

Water Quality

ANNUAL REPORT

To Our Customers,

I am pleased to provide you with this annual *Water Quality Report* issued with the intent of ensuring that all customers are provided with an opportunity to review the quality of Concord's public water system.

Thank you for your continued support as we navigate evolving regulatory requirements and aging infrastructure. Recent changes to the federal Lead and Copper Rule, along with the identification, inventory, and eventual removal of lead water service lines have been a key focus for us.

In October 2024, Concord Water completed and published our Service Line Inventory (SLI), a process that began in 2017 with initial outreach efforts. Replacing lead service lines remains one of our top priorities.

We have also been steadily replacing our water metering infrastructure. Once the meter replacement program is complete, the new meters will help residents track their daily water usage and detect leaks proactively.

Following the passage of Article 17 at the May 2024 Town Meeting, Concord Water has been advancing efforts to treat forever chemicals (PFAS) at three of our treatment facilities. We are currently in the design and planning phase to ensure compliance with the 2029 federal regulations.

As always, if you have any questions about any of the information provided, please feel free to call our office at 978-318-3250.

Respectfully,

Jeffrey A. Murawski

Concord Public Works, Water & Sewer Division, Superintendent

2024 HIGHLIGHTS

- Replaced approximately **3,550 feet of water main and seven hydrants in the Silver Hill/Cress Brook/Turning Mill Road Neighborhood.**
- **Completed the Water Service Line Inventory in compliance with the EPA's Lead and Copper Rule.**
- **Mailed out approximately 300 letters to customers with lead, galvanized or unknown services lines.**
- **Replaced five lead water services.**
- **Responded to five emergency water main breaks and completed quick repairs with minimal down time.**
- **Pulled and inspected the White Pond well pump for cleaning and inspection to enhance water quality.**

Water Quality Summary (JAN.–DEC. 2024)

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. Substances detected in Concord's drinking water in 2024 are listed in the summary below. The town monitors some contaminants less than once per year because the concentrations for those contaminants are not expected to vary significantly from year to year and Concord has received a monitoring waiver from MassDEP. As a result, some of our data is more than a year old. For those contaminants, the date of the last sample is shown in the table. The presence of these substances does not indicate that the water poses a health risk.

These substances are divided into five categories: Microbiological, Primary, Secondary (Unregulated), Lead & Copper and Per- and polyfluoroalkyl Substances (PFAS). 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 consistently meets EPA's requirements for drinking water but goes above and beyond requirements to satisfy the higher standards that the town has set for itself. 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
Giardia lamblia	oocyst/10L	1	ND-1	TT	0	No	Discharged especially where water is contaminated with sewage or animal wastes
Heterotrophic Plate Count (HPC) (2020)	CFU/mL	10	ND-10	TT	No Standard	No	Heterotrophic plate count is an indicator method that measures a range of naturally-occurring bacteria in the environment

PRIMARY 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
Barium	ppb	47	24-47	2000	2000	No	Erosion of natural deposits
Bromate ¹	ppb	7	7	10	0	No	By-product of drinking water disinfection
Chlorine ¹	ppm	0.4	0.06-0.84	4 (MRDL)	4 (MRDLG)	No	Water treatment for disinfection
Fluoride ²	ppm	1.1	0.1–1.1	4	4	No	Water additive which promotes strong teeth
Haloacetic Acids ¹	ppb	21	1.4–20.9	60	No Standard	No	By-product of drinking water disinfection
Nitrate	ppm	2.2	0.1–2.0	10	10	No	Runoff from fertilizer use; Leaching from septic tanks; Erosion of natural deposits
Perchlorate	ppb	0.15	0.13–0.15	2	No Standard	No	By-product of drinking water disinfection; Found in propellants/fireworks/munitions/blasting agents/etc
Trihalomethanes ¹	ppb	37	9.3–37.2	80	No Standard	No	By-product of drinking water disinfection
Turbidity ³	NTU	0.95	0.86-0.95	5	1	No	Suspended and colloidal particles including clay, silt, inorganic matter, algae, and microorganisms.

