



Water Quality

ANNUAL REPORT

To Our Customers,

Just over 30 years ago, I was offered a summer internship in a neighboring community's public water department. Since that time, I have spent my entire career learning what it takes to operate and manage a public water system. Along the way, I have had the good fortune to work with many highly skilled and professional people who have been instrumental in developing and managing important programs relating to water supply protection and drinking water compliance, as well as capital-intensive assets including pumping/treatment facilities and an extensive distribution system. As the years go by, I have become increasingly aware of and humbled by the many challenges and opportunities involved in providing a community with safe and reliable drinking water.

At the end of the day, success is measured by the public trust and confidence offered by our customers. This trust is becoming increasingly challenged as we attempt to balance water service demands against competing environmental and public policy interests. Last year's extended and very public drought has given rise to previously unimaginable legislative and regulatory initiatives that, if adopted, will result in more frequent and sustained water use restrictions. In an attempt to encourage wise water use in a manner that will be consistent with pending state policies, the Public Works Commission has recently revisited the Seasonal Water Demand Management Plan. I would encourage you to get familiar with this new plan so that you can better understand what outdoor water use activities are allowed, restricted, or prohibited, depending on the severity of operational or regulatory triggers.

As consumer confidence is not simply related to water supply but also quality, I would be remiss if I did not also take this opportunity to let you know that your drinking water continues to meet or exceed all State and Federal drinking water quality standards. As always, if you have any questions on any of the material provided within this report, please feel free to call our office at 978-318-3250 and someone should be available to help.

Respectfully,

Alan H. Cathcart, *Superintendent, Water/Sewer Division, Concord Public Works*

2016 HIGHLIGHTS

- Replaced nearly 1,600 feet of water main and associated service laterals, hydrants, and valves along Monument Street and Liberty Street
- Approved nearly 2,500 feet of new water main and associated service laterals, hydrants, and valves on Black Horse Place
- Completed a leak detection survey on 74 miles of water main in the southern portion of town saving approximately 29.7 MG/year
- An "Outdoor Water Use Emergency" was declared for the first time on August 1, 2016
- Enhanced security measures at water storage facilities

Water Quality Summary (JAN.–DEC. 2016)

To ensure that tap water is safe to drink, the EPA enforces regulations that require stringent monitoring of specific contaminants within public water supply systems. Within Concord's system, over 500 tests are run each year to assess approximately 145 potential contaminants like bacteria, perchlorate, pesticides, metals, etc. Only substances detected in Concord's drinking water in 2016 are listed in the summary table below. The presence of these substances does not indicate that the water poses a health risk. These substances are divided into 4 categories, Microbiological, Primary, Secondary, and Lead & Copper Parameters. The Primary parameters list includes contaminants and associated limits of these contaminants that can adversely affect public health and are known or are anticipated to occur in public water systems. Secondary parameters are set for aesthetic purposes and are designed to assist the EPA in determining their occurrence in drinking water and whether future regulation is warranted. We are proud to report that Concord's water quality testing program not only meets EPA's requirements for drinking water but goes above and beyond those requirements to satisfy the higher standards we have set for ourselves. Additional water quality information is available on our website at www.concordma.gov/water.

MICROBIOLOGICAL PARAMETERS

Substance	Units	Highest Level Detected	Range of Levels Found	Highest Level Allowed (EPA's MCL)	Ideal Goal (EPA's MCLG)	Violation	Major Sources in Drinking Water
Heterotrophic Plate Count (HPC)	CFU/mL	33	ND-33	TT	No Standard	No	Heterotrophic plate count is an indicator method that measures a range of naturally-occurring bacteria in the environment

