



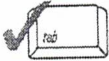
Massachusetts Department of Environmental Protection  
Bureau of Resource Protection – Drinking Water Program

# Consumer Confidence Report Certification

For calendar year 2023

## A. PWS Information

Important: When filling out forms on the computer, use only the tab key to move your cursor - do not use the return key.



Thorndike Fire & Water District

1227001

PWS Name

PWS ID

Thorndike

100

City /Town

Max population

The community water system named above hereby certifies that its Consumer Confidence Report (CCR) was distributed to customers, appropriate agencies, and notices of availability have been given in compliance with 310 CMR 22.16A. Furthermore, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to MassDEP.

Robert J. Flagg

Name

*I certify under penalty of law that I am the person authorized to fill out this form and the information contained herein is true, accurate, and complete to the best of my knowledge and belief.*

Water Operator

Title

413-283-9922

phone

eastnationalwater@comcast.net

E-Mail

6/13/2023

Date

Signature of Owner/Responsible Party or Certified Operator

## B. Public Notice Certification

VSS PWS note: if you deliver your CCR by newspaper or postings, that method will not meet PN requirements. You must directly deliver your PN by hand, land mail, or email.

Is this system using this CCR to provide Tier 3 Public Notice to their customers?  Yes  No

The PN is for a: Violation  UCMR  Other

List other

Did you have a consultation with MassDEP?  Yes  No

Consultation date

The PN can be found on page \_\_\_\_\_ of the CCR.

Date of PN Occurrence NON-Number

I am reporting multiple Tier 3 PNs. I have listed the additional PN information at the end of this form.

The public water system indicated above hereby affirms that a Tier 3 public notice has been provided within this CCR to consumers in accordance with 310 CMR 22.16(4) including: delivery, content, format requirements, notification deadlines, and that the public water system will meet future requirements for notifying new billing units and new customers of the violation.

If you did not sell water to another community PWS skip Section C.

## C. For Systems Selling Water to Other Community Water Systems

My system delivered the applicable information required at 310 CMR 22.16A(3), to the buying system(s) no later than April 1st of this year, or by the mutually agreed upon date specifically included in a written contract between the parties.

## D. Annual Cross Connection Education

Is this CCR being used for your system's annual cross-connection education?  Yes  No  
If no, what methods did you use to meet your annual CCCP requirements (citation)?

## F. Good Faith Delivery Methods (minimum of 3 is required for any sized systems)

Good Faith efforts are *in addition* to your primary method of delivery.

To reach people who drink our water but are not billed customers the following were conducted in addition to the required delivery:

- Posted the CCR on a publicly accessible Internet site at the following address. (Only for systems under 100,000 population who did not use this method as their primary method)

WWW

List the URL used.

- Mailed the CCR to all postal patrons within the service area (list of zip codes used is attached).

- Mailed a postcard listing the URL where the CCR can be found, to all postal patrons within the service area (list of zip codes used is attached).

WWW

List the URL used.

- Advertised availability of the CCR in the following news media (the announcement is attach):

Radio     Newspaper     Television / cable     Social media     Digital signboard

- Published the CCR in local newspaper (attach the published CCR).

- Posted the CCR in public places i.e., post office, town hall, library (list of locations is attached).

- Delivered multiple CCR copies to single-bill addresses serving several persons i.e., apartments, businesses, large private employers (list of locations is attached).

- Delivered multiple CCR copies to community organizations (list of organizations is attached.)

- Posted the CCR or a notice of availability at locations within the apartment/condo complex (list of the locations is attached).

- Deliver CCR to new residents when they move in.

Other

## G. Mandatory Agency Delivery Requirements

All systems must submit CCR to these three agencies

1. **Local Board of Health**

Deliver 1 copy of CCR and the Certification Form (Contact your board of health as to whether they would prefer hardcopy or e-delivery of CCR.)

6/18/2024

Date completed

2. **MA Dept. of Public Health**

Deliver 1-copy of CCR and the Certification Form

PDF emailed to: [dph.ccr@massmail.state.ma.us](mailto:dph.ccr@massmail.state.ma.us)

or

Hardcopy to: 250 Washington St.; Boston, MA 02108

6/14/2024

Date completed

Agencies and consumers must receive CCR on or before July 1.

