

**IMPORTANTE !** “Este informe contiene información muy importante. Tradúscalo o hable con un amigo quien lo entienda bien.”

*This report contains important information about your drinking water.*

*Please translate it or speak with someone who understands it or ask the contact listed below for a translation.*



## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Our water system recently violated a drinking water standard. Although ***this is not an emergency***, 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 are required to monitor your drinking water for the presence of disinfection byproducts (DBPs) on a quarterly basis. The DBPs sampling results from the last four (4) quarters (12 months) ending in March 2022 show that our system exceeds the standards, or maximum contaminant levels (MCLs) for total trihalomethanes (TTHM). MCLs for TTHM are calculated based on locational running annual averages (LRAA) of samples collected from the last four (4) quarters (12 months). Since the previous notification from December 2021, this site was sampled in February with a result of 60 parts per billion (ppb), well below the TTHM MCL of 80 ppb. However, the LRAA of TTHM at our Loomis Street sample station is at 82 ppb. This value exceeds the TTHM MCL of 80 ppb. The TTHM range was 60 ppb to 96 ppb for the past 12 months.

### What should I do?

- **There is nothing you need to do. You DO NOT need to boil your water or take other corrective actions.** If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours.
- However, 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.

### What does this mean?

***This is not an emergency.*** If it had been, you would have been notified immediately. TTHM are four volatile organic chemicals. TTHM compounds form when disinfectants such as chlorine react with natural organic matter in the water. *People who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous system, and may have an increased risk of getting cancer.* See the following links for more information: <https://www.mass.gov/service-details/tthm-in-drinking-water-information-for-consumers>.

### What Happened? What is being done?

When disinfectants are used in the treatment of drinking water, they react with naturally occurring organic and inorganic matter present in water to form DBPs. We are taking and have taken the following corrective actions:

- We have flushed the water mains in the Loomis Street area and we will implement a routine flushing practice at this and other key locations to reduce water age and thus the opportunity for TTHM formation.
- We will resample this location again to confirm that the TTHM levels continue to drop.
- We have flushed organic material from the bottom of Granville reservoir to lower the organic load in our water.
- We are working with consultants to design appropriate measures to prevent future MCL exceedances.

We are conducting an evaluation of our sources, treatment processes and distribution system as required by Massachusetts Department of Environment Protection (MassDEP). We expect to confirm that the problem is resolved by completing the evaluation, taking corrective actions and continuing monitoring of the Loomis Street location during 2022.

For more information, contact Heather Stayton, Systems Engineer, Westfield DPW-Water Division, at [h.stayton@cityofwestfield.org](mailto:h.stayton@cityofwestfield.org). You may also contact the DPW-Water Division at 413-572-6226, [DPW@cityofwestfield.org](mailto:DPW@cityofwestfield.org) or 27 Sackett Street, Westfield, MA, 01085.

*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:  
Westfield DPW-Water Division

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