SECONDARY PARAMETERS — UNREGULATED CONTAMINANTS & UCMR 5 MONITORING (CASRN)

Substance	Units	Average Level Detected	Range of Levels Detected	SMCL (ORSG)	Major Sources in Drinking Water
Calcium	ppm	23	6–38	No Standard	Erosion of natural deposits
Chloride	ppm	100	32–268	250	Naturally present in the environment
Copper	ppm	0.03	0.001–0.09	1	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
Hardness	ppm	78	21–136	No Standard	Erosion of natural deposits
Iron	ppb	73	ND–170	300	Erosion of natural deposits
Magnesium	ppm	5.6	1.5–10.2	No Standard	Erosion of natural deposits
Manganese	ppb	17	ND–51	50 (300)	Erosion of natural deposits
Methyl Tertiary-Butyl Ether or MTBE (1634044)	ppb	1.6	ND–4.2	(70)	Fuel additive; leaks and spills from gasoline storage tanks
Nickel (7440020)	ppb	20	ND–4.8	(100)	Erosion of natural deposits
Odor	T.O.N	1	ND–2	3	Naturally occurring organic materials that form ions when in water;
Perfluorobutanesulfonic Acid - PFBS (375-73-5) UCMR 5	ppt	1.9	ND–9.4	No Standard	See footnote 5.
Perfluorohexanoic Acid - PFHxA (307-24-4) UCMR 5	ppt	1.8	ND–4.5	No Standard	See footnote 5.
Perfluorooctanoic acid - PFOA (335-67-1) UCMR 5 ⁶	ppt	2.4	ND–6.0	No Standard	See footnote 5.
Perfluoropentanoic acid - PFPeA (2706-90-3) UCMR 5	ppt	1.9	ND–6.2	No Standard	See footnote 5.
pH	—	7.2	7.0–7.6	6.5-8.5	Corrosion of household plumbing systems/ erosion of natural deposits.
Potassium	ppm	28	6-38	No Standard	Naturally present in the environment
Sodium (7440235)	ppm	51	26-130	(20)	By-product of drinking water treatment; Naturally present in the environment
Sulfate	ppm	18	ND-32	250	Naturally present in the environment
Total Dissolved Solids	ppm	246	164-547	500	Naturally present in the environment
Zinc	ppm	0.02	0.001–0.04	5	Naturally present in the environment

LEAD & COPPER PARAMETERS⁴

Substance	Units	90th Percentile Level Detected	Action Level (AL) (EPA's MCL)	# samples (# exceeding AL)	Ideal Goal (EPA's MCLG)	Exceeds Action Level	Major Sources in Drinking Water
Lead (2023)	ppb	5.1	15	31 (0)	0	No	Corrosion of household plumbing systems; Erosion of natural deposits
Copper (2023)	ppm	0.45	1.3	31 (0)	1.3	No	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservative

PER- AND POLYFLUOROALKYL SUBSTANCES (PFAS)⁵

Regulated Contaminant	Units	Detect Results or Range	Highest Quarterly Average	MCL	Violation	Major Sources in Drinking Water
PFAS6	ppt	2.5–7.5	7.5	20	No	Discharges and emissions from industrial and manufacturing sources associated with the production or use of these PFAS, including production of moisture and oil resistant coatings on fabrics and other materials. Additional sources include the use and disposal of products containing these PFAS, such as fire-fighting foams.