3. **MassDEP Boston Office\***

Deliver 1 copy of CCR, the Certification Form, and all needed attachments

PDF emailed to: [Program.Director-DWPF@Mass.gov](mailto:Program.Director-DWPF@Mass.gov).

Label it [PWSID-PWS Name-year-CCR]

Or in case of hardship:

Hardcopy to: MassDEP-CCR Program, 100 Cambridge St. Ste 900; Boston, MA 02114

6/14/2024

Date completed

For e-delivery, scan documents into one PDF file. Make sure Cert Form is first with CCR following it.

\*The preferred delivery method is email.

--Do not send to MassDEP regional offices--  
Only Boston is accepting CCRs

Contaminant	Date Collected	Results	MCL	MGLG	Violation Yes / No	Possible source of contamination.
Halo acetic Acids ppb	8/12/17	25.3	60		NO	By-product of chlorination.
Total Trihalomethanes ppb	8/12/17	34.1	80		NO	By-product of chlorination

**Three Rivers' Water District - supplies 284 customers - Considered Low Risk, sampling frequency is once every nine years (Nitrate is tested annually)**

Three Rivers' water is not required to be filtered or disinfected. They are prepared to disinfect (chlorinate) the water if Bacterial testing or other conditions arise that would indicate an increased risk of water contamination.

Inorganic Contaminants	Results	MCL	MCLG	Sample Date	Violation (Y/N)	Typical Source
Barium (ppm)	.197	2.0	2.0	12/13/23	N	Natural source erosion; Leaching
Chromium(ppb)	.110	Unregulated	1	12/13/23	N	Natural sources; erosion; Leaching
PFAS6 (ppb)	5.63	20	None	10/31/23	N	Discharges and emissions from industrial and manufacturing, coating on fabric such as fire form.
NITRATE (ppm)	2.4	10	10	12/13/23	N	Natural sources; erosion; Leaching
Disinfectants and Disinfection By-Products	Results	MCL	MCLG	Sample Date	Violation (Y/N)	Typical Source
Chlorine (ppm) (free)	0.48 - .96 monthly average	4	4	5/4/2023	N	Water additive used to control microbes

**Bondsville Water District - 40 customers**

Inorganic Contaminants	Results	Highest Results	MCL	MDL	Violation (Y/N)	Typical Source of Contamination
Sodium (ppm) 12/12/23	14.4	14.4	20	N/A	N	Erosion of natural deposits.
Nickel ppm 12/12/23	.0029	.0029	1.0	100	N	Erosion of natural deposits.
Nitrate ppm 7/18/23	1.34	1.34	10	10	N	Runoff from fertilizer use; leaching from septic tanks, sewage
Barium ppm 12/12/23	0.197	0.197	2	2	N	Erosion of natural deposits

- **Maximum Contaminant Level (MCL):** The highest level of a contaminant that is allowed in drinking water. MCLs are set as close as possible to the MCLGs, using the best available treatment technology.
  - **90<sup>th</sup> Percentile:** Nine (9) out of every ten (10) homes sampled were at or below this level.
  - **Treatment Technique (TT):** A required process intending to reduce the level of a contaminant in drinking water.
  - **Action Level (AL):** The concentration of contaminant which, if excessive, triggers treatment or other requirements which a water system must follow.
  - **Variations and Exemptions:** Massachusetts or EPA permission given not to meet an MCL or a treatment technique under certain conditions.
  - **Maximum Residual Disinfection Level Goal (MRDLG):** The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of using disinfectants to control microbial contaminants.
  - **Maximum Residual Disinfection Level (MRDL)** The highest level of a disinfectant allowed in drinking water. There is convincing evidence that the addition of a disinfectant is necessary for control of microbial contaminants.
  - **Massachusetts Office of Research and Standards Guidelines (ORSG):** This is the concentration of chemical in drinking water, at or below, which adverse health effects are unlikely to occur after chronic (lifetime) exposure, with a margin of safety. If exceeded, it serves as an indicator of the potential need for further action
- **MNR - Monitored Not Regulated**
  - **MPL - State Assigned Maximum Permissible Level**
  - **ppm - Parts per million or milligrams per liter (mg/L)**
  - **ppb - Parts per billion or micrograms per liter (ug/L)**
  - **Pci/L - Picocuries per liter (a measure of radioactivity)**
  - **Ppt - Part per trillion, or nanogram per liter**
  - **N/A - Not Applicable**
  - **ND - Not Detected**
  - **ORSG - Office of Research and Guidance Standards**

