



Water Quality

ANNUAL REPORT

To Our Customers,

For those of you who are simply trying to make it through another busy day, happy to be one step ahead of your e-mail list, schlepping your children to dance class or academic enrichment programs, caring for older family members..., I suspect you have not had too much opportunity to pay much attention to your municipal water service. With this understanding, and with no judgment offered, the most important take away from this annual Water Quality Consumer Report (CCR) is the drinking water in Concord continues to meet or exceed all State and Federal drinking water quality standards.

At a time where increased connectivity and a never ending “breaking news” cycle is bringing us to the brink of information overload, it is increasingly difficult to find time to focus on anything that is not hyped as imminent. While the information included in the current CCR may not rise to such a level, when you do find the time, interest, or need, please know you will be able to access this report on the Town of Concord’s website. If you are unfamiliar with this report, you will find that it contains basic information as to where your drinking water comes from, how it is treated, and what is in it.

For those of you who do have the time, congratulations and happy reading! 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

2017 HIGHLIGHTS

- **Replaced nearly 1,100 feet of water main and associated service laterals, hydrants, and valves along Whits End Road**
- **Completed a leak detection survey on 74 miles of water main in the northern portion of town, during which 5 leaks were identified and repaired, saving approximately 7.62 million gallons/year**
- **Cleaned Deaconess well to increase flow and improve water quality**
- **Conducted system-wide lead and copper sampling activities in accordance with a MassDEP approved sampling plan**
- **Provided 45 rebates for high efficiency toilets and clothes washers**
- **Replaced 13 lead service lines as part of the Lead Service Line Replacement Program**

Water Quality Summary (JAN.–DEC. 2017)

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 2017 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 3 categories, 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.

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
Alpha Emitters (2014)	pCi/L	5.87	ND–5.87	15	0	No	Erosion of natural deposits
Barium	ppb	15	15.00	2000	2000	No	Erosion of natural deposits
Bromate ²	ppb	6	ND–6.7	10	0	No	By-product of drinking water disinfection
Chlorine ²	ppm	0.4	0.02–1.37	4 (MRDL)	4 (MRDLG)	No	Water treatment for disinfection
Fluoride ¹	ppm	0.8	0.1–0.8	4	4	No	Erosion of natural deposits; Water additive which promotes strong teeth
Haloacetic Acids ²	ppb	10.5	1.5–38.5	60	No Standard	No	By-product of drinking water disinfection
Nitrate	ppm	1.5	0.14–1.5	10	10	No	Runoff from fertilizer use; Leaching from septic tanks; Erosion of natural deposits
Perchlorate	ppb	0.12	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	23.5	4.8–65.1	80	No Standard	No	By-product of drinking water disinfection
Turbidity ³	NTU	0.8	0.4–0.8	5	1	No	Suspended and colloidal particles including clay, silt, inorganic matter, algae, and microorganisms.

SECONDARY PARAMETERS

Calcium	ppm	28.9	6.95–28.9	No Standard	No Standard	No	Erosion of natural deposits
Chloride	ppm	193	40.9–193	250	250	No	Naturally present in the environment
Copper	ppm	0.037	0.002–0.037	1.3	1.3	No	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
Hardness	ppm	105	24.6–105	No Standard	No Standard	No	Erosion of natural deposits
Iron	ppb	467	ND–467	300	No Standard	No	Erosion of natural deposits
Magnesium	ppm	8.01	1.76–8.01	No Standard	No Standard	No	Erosion of natural deposits
Manganese	ppb	43.3	ND–43.3	50	No Standard	No	Erosion of natural deposits
Methyl Tertiary-Butyl Ether or MTBE	ppb	4.25	ND–4.25	No Standard	No Standard	No	Fuel additive; leaks and spills from gasoline storage tanks
Potassium	ppm	41.3	6.6–41.3	No Standard	No Standard	No	Naturally present in the environment
Sodium	ppm	42	42	No Standard	No Standard	No	By-product of drinking water treatment; Naturally present in the environment
Sulfate	ppm	39.3	ND–39.3	250	No Standard	No	Naturally present in the environment
Total Dissolved Solids	ppm	445	144–445	500	500	No	Naturally present in the environment
Zinc	ppm	0.069	0.028–0.069	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	ppb	3.3	15	30 (0)	0	No	Corrosion of household plumbing systems; Erosion of natural deposits; see statement below
Copper	ppm	0.28	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.

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.