PRIMARY PARAMETERS

Alpha Emitters (2014)	pCi/L	5.87	ND–5.87	15	0	No	Erosion of natural deposits
Barium	ppb	37	13–37	2000	2000	No	Erosion of natural deposits
Bromate ²	ppb	4	ND–9.1	10	0	No	By-product of drinking water disinfection
Chlorine ²	ppm	0.42	0.02–1.47	4 (MRDL)	4 (MRDLG)	No	Water treatment for disinfection
Fluoride ¹	ppm	0.9	0.1–0.9	4	4	No	Erosion of natural deposits; Water additive which promotes strong teeth
Haloacetic Acids ²	ppb	10.06	ND–52	60	No Standard	No	By-product of drinking water disinfection
Nitrate	ppm	2.2	0.094–2.2	10	10	No	Runoff from fertilizer use; Leaching from septic tanks; Erosion of natural deposits
Perchlorate	ppb	0.12	ND–0.12	2	No Standard	No	By-product of drinking water disinfection; Found in propellants/fireworks/munitions/blasting agents/etc.
Combined Radium (2013)	pCi/L	1.9	ND–1.9	5	0	No	Erosion of natural deposits
Trihalomethanes ²	ppb	22.9	8.1–71	80	No Standard	No	By-product of drinking water disinfection
Turbidity ³	NTU	0.89	0.29–0.89	5	1	No	Suspended and colloidal particles including clay, silt, inorganic matter, algae, and microorganisms.

SECONDARY PARAMETERS

Calcium	ppm	30	6.7–30	No Standard	No Standard	No	Erosion of natural deposits
Chloride	ppm	210	37–210	250	250	No	Naturally present in the environment
Copper	ppm	0.055	ND–0.055	1.3	1.3	No	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
Hardness	ppm	110	24–110	No Standard	No Standard	No	Erosion of natural deposits
Iron	ppb	100	ND–100	300	No Standard	No	Erosion of natural deposits
Magnesium	ppm	8.7	1.8–8.7	No Standard	No Standard	No	Erosion of natural deposits
Manganese	ppb	38	ND–38	50	No Standard	No	Erosion of natural deposits
Methyl Tertiary-Butyl Ether or MTBE	ppb	3.4	ND–3.4	No Standard	No Standard	No	Fuel additive; leaks and spills from gasoline storage tanks
Nickel	ppm	0.004	ND–0.0037	No Standard	No Standard	No	Erosion of natural deposits
Potassium	ppm	45	6.1–45	No Standard	No Standard	No	Naturally present in the environment
Sodium	ppm	96	17–96	No Standard	No Standard	No	By-product of drinking water treatment; Naturally present in the environment
Sulfate	ppm	38	ND–38	250	No Standard	No	Naturally present in the environment
Total Dissolved Solids	ppm	470	140–470	500	500	No	Naturally present in the environment
Zinc	ppm	0.094	0.0032–0.094	5	No Standard	No	Naturally present in the environment

LEAD & COPPER PARAMETERS⁴

Substance	Units	90th Percentile Level Detected	90th Percentile Action Level (AL) (EPA's MCL)	# samples (# exceeding AL)	Ideal Goal (EPA's MCLG)	Exceeds Action Level	Major Sources in Drinking Water
Lead (2014)	ppb	4.7	15	30 (0)	0	No	Corrosion of household plumbing systems; Erosion of natural deposits; see statement below
Copper (2014)	ppm	0.45	1.3	30 (0)	1.3	No	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservative; see statement below

TERMS & ABBREVIATIONS

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

MCL: (Maximum Contaminant Level) The highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCLG's as feasible using the best available treatment technology.

MCLG: (Maximum Contaminant Level Goal) The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLG's allow for a margin of safety.

MRDL: (Maximum Residual Disinfectant Level) The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

MRDLG: (Maximum Residual Disinfectant Level Goal) The level of a drinking water disinfectant 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.

CFU: colony forming units

ppb: parts per billion or micrograms per liter

ppm: parts per million or milligrams per liter

pCi/L: picocuries per liter

ND: none detected

NTU: Nephelometric Turbidity Units

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

TT (Treatment Technique): A require process intended to reduce the level of a contaminant in drinking water

FOOTNOTES

1 Fluoride: 1969 Town meeting vote authorized the Concord Board of Health to order the upward adjustment of the fluoride content of the water supply available for domestic use in the Town of Concord. Drinking Water fluoridation using Sodium Fluoride began in 1970. As of December 2015, fluoride treatment was decreased from 1.0 ppm to 0.7 ppm in accordance with the United States Department of Health and Human Services' (HHS) recommendation

2 Haloacetic Acids, Trihalomethanes, Bromate and Free Chlorine: The highest level detected represents the highest running annual average for these contaminants. The range of levels found may have results in excess of the MCL but the running annual average of all sample locations is used to determine compliance.