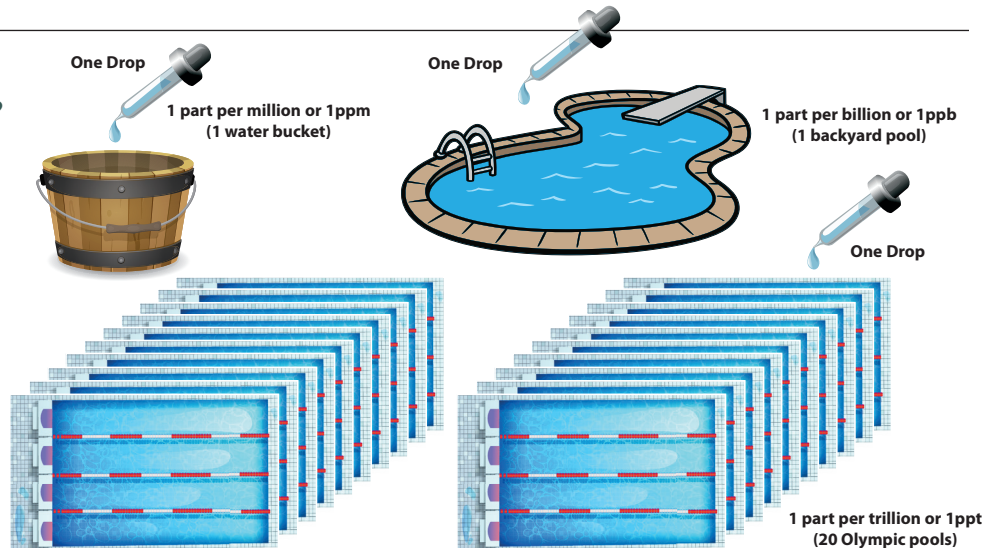
Bromate in Drinking Water Notice

Nagog Pond is currently used seasonally to meet increased water demand during the warmer months. When in operation, this water is treated with ozone to address taste and odor, and to enhance disinfection. Ozone can react with bromide, a naturally occurring trace element in surface water, to create bromate, a disinfection byproduct. Bromate is regulated with a maximum contaminant level (MCL) of 10 parts per billion (10 ppb), averaged over any twelve-month period. Some people who drink water containing bromate in excess of 10 ppb over many years may have an increased risk of cancer.

The average of the samples taken from Nagog Pond during the summers of 2019, 2020 & 2022 was just less than 11 ppb. Since Nagog Pond was not operational in 2023, we were required to send out a Public Notice on June 24, 2024 since no sampling had occurred. Nagog Pond was in operation from July 16th to July 20th, 2024. A bromate sample was taken on July 17th, bringing the 12-month average down to 7.4 ppb and now below the MCL. Prior to the seasonal start-up of the Nagog Pond supply, Concord Water staff will continue to work with our consulting engineers and MassDEP to evaluate existing treatment practices. For additional information on bromate, please visit www.concordma.gov/bromate.

What is the difference between ppm, ppb and ppt?

It can be hard to wrap our minds around what the concentration of a contaminant actually means. To help visualize different concentrations, imagine that one part per million (1 ppm) is the same as one drop of water in a bucket. At an even smaller concentration, one part per billion (1 ppb) is the same as one drop of water in a backyard size swimming pool and one part per trillion (1 ppt) is the same as one drop of water in 20 Olympic size swimming pools!



WATER QUALITY SUMMARY TERMS & ABBREVIATIONS

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

CASRN: Chemical Abstract Services Registry Number

CFU: colony forming units

LRAA (Locational Running Annual Average): The average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters.

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. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contamination.

ND: not detected

NTU: Nephelometric Turbidity Units

ORSG (Office of Research and Standards Guideline): 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.

ppm: parts per million or milligrams per liter (mg/L)

ppb: parts per billion or micrograms per liter (µg/L)

ppt: parts per trillion or nanograms per liter (ng/L)

RAA (Running Annual Average): The average of four consecutive quarters of data.

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

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

T.O.N.: threshold odor numbers

UCMR5 (Fifth Unregulated Contaminant Monitoring Rule): The Safe Drinking Water Act requires that the EPA establish requirements for public water systems (PWSs) to monitor for priority unregulated contaminants every five years and requires the agency to make the results publicly available

Unregulated Contaminants: Contaminants 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.

90th Percentile: Out of every 10 homes, 9 were at or below this level. This number is compared to the action level to determine lead and copper compliance.

SUMMARY FOOTNOTES

- Bromate, Chlorine, Haloacetic Acids & Trihalomethanes:** 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.
- 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. Fluoride has a secondary contaminant level (SMCL) of 2 ppm to better protect human health.
- 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.
- 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 three years. Testing was last done during summer 2023 and is next scheduled for completion during summer of 2026. 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.
- Per- And Polyfluoroalkyl Substances:** Some people who drink water containing these PFAS in excess of the MCL may experience certain adverse effects. These could include effects on the liver, blood, immune system, thyroid, and fetal development. These PFAS may also elevate the risk of certain cancers.
- UCMR 5:** Please note that PFOA is a regulated PFAS contaminant and is included in the PFAS6 reporting. However, the EPA has also included it on their UCMR 5 Monitoring List.

