

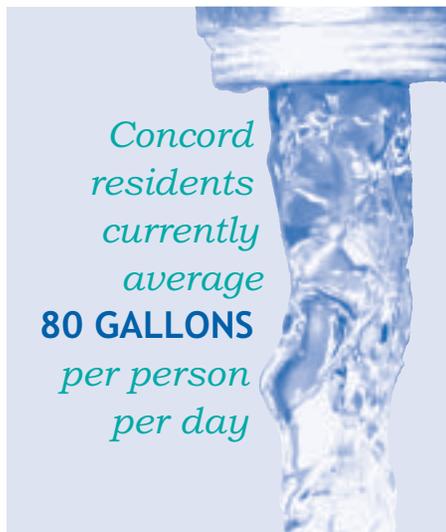
The Water Connection

Fall 2004

The newsletter for Concord Water customers

Water Use is Down, But Not Far Enough

Since Concord initiated its Comprehensive Water Conservation Program in 1997, usage has dropped system-wide. In fact, while the number of customers has increased by seven percent, water consumption is down seven percent.



Several reasons account for this decline. Plumbing codes now require the installation of low-flow showerheads, faucets and toilets. The institution of conservation-based rates in 1999 sent a clear price signal to high water users, causing these residents to become more aware of their household's water use.

Concord residents are also taking advantage of the water saving

initiatives promoted by Concord Public Works (CPW). For instance, CPW, collaborating with the New England Rain Barrel Company, sold more than 350 rain barrels to water customers over the past two years. These residents can now capture rainwater from their roofs for use in plants and gardens. In addition, this year more than 40 residents received rebates on their water bills for replacing old, water-guzzling toilets with new, low-flow models.

As a community, we are heading in the right direction. However, more needs to be done.

Recently the Massachusetts Department of Environmental Protection (DEP) issued new guidelines to public water suppliers that are intended to restrict the amount of water used by residents and limit non-essential uses, such as lawn irrigation, during the summer. Among other conditions, the DEP may require that Concord cap residential water use to no more than an average of 65 gallons per person per day. Concord residents currently average 80 gallons per person per day.

Read this newsletter to learn more on how your family can conserve water and save money. ♠

Concord Water Reaches Out to Youngest Users

Environmental Analyst Matthew Mostoller and Conservation Coordinator Joanne Bissetta took their message of water resource protection on the road last spring and visited all fourth grade classes in Concord Public Schools.

Lugging 80 empty gallon-jugs from classroom to classroom, Joanne visibly demonstrated to the students how much water each person in Concord consumes daily and brainstormed ways they can save water. The students were shocked to learn that they use so much water and were equally surprised to learn that nearly 30 percent of it is used outdoors, mostly for watering lawns.

Matt held the attention of these 10-year-olds (no mean feat!)

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Environmental Analyst Matthew Mostoller describes water treatment processes to a local Brownie troop.



Concord Public Works Water and Sewer Division

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www.concordnet.org/cpw

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Free Water Conservation Devices

Concord Public Works wants to help you conserve water, so we're giving away these **free** water conservation devices! Stop by our office at 135 Keyes Road weekdays 7:30 a.m.-4 p.m. or call Joanne Bissetta, Water Conservation Coordinator, at 978-318-3250.

Rain Gauge Keep track of rainfall to avoid over-watering your lawn.

Leak Detection Kit A simple test to determine if you have a leaky toilet.

Bathroom Flip Aerator Temporarily halt the flow of water with a flip of the switch without readjusting temperature controls. Great for shaving and brushing teeth.

Dual Setting Flip Aerator with Swivel for the Kitchen A swiveling aerator that has a full flow for filling pots, a wide spray for rinsing fruits and vegetables, and a flow restrictor for use when washing dishes.

Low-flow Showerhead An attractive, high-quality showerhead that uses 2.0 gallons per minute that doesn't feel "low-flow." Cut your shower water use in half.

Shower Timer Helps you keep your showers to five minutes.

EPA Guidebook on Water-Efficient Landscaping Easy-to-read instructions on how to create eye-catching gardens that save water, prevent pollution and protect the environment. You can view or print out your own at www.epa.gov/owm/water-efficiency or call us for a copy. ♦

Use your bills to track water use history

You may have noticed that your household's water use history (the information contained in the box on the lower-left portion of your bill) is now calculated in gallons per day, allowing you to better monitor how much water your family uses. The average person in Concord uses 80 gallons of water each day although this amount usually goes up during the summer and drops during winter.

So, if three people live at your house and you use 240 gallons of water per day, then consider your household average.

Concord Public Works hopes water customers find this new feature useful. Try to see if your family can cut water use over time. This is one case when being "below-average" is a good thing! ♦

Youngest Users, from page 1

by demonstrating how wells work and how groundwater and surface water interact using our groundwater model. The model graphically demonstrates how contamination can migrate to drinking water supplies and how excessive well pumping may impact the environment.

In addition to the classroom visits, Water Division staff worked with children in the Town's after-school program and scouts, and conducted tours of the Hugh Cargill Wellfield.

Let us know if your organization would like a presentation or a tour of Concord's water treatment and distribution facilities. ♦

DID YOU KNOW...?

The human body is 65% water!

A person can live several weeks without food but only a few days without water.

Money-Saving Tips From Concord Water

Stop flushing cash down the drain!

Concord Public Works is offering rebates of up to \$100 to residents who replace old, water-guzzling toilets with new low-flow models. Depending on the age of your toilet, you can cut the amount of water used by up to 75% and reduce your water and sewer bills.



Program instructions and forms are available at www.concordnet.org/cpw. You can also pick up information at our office at 135 Keyes Road.



CPW offers free water audits

Want to conserve but aren't sure where to start? Concord Public Works will send a certified water-use advisor to your home to conduct a free water-use audit. You will receive a computer printout documenting your household's water consumption and recommendations for conservation. The report even calculates potential savings on water bills that can be achieved by adopting conservation recommendations.

Households that were audited in 2002 used an average of 27 percent less water in 2003.

Contact Energy New England at 1-888-772-4242 to schedule an audit today. This complimentary service is available for a limited number of customers, so appointments will be made on a first-come, first-served basis.