- **LEAD** - If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily caused from materials and components associated with service lines and home plumbing. Thorndike Fire & Water is responsible for providing a quality of drinking water but 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 the water in your home, you may wish to have your water tested by a private lab. 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 <http://www.epa.gov/safewater/lead>.
- **Reduction of Lead in Drinking Water Act (Nationwide):** Effective January 4, 2014, it became illegal to install drinking water pipes, pipe fittings, and other plumbing fixtures that contain lead contents. "Lead Free" is defined as restricting the permissible levels of lead in the wetted surfaces of pipes and other plumbing fixtures to a weighted average of not more than 0.25%. This law does not apply to pipes and other plumbing fixtures that are used exclusively for non-potable services such as manufacturing, irrigation, outdoor watering, toilets, bidets, urinals, fill valves, tub fillers, shower valves, or any other uses where water is not anticipated to be used for human consumption.
- **Manganese:** All the Thorndike's manganese detects have come from Bondsville's wells #1,2,3, &5. Manganese is a naturally occurring mineral found in rocks, soil, groundwater, and surface water. Manganese is necessary for proper nutrition and is part of a healthy diet but can have undesirable effects on certain sensitive populations at elevated concentrations. The EPA and MassDEP have set an aesthetics-based Secondary Maximum Contaminant Level (SMCL) for manganese of 50ug/L (micrograms per liter) or 50 parts per billion (ppb), and health advisory levels. In addition, MassDEP Office of Research and Standards (ORS) has set a drinking water guideline for manganese (ORSG), which closely follows the EPA public health advisory for manganese. Drinking water may naturally have manganese and when concentrations are greater than 50ug/L, the water may be discolored and taste bad. Over a lifetime, the EPA recommends that people drink water with manganese levels less than 300ug/L (300 ppb) and over the short term. EPA recommends that people limit their consumption of water with levels over 1,000ug/L, primarily due to concerns about possible neurological effects. Children up to 1 year of age should not be given water with manganese over 300ug/L, nor should formula for infants be made with the water for longer than 10 days. The ORSG differs from the EPA's health advisory because it expands the age group to which a lower manganese concentration applies from children less than 6 months of age to children up to 1 year of age. To address concerns about children's susceptibility to manganese toxicity.

EPA Drinking Water Health Advisory for Manganese: [www.epa.gov/safewater/ccl/pdgs/regdetermine1/supportcc1/manganesedwreport.pdf](http://www.epa.gov/safewater/ccl/pdgs/regdetermine1/supportcc1/manganesedwreport.pdf)  
 MassDEP Office of Research & Standards Guidelines: [www.mass.gov/eea/agencies/massdep/water/drinking/manganese-in-water.html](http://www.mass.gov/eea/agencies/massdep/water/drinking/manganese-in-water.html)

- **Water Quality Maintenance:** Two (2) key ways our water quality is protected is our water main flushing and preventing a cross connection.
- **Water Main Flushing:** To ensure our water quality is at its best, we will continue to flush your water mains via fire hydrants twice a year.
- **Cross Connection Program:** A cross connection is a connection between a drinking water pipe and a polluted source. The pollution can come from your own home. Example: spraying fertilizer on your lawn, you may hook up your hose to a sprayer that contains the fertilizer. If the water pressure drops when the hose is connected to the fertilizer, the fertilizer can be sucked back into the drinking water pipes through the hose. Using an attachment on your hose called a "backflow prevention device" can prevent this problem. Thorndike Fire & Water promotes a cross connection program for our customers, as well as surveys, tests, and installed devices where detection is most vulnerable.
  - **Please make sure your water meter is well protected from the cold during the winter.**
  - **Insulating your water pipe in your basement will keep water from freezing and conserves heat.**
  - **If you have a hot water heater, remove the buildup of sediment that collect at the bottom of the tank by drawing water off until it runs clear.**
  - **Check the aerators on all your faucets and shower heads; sediment collects over time and pressure is restricted**

**Fluoride is not added to Thorndike, Bondsville, Palmer, or Three Rivers Water Systems**

The Massachusetts Department of Environmental Protection (DEP) has completed a Source Water Assessment and Protection link: <http://mass.gov/eea/docs/dep/water/drinking/swap/wero/122700>