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 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 (like a water main break), contaminants can be sucked from the equipment and back 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 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 irrigation systems are required to have an approved reduced pressure zone assembly (RPZ) 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 pressure zone assembly (RPZ), double check valve assembly (DCVA), pressure vacuum breaker assembly (PVB), and "air gap." The simplest type is the "air gap" or simply keeping the end of the water line or hose from coming into 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. Web links about cross connection control, backflow prevention, and other information visit <https://www.mass.gov/info-details/public-drinking-water-system-operations#cross-connections>

Public Notification—Cross Connection

During a routine MassDEP Drinking Water Program inspection on August 13 & 14, 2024, Concord Water (PWSID 3067000) was not able to certify the repair/replacement and testing of a backflow device within 14 calendar days of the date of test failure and thus violated 310 CRM 22.22(13)(e). Concord Water has worked with our Cross Connection Control Plan delegate, Water Safety Services, to revise our communication to customers with failed devices to improve response time for device repair/replacement and retesting. To address this a carbon copy 'Violation Notice of Failed Cross-Connection Device' shall be handed out to the Owner/Owner's agent at time of failed test and Concord Water will call or email the owner/contact of record for each failed test to ensure that they understand the importance of getting the device repaired/replaced and retested within 14-days of the date of the failed test.

If you have any questions about the Cross Connection Control Program or this violation, please contact Concord Water at 978-318-3250.

Potential Sources of Contaminants

The sources of drinking water (both tap 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 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, EPA and MassDEP 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.

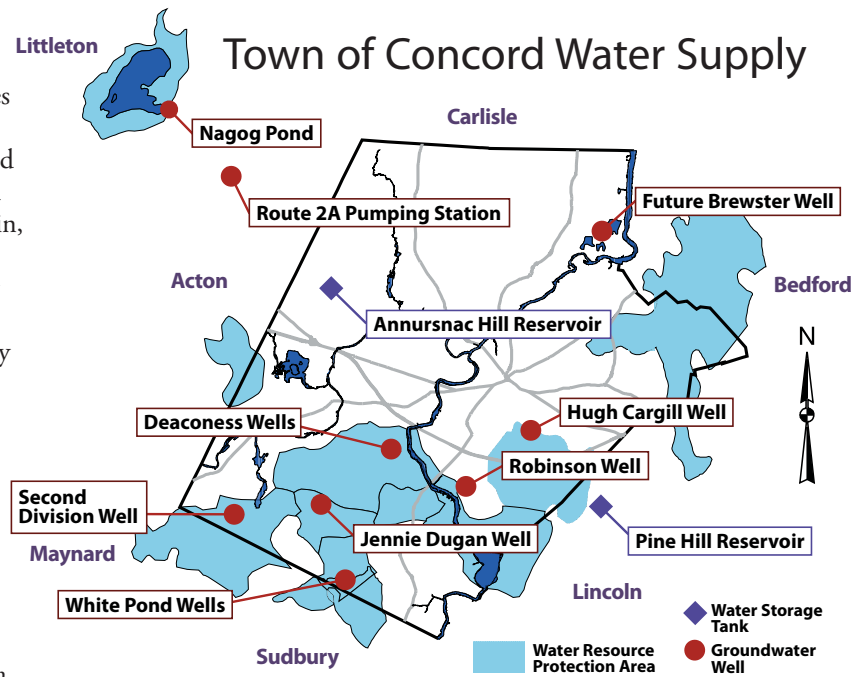
Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of certain substances which the EPA calls "contaminants." The presence of these substances does not necessarily indicate that the water poses a health risk. For example, naturally occurring dissolved 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.

Water Supply

Concord's water system consists of six groundwater supplies located in Concord and one surface water supply located on the Acton/Littleton line. In addition, there are associated pumping stations, two storage reservoirs with a 7.5 million gallon total capacity, approximately 136 miles of water main, and over 1,300 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 nearly 4 MGD in the summer months. Concord's public water system is interconnected with Acton and Bedford for emergency backup if necessary.

Water Treatment

In accordance with State and Federal drinking water requirements, Concord's water is treated before it gets to the user's 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 and manganese sequestration* via the addition of polyphosphate to reduce the frequency of discoloration events; and *iron and manganese removal* via pressure filtration for the Deaconess and White Pond wells. Due to the 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 about drinking water 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	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	•	•	•	•	•	•	•
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/doc/concord-water-department-swap-report>.