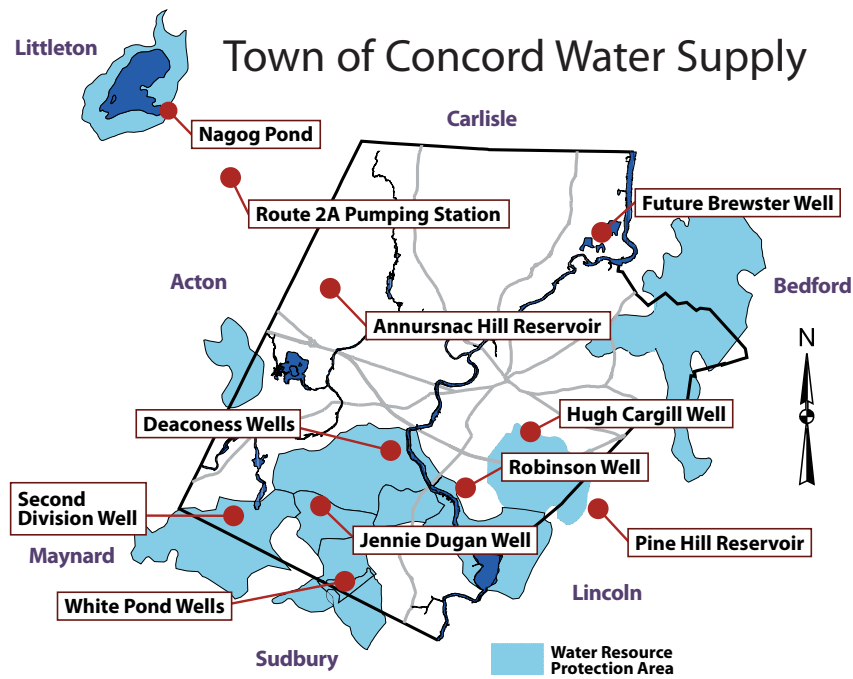
4 Lead and Copper: In accordance with EPA regulations, Concord Public Works tests the tap water of 30 homes in Concord for lead and copper every 3 years. Testing was last done during summer 2017 and is next scheduled for completion during summer of 2020. EPA determines whether the protection against 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 134 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 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/dep/water/drinking/swap/nero/3067000.pdf>.

Water Conservation

Water Supply Resiliency

Climate variability and the frequency of extreme weather events is an issue that is gaining increasing attention in all disciplines involved in water resource management. Within the past decade alone, Concord has been directly impacted by severe weather, including a notable drought in 2016 and major flooding in 2010. When such events occur, they can have significant impacts on the day-to-day operations of essential services, including drinking water and wastewater. While such impacts are not so readily apparent to our customers, there will be times when these essential services could be interrupted or compromised as a result of extreme weather conditions.

What is water supply resiliency?

Water supply resiliency starts with having a plan in place to ensure basic water service can be maintained to all of our customers during extreme weather conditions. Such a plan requires a good understanding of system strengths and weaknesses, along with a strategic and long-range vision. While Concord Public Works (CPW) has a healthy appreciation and understanding of water resource management issues, emerging climate concerns coupled with evolving regulatory demands have highlighted a need for CPW to reevaluate where we are presently and where we need to be in the future to best position ourselves for a safe and reliable water supply. To this end, CPW is working together with Weston & Sampson Inc. to evaluate our existing capacity, develop a water needs forecast, and evaluate our ability to meet future water supply needs, including assessing CPW's water conservation program, water use restrictions, and emergency response plan. In addition, CPW's response to the 2016 state drought declaration will be evaluated and opportunities to improve effectiveness will be identified.



Nagog Pond and Hugh Cargill Wellfield are two of Concord's seven different source water supplies. Having a combination of several groundwater sources and a surface water supply provides both redundancy and flexibility.



Building a Resilient Landscape

Water Use Restrictions over the next few years are going to get more stringent. CPW highly recommends transitioning your landscape to something that can be managed with little to no supplemental watering.

- minimize turf area
- evaluate turf alternatives like groundcovers
- build up soil base by topdressing
- overseed turf with drought tolerant fescue

Your plantings should only need 1-inch of water per week, which includes rain and supplemental watering.

What does it mean to CPW?

While CPW has worked diligently to develop a diverse portfolio of water supplies, each individual source is fairly limited in the amount of water it can provide. Each supply must be carefully managed and operated to stay within its physical limitations as well as its permitted withdrawal limit in order to maintain its existing water production capacity. Maintaining a healthy water supply also includes source water protection efforts to protect against contamination and the associated increased costs of treatment. Performing routine maintenance, rehabilitation and even replacement of existing groundwater wells is another piece of the water resiliency puzzle in Concord.

How you can help.