3 Turbidity is a measure of the cloudiness of the water. We monitor it because it is a general indicator of water quality and treatment needs.

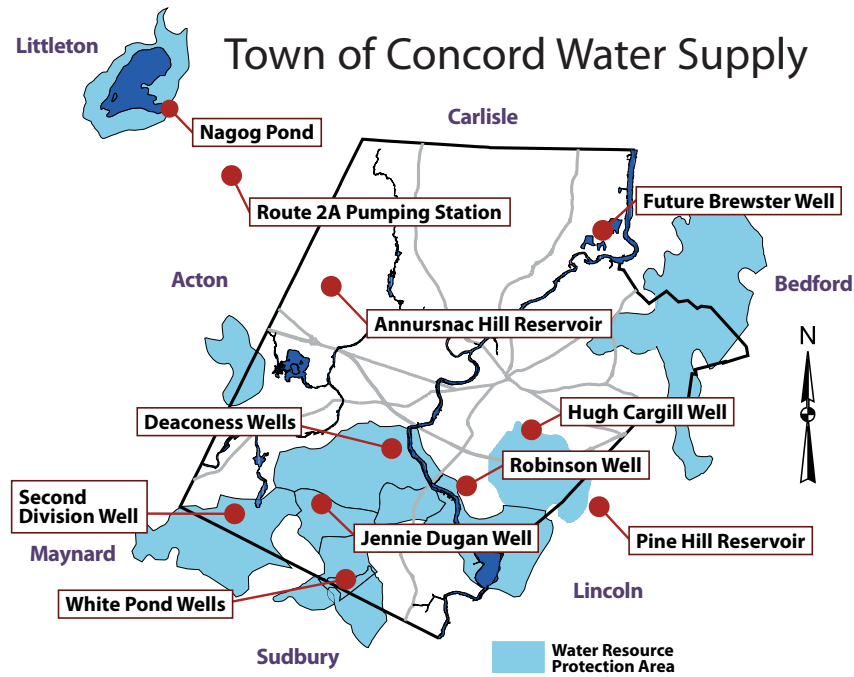
4 Lead and Copper: In accordance with EPA regulations, Concord Public Works tests the tap water of 30 homes in Concord for lead and copper every 3 years. Testing was last done during summer 2014 and is next scheduled for completion during summer of 2017. EPA determines whether the protection against corrosion is sufficient by requiring that at least 90% of the sampled homes have lead levels under 15 parts per billion (ppb). This is called the Action Level.

Water Supply

Concord's water system consists of six groundwater supplies located in Concord and one surface water supply located on the Acton/Littleton town line. In addition, it has associated pumping stations, two storage reservoirs with a 7.5 million gallon total capacity, approximately 130 miles of water main, and over 1,250 fire hydrants. Depending on the season, all available production facilities may be called upon to satisfy system demands which may fluctuate between 1.5 million gallons per day (MGD) during the winter months to over 4 MGD in the summer. Concord's public water system is interconnected with Acton and Bedford for emergency backup, if ever needed.

Water Treatment

In accordance with State and Federal drinking water requirements, Concord's water is treated before it gets to your tap. Treatment includes: *disinfection*—via the addition of liquid chlorine at all supplies plus ozone/UV light at the Nagog Pond water supply; *corrosion control*—via the addition of potassium hydroxide and polyphosphate to raise the natural pH of the water and reduce its corrosiveness to household plumbing; *fluoridation*—via the addition of sodium fluoride to help in the prevention of tooth decay; *iron sequestration*—performed by adding polyphosphate to reduce the frequency of discoloration events; and *iron and manganese removal*—performed by pressure filtering the Deaconess and White Pond wells. Due to a high level of water quality in Nagog Pond, the Town continues to operate this source under a filtration waiver. Chemical adjustments and disinfection are provided as noted in the Source Treatment Table (below) to ensure that safe drinking water is delivered to customer's taps.



Drinking Water and People with Weakened Immune Systems

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 infants can be particularly at risk from infections. These people should seek advice from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the EPA's Safe Drinking Water Hotline (1-800-426-4791).