WATER QUALITY Lead & Copper

The detection of unacceptably high lead levels within the Flint, Michigan drinking water system began to draw national media attention in early 2015. This discovery 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. 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.

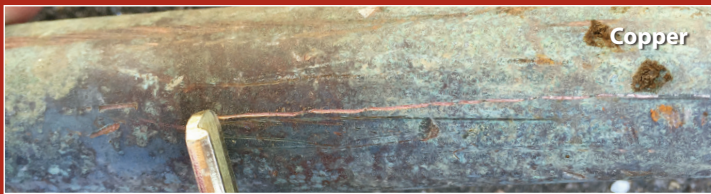
CPW's Water Division treats our drinking water to reduce the natural corrosivity of our local water supplies. We do so by upwardly adjusting the pH by adding potassium hydroxide and enhancing the buffering capacity by adding polyphosphate. These activities raise the pH from slightly acidic to neutral 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 EPA and 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 summer 2023 and will be repeated in summer 2026.

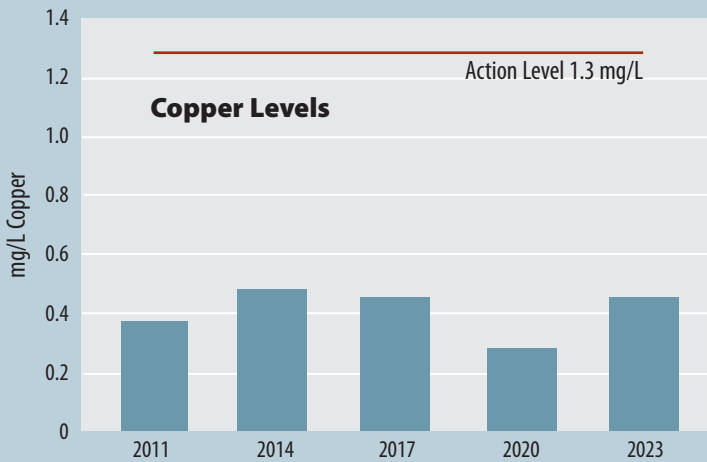
The two graphs on this page summarize the long-term effectiveness of our treatment practices, showing Concord's compliance levels for the past five sampling events. More information is available in the *Water Quality Summary* on page 2.

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. CPW 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, 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 2 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 and at <http://www.epa.gov/safewater/lead>, or you can visit CPW's 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 the service material 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 CPW's Water Division at 978-318-3250.

Lead in Drinking Water

If present, lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and home plumbing. Concord Water is responsible for providing high quality drinking water and working with customers to remove all lead service lines but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. **You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk.** In Concord water service lines are considered private infrastructure. It is the customer's responsibility to keep their service line and fixtures in good repair, this includes the replacement of any water service lines that are greater than 50 years of age, triggered when the structure is subjected to significant upgrades or reconstruction. (See information at <https://concordma.gov/DocumentCenter/View/53697/Water-and-Sewer-Services-Renewal-Policy>).

Concord's source water is below the lead action level; however, lead may be in the piping connecting the distribution lines in the street and in internal home and facility plumbing. In the short-term, flushing the lines to always use the water

from the distribution lines in the street for drinking and cooking will provide water that does not exceed the lead action level as work is done to remove all lead service lines or plumbing. The flushed water should be used for other non-human consumption purposes, e.g. laundry, washing floors, etc.

Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. Also, if using a filter, certified by an American National Standards Institute accredited certifier to reduce exposure, follow the instructions provided with the filter to ensure the filter is used properly. MassDEP has created a Frequently Asked Questions webpage for Consumers, regarding Lead and Copper questions; the webpage is available here: <https://www.mass.gov/info-details/consumers-frequently-asked-questions-about-the-lcrr-service-line-inventory>.

Using an NSF/ANSI 61 certified filter can reduce lead in drinking water. Read any directions provided with the filter to learn how to properly install, maintain, and use your cartridge and when to replace it. Using the cartridge after it has expired can make it less effective at removing lead. Do not run hot water through the filter. For more information on facts and advice on home water filtration systems, see EPA's "Consumer Tool for Identifying POU Drinking Water Filters Certified to Reduce Lead."