In order to ensure that the Town of Concord is able to continue to support economic growth and development, ongoing adaptation is essential. In addition to CPW's ongoing work to create a resilient water supply system, our customers' help with demand management is imperative. For suggestions on ways to conserve water both indoors and outdoors, please visit our website at www.concordma.gov/conservation, or take advantage of our free Consultation Conservations!

News and Notes

Let's Make Water Conservation a Habit

Concord's Seasonal Water Demand Management Plan

In 2017, CPW revised the Seasonal Water Demand Management Plan in order to simplify our messaging and clarify restrictions.

Water use restrictions now focus on lawn watering, as this creates the largest demand for water during the summer months.

Lawn Watering Advisory—recommends lawn watering one day per week before 9 am OR one-inch per week.

Lawn Watering Restriction*—limits lawn watering to one day per week with an assigned watering day by zone. Unfortunately, we are unable to support the more nuanced alternative of watering

your lawn one inch per week with a smart irrigation controller during a restriction, as this type of watering is challenging to enforce.

Lawn Watering Ban*—places a ban on all lawn watering.

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.

Visit www.concordma.gov/conservation for more information on Concord's Seasonal Demand Management Plan

Find Your Watering Day

Your watering day is based on the municipal trash pickup schedule. To find out on which day of the week you can water during a restriction, visit www.concordma.gov/wateringday.

and the current plan level. Be sure to sign up for the public information pathways listed below to receive notice of level changes.

* Lawn Watering Restrictions and Bans are enforceable with \$50–\$100 fines.



DID YOU KNOW?

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



New Public Drinking Fountains Installed

Concord Public Works partnered with a citizen organization, Concord on Tap, to install drinking water fountains with bottle fillers at South Meadow Field, as well as at the Alcott, Ripley, Sanborn and Thoreau schools. A wall-mounted water fountain and bottle filler is soon to be installed at the Willard School by Concord Public Schools. The fountains were made possible through funding from a variety of sources, including Community Preservation Commission grant funds, in-kind donations from Concord Public Works, and donations from many generous community members and organizations. Thank you to all who contributed!

CPW Water Distribution Crew installing a water fountain with a bottle filler at the Alcott School.



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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

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.

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.

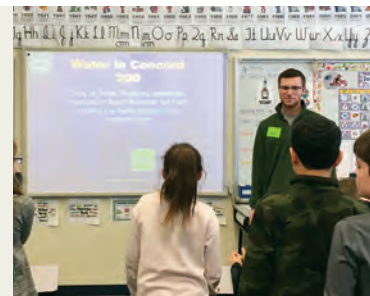
In order to ensure that tap water is safe to drink, the Department (MassDEP) and EPA prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. FDA and the Massachusetts Department of Public Health regulations establish limits for contaminants in bottled 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

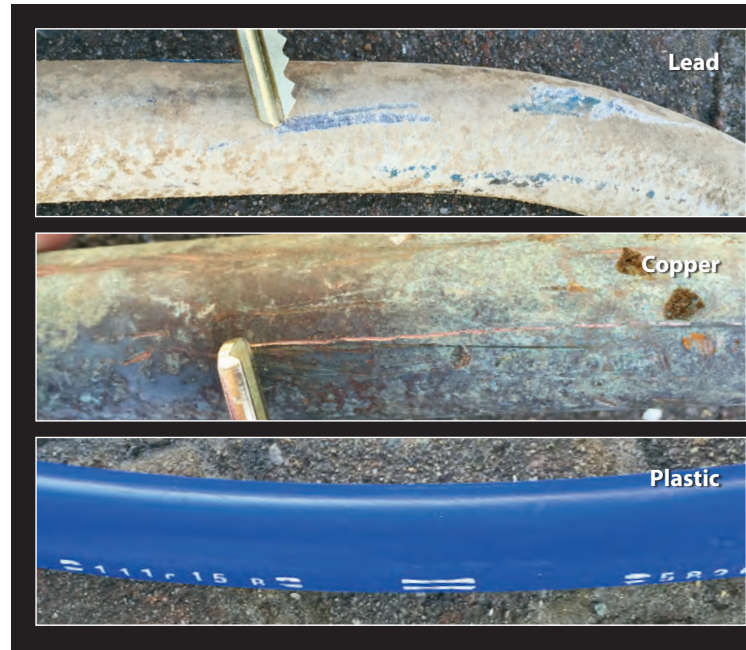
The detection of unacceptably high lead levels within the Flint, Michigan drinking water system began to draw national media attention in early 2015. This discovery has resulted in increased awareness and concern about drinking water quality across the country. Concord Public Works would like to reassure 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.