SOURCE TREATMENT

	Nagog Pond, Acton, MA	Jennie Dugan Well	Deaconess Wells	White Pond Wells	Second Division Well	Robinson Well	Hugh Cargill Well
Source ID	01S	01G	03G, 10G	04G, 08G, 09G	05G	06G	07G
Potassium Hydroxide to Adjust pH for Corrosion Control	•	•	•	•	•	•	•
Ultra-Violet Light for Disinfection	•						
Chlorine for Disinfection	•	•	•	•	•	•	•
Ozone for Disinfection	•						
Fluoride to Promote Strong Teeth	•	•	•	•	•	•	•
Polyphosphate for Iron & Manganese Treatment and Corrosion Control	•	•	•	•	•	•	•
LayneOx™ Pressure Filtration for Iron & Manganese Removal			•	•			
Source Water Protection (SWAP) susceptibility rating*	High	Moderate	High	High	High	High	High

* Susceptibility ratings were developed as a part of the SWAP report and reflect the proximity of potential contaminant sources like farms, golf courses and residential houses to water supplies. The complete swap report is available at 135 Keyes Road or online at <http://www.mass.gov/eea/docs/depl/water/drinking/swap/nero/3067000.pdf>.

Water Conservation

2016 Historic Drought

Drought declared for parts of Massachusetts for the first time since the spring of 2002

What is a Drought?

While the word “drought” may have slightly different meanings depending on whether you ask a farmer, a meteorologist, or a water supply manager, a drought is a period of unusually persistent dry weather that results in a water shortage which may cause crop damage, habitat loss, and water supply challenges. A “drought watch,” which indicates moderate to severe drought conditions, was declared for much of Massachusetts on July 1, 2016, including the northeast region where Concord is located, for the first time in over 14 years. Following an additional month of hot and dry conditions, the drought watch was elevated to a “drought warning,” indicating severe drought conditions, on August 1, 2016.

Water Demand Approaches Available Supply

At about the same time that the drought warning was issued, the Public Works Commission (PWC) declared an “Outdoor Water Use Emergency” when one of the Town’s storage tanks had to be taken offline, prohibiting all lawn watering, filling or topping off of swimming pools, and private washing of cars and boats.

How Did the Community Respond?

The overwhelming majority of Concord Water customers responded responsibly to these declarations, resulting in water

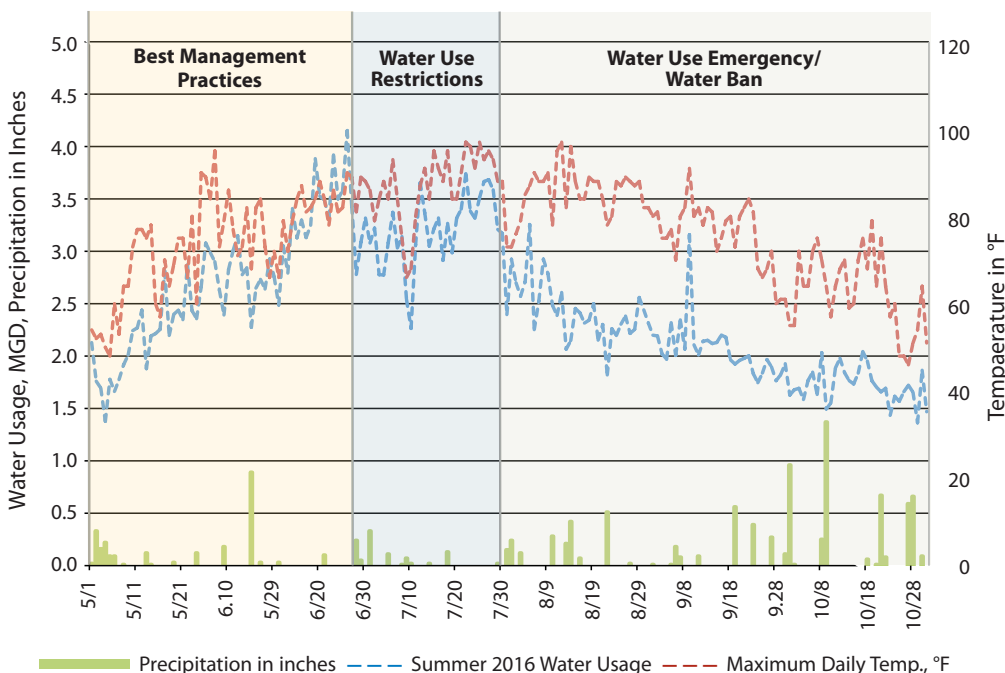
use reductions of over 1 million gallons of water per day, as you can see evidenced in the chart below. While it is certainly very encouraging to see the significant reduction in water usage from many of our customers immediately following the outdoor water ban, it is worth noting that there were also over 400 written warnings issued to individual property owners to encourage their compliance with the outdoor water ban.

