

# Palmer Water District # 1

10 Walnut Street  
Palmer, Massachusetts 01069  
Tel. 413-283-8411

January 31, 2025

## Customer Notice

Dear Water Customer:

### **Important Information about Your Drinking Water**

#### **IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER**

##### **Palmer Water District #1 Does Not Meet Treatment Requirements**

Our water system recently violated a drinking water requirement. Although this situation does not require that you take immediate action, as our customers, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

We routinely monitor your water for turbidity (cloudiness) at Graves Brook WTP. This tells us whether we are effectively filtering the water supply. Water samples for December 2024 showed that >50% of turbidity measurements were over 0.3 turbidity units – the standard is that no more than 5% of samples may exceed 0.3 turbidity units per month. The turbidity levels were still relatively low, most of the time ranging between 0.29-0.35 turbidity units. However, their persistence is a concern. It should also be noted that results from all routine bacteria sampling in the system and from this facility were all negative during this period.

##### **What should I do?**

- There is nothing you need to do. You do not need to boil your water or take other actions. We do not know of any contamination, and none of our testing has shown disease-causing organisms in the drinking water.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

##### **What does this mean?**

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

**What is being done?**

- December turbidity reporting showed values greater than 0.3NTU in more than 5% of samples taken in December 2024.
- Graves Brook Reservoir Water Treatment Plant Was taken out of serves immediately after notification.
- Palmer Water District collected Bacteria sample on December 14, 2024, January 14 & 27, 2025 all samples were absent of bacteria.
- Palmer water district is currently investigating possible causes of the higher than normal turbidity readings and working with MassDEP to fix the problem.
- Palmer Water District will be taking additional bacteria samples in February 2025 and will restart Graves Brook Treatment Plant once turbidity levels return to acceptable values, and we receive authorization from MassDEP.

**Where can I get additional information?**

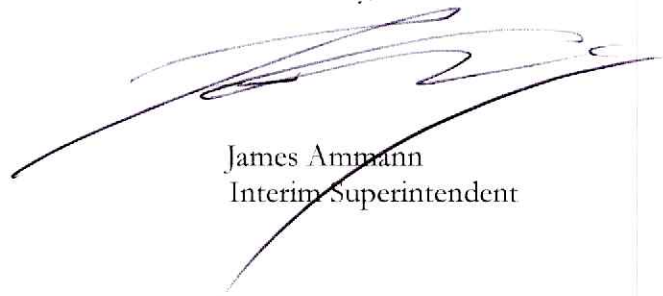
If you have questions about your water system's operation, water quality monitoring, or response to this issue, please contact the system operator directly. If you have questions about the drinking water regulations or health risks posed by this contaminant you can contact the MassDEP Drinking Water Program at: [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov) or (617) 292-5770. If you have questions about specific symptoms, you can contact your doctor or other health care provider. If you have general questions about public health, you can contact the Massachusetts Department of Public Health at 1-617-624-5757.

For more information, please contact James Ammann at 413-668-6711, or [jammann@palmerwaterdistrict.org](mailto:jammann@palmerwaterdistrict.org).

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

This notice is being sent to you by the Palmer Water District #1 System ID#: 1227000 Date distributed: 2/03/2025.

Sincerely,



James Ammann  
Interim Superintendent