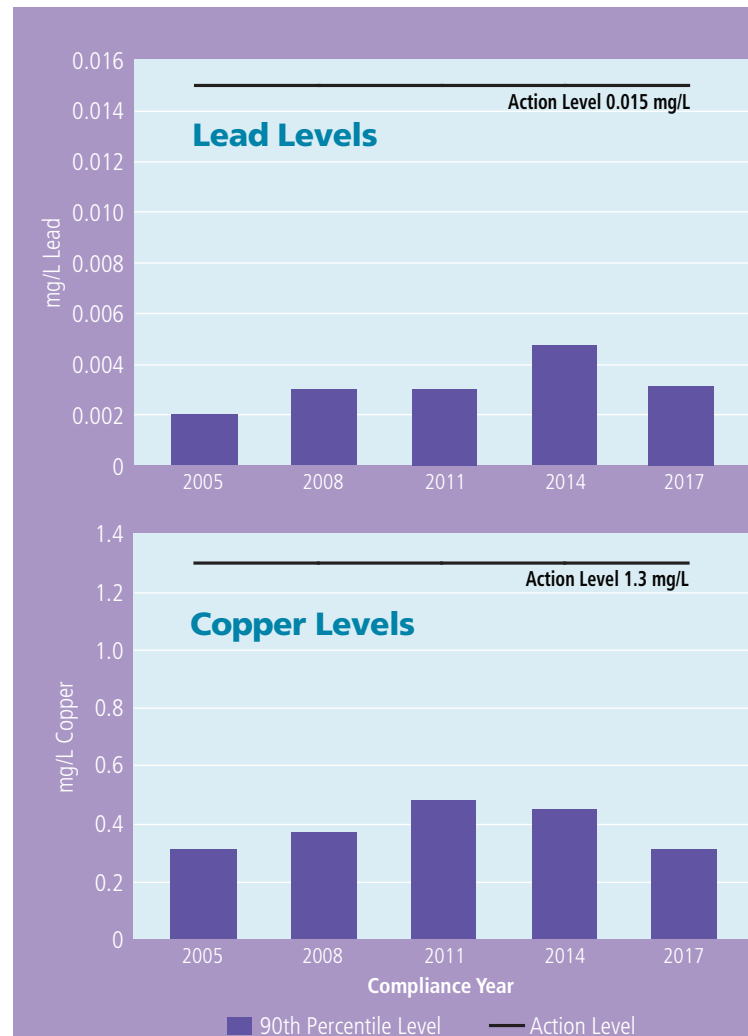
These treatment activities are validated in accordance with U.S. Environmental Protection Agency (EPA) and Massachusetts Department of Environmental Protection (MassDEP) regulations. A total of 30 homes throughout Concord are sampled once every three years to confirm the effectiveness of our corrosion control efforts. The last round of lead and copper sampling was completed in summer 2017 and will be repeated in summer 2020. 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 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 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.

Lead Service Line Replacement Program—2018 Update

In response to growing public awareness and interest regarding lead in drinking water over the last several years, CPW's Water Division has made a concerted effort to develop a program to identify and eliminate existing lead service lines within Concord's distribution system. Based on a preliminary assessment of existing service records, approximately 5% of the active 5,605 water services in Concord are believed to contain lead. According to the American Water Works Association (AWWA), the typical cost associated with a private contractor replacing a lead service line is in the range of \$5,000 to \$6,000; such costs are not considered unusual in Concord.



In order to help accelerate and incentivize lead service line replacement activities by significantly reducing the cost of this work, the Concord Public Works Commission approved a special low-cost Lead Service Line Replacement Program (LSLRP) in May 2017. This program enables Division personnel to perform work on private property, a practice not generally offered, and caps the cost of labor and materials at \$1,500. Additionally, participating customers are offered an interest-free 12-month payment plan.

Between the fall of 2017 and the spring of 2018, all 132 customers with suspected lead service lines were contacted regarding the availability of the new LSLRP. In the 10 years prior to the creation of this program, only 44 lead service lines were replaced. In the three months following the initial outreach for the LSLRP, 13 lead service lines were replaced! CPW encourages customers who believe they may have a lead service line that are interested in taking advantage of this program to ease the financial burden of the replacement costs to contact us for additional information.

You can find details regarding this program on our website at www.concordma.gov/lead, or you can call our office at 978-318-3250.

In-Ground Irrigation Bylaw

All in-ground irrigation systems permanently connected to the public water supply in the Town of Concord are required to be registered with the Water/Sewer Division. This registration enables CPW to provide irrigation customers with direct outreach and updates to help effectively manage water consumption.

Additionally, please be advised that newly installed systems shall be assessed a one-time connection fee associated with their increased water demand.

Visit www.concordma.gov/irrigation for more information.



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.