What Can I Do to Help During a Drought?

We can all help mitigate the impact of a drought by conserving water in a variety of ways. As nearly 60% of a person’s household water footprint goes toward lawn and garden maintenance, get the most out of conserving water outdoors with the following tips and tricks!

- Use mulch to retain moisture in the soil, and plant native and/or drought-tolerant grasses, trees, and shrubs that need less water.
- Timing is critical—the best time of day to water your lawn is early morning (4am–6am) to maximize moisture uptake and avoid high evaporation losses.
- If you have an irrigation system, consider installing a “Smart WiFi” controller, which enables you to reprogram or turn off your system from a computer or smart phone.
- Keep your lawn mower blades sharp to prevent tearing of grass and raise the blades to 2½ inches. Longer grass provides shade for the roots and helps reduce evaporation.
- Avoid watering your lawn during drought conditions—most lawns will go dormant during extended periods without water, but will revive once the rain returns.
- Collect rainwater to use for watering your lawn and/or garden or washing your car.
- Abide by local water use restrictions—voluntary or mandatory restrictions are enacted to protect public health and safety and ensure sufficient supply is available for drinking and fire protection.

2016 Demand Management & Drought Response



Did you know?
Customers with in-ground irrigation systems use, on average, 2.5 times more water than customers without.

Don't Send Money Down the Storm Drain

Water Smart and Save Money

Let's face it: the in-ground irrigation system that you had installed to make your life easier has become a challenge. Do yourself, your neighbors, and the Town a favor and make the investment to ensure your system is operating efficiently. By fixing leaks and operating efficiently, you can reduce your demand on the local water supply, whether you are connected to the municipal water system or have your own private well, leaving more water available throughout the summer months for essential uses.

System Tune-up

Each year before your system is activated, have your irrigation contractor give your system a full check-up. This should entail a thorough check for leaks (including wiper seals), ensuring that all heads in a zone have the same output rate, confirming heads are not watering things that don't grow (hardscapes), and fixing any other potential issues.

See Results

Following your system tune-up, have your provider perform an irrigation system audit. The auditor will spend somewhere between several hours and a full day at your property assessing your landscape, how effectively your irrigation system is watering, and creating a watering plan that will keep your landscape healthy while using the least amount of water possible; all of this will be done in coordination with the Town's Water Use Restrictions.



Recent catch can irrigation audit at the Concord Public Library

Smart (WiFi) Controllers

Smart controllers are irrigation clocks that do more than just turn the water on and off. In today's world of home automation, customers (and their irrigation providers) can access real-time information from and have control of their in-ground irrigation system at their fingertips, much like smart thermostats. Smart (WiFi) controllers connect to local calibrated weather stations to seasonally adjust your program based on sun, wind, temperature, and humidity to apply water to plants when it is needed most and reduce the amount applied when water is needed less. The controller can also self-adjust according to the forecast; for example, if you are scheduled to water on Tuesday morning and there is

an inch of rain predicted to fall over the next 24 hours, the controller will postpone watering. Overall, these smart controllers are estimated to save upwards of 20% on your outdoor water use and provide you with instant access to your irrigation system.

Looking for an irrigation provider?

- Check out the Irrigation Associations List of Certified Providers www.irrigation.org/HireCertified
- Call us at 978-318-3250

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Cross Connection Control and You

Concord Public Works' Water Rules and Regulations, as well as Massachusetts' drinking water regulations, require that public water systems be protected from potential contamination resulting from cross connections.

What is a cross connection?

A cross connection occurs whenever a potable drinking water line is directly or indirectly linked to a piece of equipment or piping containing non-potable (polluted) water.

Why should I be concerned?

An unprotected or inadequately protected cross connection in your home or workplace could contaminate the drinking water not only in your building, but also in neighboring homes and businesses. Severe illnesses have been caused by cross connection contamination that could have been prevented.