(LINK TO PUBLICATION)



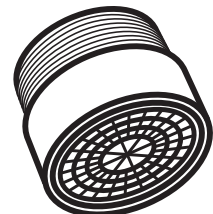
Use only cold water for drinking, cooking and making baby formula. Boiling water does not remove lead from water.



Before drinking, flush your pipes by running your tap, taking a shower, doing laundry or a load of dishes.



Consider using an NSF/ANSI 61 certified water filter to remove lead and know when it is time to replace the filter.



Regularly clean your faucet screens (also known as an aerator).

HELP US HELP YOU.

Sign up to receive important information via the following services.

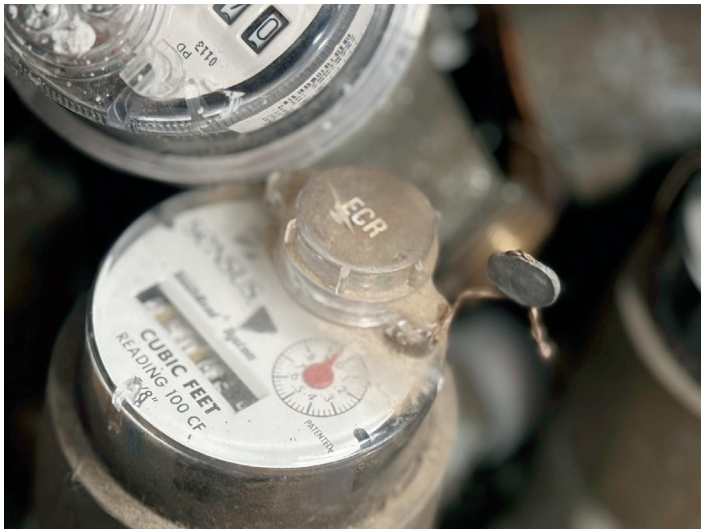


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Water Meter Replacement Program Update

The Concord Water & Sewer Division maintains over 5,600 water meters in homes and businesses across Town, ranging in size from 5/8-inch to 6-inch. As part of our routine maintenance, we are focusing on replacing meters that are nearing the end of their expected service life.

To ensure continued accuracy and reliability, our staff will be reaching out to customers with older meters to schedule a replacement.

We will begin by contacting customers by phone, and if we are unable to connect, a follow-up letter will be sent. If you notice any changes in your water bill, please contact the Water & Sewer Division proactively at 978-318-3250.

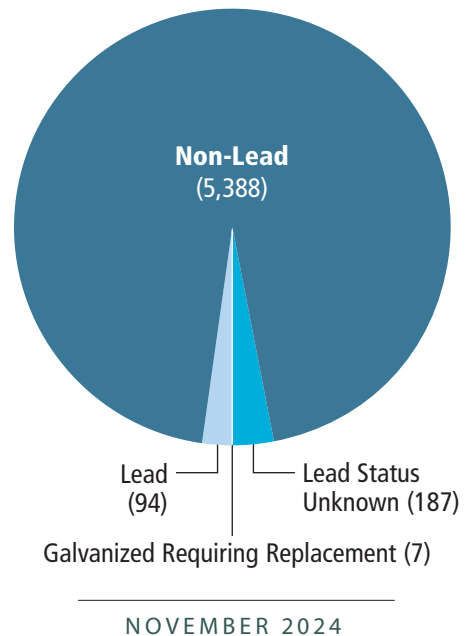
Thank you for your cooperation, as we work to maintain high-quality service.

Water Service Line Inventory

As part of the recent Lead and Copper Rule updates, the Environmental Protection Agency (EPA) mandated that public water suppliers catalog water service lines to identify and eventually remove lead service lines. Concord began this inventory process and provided initial outreach in 2017. In November 2024, all customers with a water service of unknown material that was installed before the lead ban in 1986 or a water service that was identified as lead or galvanized iron/steel received a letter.

As part of this program, over the next 10-years Concord will validate 361 non-lead water service lines using vacuum excavation to ensure the accuracy of our Water Service Line Inventory.

For more information or to look up the material of your water service visit <https://concordma.gov/lead>.



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 4pm via Zoom. Please check the PWC website for exact dates, times and locations. 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 5), please contact Melissa Simoncini, Senior Environmental & Regulatory Coordinator at 978-318-3250 or msimoncini@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.