water.

The state requires us to monitor for certain substances less often than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data are included, along with the year in which the sample was taken.

REGULATED SUBSTANCES							
SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL [MRDL]	MCLG [MRDLG]	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Nitrate (ppm)	2010	10	10	1.0	0.86-1.0	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Perchlorate (ppb)	2010	2	NA	0.21	0.05-0.21	No	Inorganic chemicals used as oxidizers in solid propellants for rockets, missiles, fireworks, and explosives.
Tap water samples were collected for lead and copper analyses from sample sites throughout the community							
SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AL	MCLG	AMOUNT DETECTED (90TH%TILE)	SITES ABOVE AL/TOTAL SITES	VIOLATION	TYPICAL SOURCE
Copper (ppm)	2009	1.3	1.3	0.4	0/20	No	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
Lead (ppb)	2009	15	0	2	0/20	No	Corrosion of household plumbing systems; Erosion of natural deposits
SECONDARY SUBSTANCES							
SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	SMCL	MCLG	AMOUNT DETECTED	RANGE LOW-HIGH	EXCEEDANCE	TYPICAL SOURCE
Manganese <sup>1</sup> (ppb)	2010	50	NA	94	1.2-94	Yes	Leaching from natural deposits
UNREGULATED SUBSTANCES <sup>2</sup>							
SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	TYPICAL SOURCE			
Hardness (ppm)	2010	46.1 (average)	43.3-48.9	Natural impurities such as manganese and calcium found in groundwater; Results reported in the form of (CaCO <sub>3</sub> ).			
Sodium (ppm)	2009	38	29-47	Naturally occurring; Seasonal road treatment			

<sup>1</sup>Manganese was detected at a level exceeding the established state secondary MCL (SMCL), which was set to protect against unpleasant aesthetic effects such as color, taste, odor and the staining of plumbing fixtures (e.g., tubs and sinks) and of clothing during laundering. There are no adverse health effects expected with this exceedance. Manganese is a naturally occurring mineral. At a level greater than 50 ppb, the water will appear brown, taste unpleasant, and may leave black stains on fixtures or laundry. While manganese is part of a healthy diet, it can be harmful if consumed in large concentrations; infants should not drink water that contains manganese above this level, especially if they are bottle fed.

<sup>2</sup>Unregulated contaminants are those for which the U.S. EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist the U.S. EPA in determining their occurrence in drinking water and whether future regulation is warranted.

Source Water Assessment and Protection

The Massachusetts Department of Environmental Protection (DEP) completed an assessment of Uxbridge water sources and prepared a report that documents specific threats, such as underground storage tanks, auto repair shops, and transportation corridors. It also recommends actions we can take to protect our water supply. DEP has assessed our susceptibility as high, based on the presence of at least one high-threat land use in our water supply protection areas. This Source Water Assessment and Protection (SWAP) report is available at the DEP's Central Office in Worcester or online at <http://www.mass.gov/dep/water/drinking/swapreps.htm>

Lead and Drinking Water

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. The Uxbridge Water Department is responsible for providing high-quality drinking water, but we 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 [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead). The next scheduled sampling for lead and copper in Uxbridge is in September 2012.



**Why do I get this report each year?**  
Community water system operators are required by Federal law to provide their customers an annual water quality report. The report helps people make informed choices about the water they drink. It lets people know what contaminants, if any, are in their drinking water and how these contaminants may affect their health. It also gives the system operators a chance to tell customers what it takes to deliver safe drinking water.

Why does my water sometimes look “milky”?

The “milky” look is caused by tiny air bubbles in the water. The water in the pipes coming into your home or business might be under a bit of pressure, and gasses (the air) are dissolved and trapped in the pressurized water as it flows into your glass. As the air bubbles rise in the glass, they break free at the surface, thus clearing up the water. Although the milky appearance might be disconcerting, the air bubbles won't affect the quality or taste of the water.

How can I keep my pet's water bowl germ free?

Veterinarians generally recommend that water bowls be washed daily with warm, soapy water —normally when you change the water. Scour the corners, nooks, and crannies of the water dish using a small scrub brush. In addition, once a week put water bowls into the dishwasher to sanitize them with hot water. In most situations, disinfectants like bleach are not needed; warm, soapy water is all you need to keep your pet's water clean and safe.

How much water is used during a typical shower?

The Federal Energy Policy Act set a nationwide regulation that limits shower heads to a maximum flow of 2.5 gallons per minute (GPM). Shower heads made before 1980 are rated at 5 GPM. Since the average shower is estimated to last 8.2 minutes, the old shower heads use 41 gallons of water while the newer, low-flow shower heads use only about 21 gallons.

Is it okay to use hot water from the tap for cooking and drinking?

No, ALWAYS use cold water. Hot water is more likely to contain rust, copper, and lead from household plumbing and water heaters. These substances can dissolve into hot water faster than they do into cold water, especially when the faucet has not been used for an extended period of time.

Definitions

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

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

**MCL (Maximum Contaminant Level):** 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. Secondary MCLs (SMCL) are set for the control of taste and odor.

**MCLG (Maximum Contaminant Level Goal):** 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.

**NA:** Not applicable  
**ppb (parts per billion):** One part substance per billion parts water (or micrograms per liter).

**ppm (parts per million):** One part substance per million parts water (or milligrams per liter).

Substances That Could Be in Water

To ensure that tap water is safe to drink, the Department of Environmental Protection Agency (DEP) and the U.S. Environmental Protection Agency (U.S. EPA) prescribe regulations limiting 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, which must provide the same protection for public health. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of these contaminants does not necessarily indicate that the water poses a health risk.

The 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. Substances 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, or wildlife;

**Inorganic Contaminants**, such as salts and metals, which can be naturally occurring or may result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or 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 which may also come from gas stations, urban stormwater runoff, and septic systems;

**Radioactive Contaminants**, which can be naturally occurring or may be the result of oil and gas production and mining activities.

More information about contaminants and potential health effects can be obtained by calling the U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791.