How does this happen?

Typically this occurs when equipment, plumbing fixtures or attachments such as garden hoses may contain chemicals or water that becomes contaminated over time. When something unexpected happens that alters water pressure in the line or the direction of water flow, contaminants are then sucked from the equipment and into the drinking water line.

Can it happen at my home?

Outdoor hose bibbs and garden hoses tend to be the most common sources of cross connections at home. The garden hose creates a hazard when submerged in non-potable water such as a swimming pool or when attached to a chemical sprayer for weed killing. Fertilizer, garden chemicals or other materials may contaminate hoses left lying on the ground. Other household cross connections can occur when lawn irrigation systems, boilers, water filtration devices, and fire service systems are connected to the home's plumbing.

How can I be protected?

All industrial, commercial and institutional facilities are annually surveyed to ensure that all potential cross connections are identified and eliminated or protected by a backflow preventer. We also inspect and test these backflow preventers to make sure they are providing maximum protection. At home, do not attach any chemical or non-potable liquid applicators to anything connected to your plumbing system. Outdoors, install hose bibb vacuum breakers on any outside faucet. Owners of in-ground irrigation systems are required to have an operable backflow preventer installed on the system.

What is a Backflow Preventer?

A Backflow Preventer is a mechanical device installed in the plumbing line to prevent the introduction of pollutants or contaminants into the drinking water supply. Types include reduced principal assembly, (RPBP) double check valve assembly (DCVA), pressure vacuum breaker assembly (PVB) and "air gap". The most simple type is the "air gap" or simply keeping the end of the water line or hose from coming in direct contact with the vessel being filled with water.

Where can I get more information?

If you need more information you can contact the Plumbing Inspector's office or CPW's Water & Sewer Division.

Potential Sources of Contaminants

Contaminants that may be present in source water include:

- **Microbial contaminants**, such as viruses and bacteria, may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- **Inorganic contaminants**, such as salts and metals, can be naturally occurring or result from urban storm water runoff, industrial, or domestic wastewater discharges, oil and gas production, mining, and farming.
- **Pesticides and herbicides** may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.
- **Organic chemical contaminants** include synthetic and volatile organic chemicals that are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.
- **Radioactive contaminants** 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 (MassDEP) and EPA prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. FDA and the Massachusetts Department of Public Health regulations establish limits for contaminants in bottled water that must provide the same protection for public health.

Drinking water, including bottled water, may reasonably be expected to contain at least some small amounts of certain substances which the EPA calls "contaminants." The presence of these substances does not necessarily indicate that the water poses a health risk. For example, naturally occurring dissolved minerals are commonly found in well water. More information about the substances found in drinking water and their potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at 1-800-426-4791 or the Massachusetts Drinking Water Program at 1-617-292-5770.

Get Involved

The Public Works Commission oversees the work of Concord Public Works. Their meetings provide an opportunity to become more involved in issues relating to the water system. They typically meet the second Wednesday of each month at 7:15 pm. Please check the PWC website for exact dates and location. www.concordma.gov/529/public-works-commission.

For more information regarding water quality and resource protection initiatives, or if you have a neighborhood concern in a resource protection area (depicted on the map on page 3), please contact Melissa Simoncini, Senior Environmental & Regulatory Coordinator at 978-318-3250 or msimoncini@concordma.gov.



WATER QUALITY

Lead & Copper

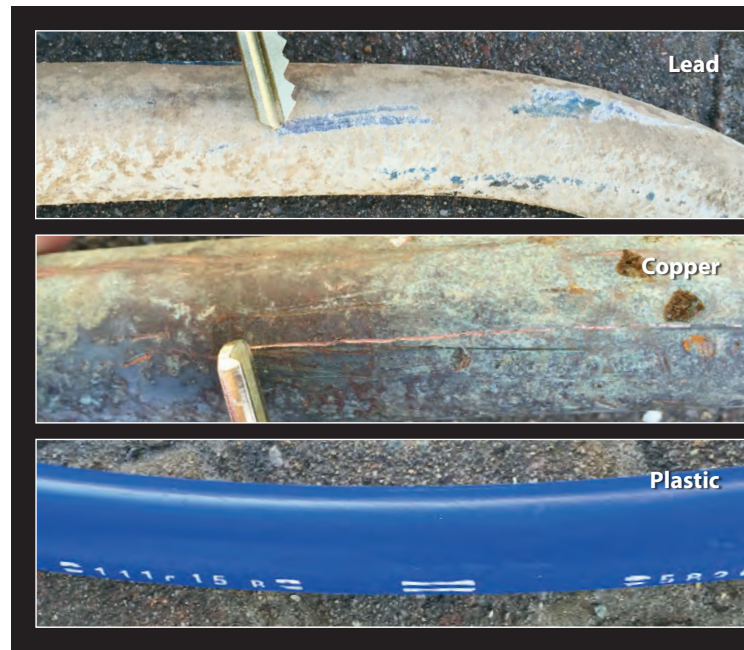
The recent detection of unacceptably high lead levels within the Flint, Michigan drinking water system has drawn national attention. This has resulted in increased awareness and concern about drinking water quality across the country. Concord Public Works would like to reassure our customers that we take our responsibility for providing safe and reliable drinking water extremely seriously. Because of the recent media attention, we believe it is important to provide you with an update about Concord's ongoing lead and copper protection efforts, along with a brief explanation of what we do to prevent a similar public health crisis from occurring in Concord.

CPW's Water Division treats our drinking water to reduce the natural corrosivity of our local water supplies. We do so by upwardly adjusting the pH by adding potassium hydroxide and enhancing the buffering capacity by adding polyphosphate. These activities raise the pH from slightly acidic to neutral while simultaneously creating a very thin, protective film on the interior walls of water mains and service pipes entering your home. Most importantly, these activities significantly reduce the amount of metals, including lead (if present) that could leach from your private plumbing system into the water carried through it.

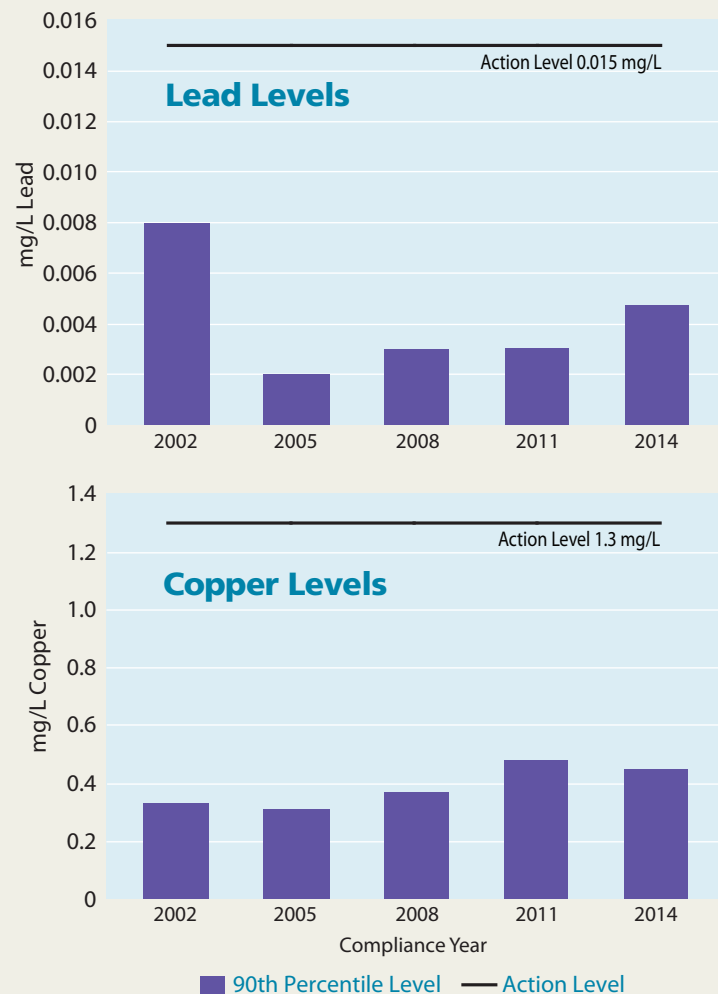
These treatment activities are validated in accordance with U.S. Environmental Protection Agency (EPA) and Massachusetts Department of Environmental Protection (MassDEP) regulations. A total of 30 homes throughout Concord are sampled once every three years to confirm the effectiveness of our corrosion control efforts. The last round of lead and copper sampling was completed in late summer 2014 and will be repeated in late summer 2017. The two graphs on this page summarize the long-term effectiveness of our treatment practices, showing Concord's compliance levels for the past five sampling events. More information is available in the Water Quality Summary on page 2.

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 fixtures, such as faucets, valves, and solder. Concord Public Works is responsible for providing high quality drinking water, but cannot control the materials used in plumbing components. When your water has been sitting for several hours, such as first thing in the morning, after work, or upon returning from vacation, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to two minutes before using water for drinking or cooking. To conserve water, other household water usage activities such as showering, washing clothes, and flushing the toilet are also effective methods for flushing pipes and allowing fresh water from the distribution system to enter household pipes.

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 EPA's Safe Drinking Water Hotline at <http://www.epa.gov/safewater/lead>, or you can visit the Concord Public Works website at www.concordma.gov/lead.



Most residential water service lines in Concord are made of Lead, Copper or Plastic. Lead service lines are generally a dull gray color and are very soft. You can identify them easily by carefully scratching with a key. If the pipe is made of lead, the area you've scratched will turn a bright silver color.



If you would like information on your service line material, please contact Concord Public Works at 978-318-3250.

2017 Seasonal Water Demand Management Plan

CPW has recently revised the Seasonal Water Demand Management Plan. We heard you, our customers, loud and clear, and have worked hard to simplify our messaging and clarify restrictions. First, we focused water use restrictions on lawn watering, as this activity creates the largest demand for water during the warmer months. In the grand scheme of water use demographics, the amount of water used for watering flowers and car washing is far less significant than what is used for lawn maintenance. With this in mind, the revised plan is more accommodating for these types of uses.

Next, we simplified the plan to start at a Seasonal Water Conservation Advisory from May through the end of September, which recommends lawn watering one day per week before 9am OR one inch per week of lawn watering using a smart irrigation controller. This option is being offered to encourage customers to work with their landscape and irrigation providers to transition their analog or clock-style controllers to smart controllers, which, if set up properly, water more effectively based on local weather conditions.

If water use needs to be reduced, a Lawn Watering Restriction will be issued, which limits lawn watering to 1 day per week with an assigned watering day by zone; the option to water your lawn 1 inch per week with a smart irrigation controller is eliminated during this restriction, as this type of watering is challenging to enforce. A Lawn Watering Ban will be instituted if water use needs to be curtailed even further, which will place an all-out ban on lawn watering. Both Lawn Watering Restrictions and Bans are enforceable with \$50-100 fines.

We will be using the recommendations of the Massachusetts Drought Management Task Force along with local water supply indicators to evaluate the level of restriction that will be needed to ensure water supply availability for drinking water and firefighting purposes.

What is my watering day?

Your watering day is based on the municipal trash pickup schedule. To find out which day of the week you can water, visit www.concordma.gov/wateringday. For more information on the Seasonal Water Demand Management Plan and the current status of water use restrictions, visit www.concordma.gov/water and be sure to sign up for the information pathways listed on page 5.

Smart Wi-Fi Controllers to Consider



Hunter HC & Pro-HC



RainBird LNK



RainBird ST8

Reduce your irrigation water use by 20%. Ask your irrigation provider today!



Conservation Consultations

CPW's Water Division is excited to once again offer complimentary *Conservation Consultations* to those customers that are interested in learning more about their water usage patterns and ways to reduce their water waste and save money on their water bills. These 30+ minute consultations will address potential indoor and outdoor water savings at your home and will provide information on how to read your water meter to manage water use and check for leaks.

Information about any available water saving rebates will be provided, and water-saving devices such as low-flow showerheads and bathroom and kitchen aerators will be available free of charge.

Conservation consultations will be scheduled on a first-come, first-served basis and appointments will be available the third Friday of every month from April through September from 8am–12pm.

To schedule your complimentary *Conservation Consultation* now, please email watersmart@concordma.gov.

For questions about this report or to learn more about protecting Concord's water supply, contact Melissa Simoncini, Senior Environmental and Regulatory Coordinator at 978-318-3250.