Water Quality ANNUAL REPORT

To Our Customers

I am pleased to present you with this year's Annual Water Quality Report, which provides detailed information on where your water comes from, water quality, the different types of treatment processes, and tips and opportunities for you to increase your water use efficiency. Concord's drinking water quality continues to meet or exceed all state and federal drinking water standards.

This past year, the value and overall reliability of our municipal water system was put to the test, specifically in light of the broader public debate held over the growth of the bottled water industry. It is no secret that the bottled water industry invests millions of dollars towards the sales of their product. It is also no secret that these campaigns paint a picture of superior water quality, generally attributed to some exotic origin or Divine intervention. I was fascinated to witness how a group of dedicated and committed Concordians came to challenge this message on the grounds of larger environmental concerns. As could be expected, the industry fought back. While many perspectives and opinions were offered, at the end of the day, I was pleased to see that the debate focused on broader environmental impacts and individual responsibility, and was not a referendum on local water quality.

While we can and should all take pride in our public water system, we cannot and should not believe it comes without sacrifice. Reliable and high quality water requires vigilant protection and strategic reinvestment. As the Superintendent of your public water system, I offer my sincere gratitude for your ongoing support and willingness to provide the resources and personnel required to protect, maintain and deliver this critical resource.

Respectfully,

Alan H. Cathcart,
Superintendent, Water/Sewer Division
Concord Public Works

2010 HIGHLIGHTS

- **During National Drinking Water Week held at the State House in May 2010, Concord was recognized for outstanding performance for its Water Conservation efforts.**
- **Concord remained in compliance with all state and federal Drinking Water Standards.**
- **Chemical feed controls within water pumping and treatment facilities were updated in accordance with new Chemical Safety Control Strategy guidance issued by MassDEP.**
- **The Phase II Dam Assessment of the Nagog Pond Dam in Acton, performed by Pare Corp., was completed. The assessment indicated that the dam is structurally sound but is in need of significant rehabilitation. Conceptual rehabilitation plans were developed and funding has been secured.**
- **The Public Works Commission had to make a declaration of a "State of Water Supply Conservation" in response to unusually high water demand experienced in the summer of 2010 during an extended period of drought.**
- **Concord's surface water supply, Nagog Pond was activated for an extended period of time to help meet peak seasonal demands.**
- **Water main replacement activities along Whittemore Street and a portion of Farmer's Cliff Road were completed in coordination with our annual water main improvement program.**

For questions about this report or to learn more about protecting Concord's water supply, contact Melissa Simoncini, Environmental and Regulatory Coordinator at 978-318-3250.

Water Quality Summary

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 2010 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
Arsenic (2009)	ppb	2	ND–2	10	0	No	Erosion of Natural Deposits; Runoff from orchards; Runoff from glass and electronics production wastes
Barium (2009)	ppb	32	8–32	2000	2000	No	Erosion of Natural Deposits
Bromate	ppb	4.9	–	10	0	No	By-product of drinking water disinfection
Chlorine	ppm	0.37	0.03–1.92	4 (MRDL)	4 (MRDLG)	No	Water treatment for disinfection
Fluoride[1]	ppm	1.5	0.3–1.5	4	4	No	Erosion of natural deposits; Water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Haloacetic Acids[2]	ppb	3.5	ND–9.3	60	No Standard	No	By-product of drinking water disinfection
Nitrate	ppm	2.2	0.45-2.2	10	10	No	Runoff from fertilizer use; Leaching from septic tansk, sewage; Erosion of natural deposits
Perchlorate	ppb	0.22	ND–0.22	2	No Standard	No	Rocket propellants, fireworks, munitions, flares, blasting agents
Selenium (2009)	ppb	0.007	ND–0.007	50	50	No	Discharge from metal refineries; Erision of natural depostits; Dischanrege from mines
Total Coliform Bacteria	% positive samples	4.20%	ND–4.2%	5%	0	No	Naturally present in the environment
Trihalomethanes[2]	ppb	11.9	ND–25	80	No Standard	No	By-product of drinking water disinfection
Turbidity[3]	NTU	3	0.5–3.0	5	1	No	Suspended matter from soil runoff

SECONDARY 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
Aluminum	ppb	10	ND–10	200	No Standard	No	Erosion of natural deposits
Calcium	ppm	34.3	5.19–34.3	No Standard	No Standard	No	Erosion of natural deposits
Chloride	ppm	198	19.2–198	250	250	No	Naturally present in the environment
Copper	ppm	0.1	ND–0.1	1.3	1.3	No	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
Hardness	ppm	123	18.6-123	No Standard	No Standard	No	Erosion of natural deposits
Iron	ppb	110	ND–110	300	No Standard	No	Erosion of natural deposits
Magnesium	ppm	9.1	ND–9.1	No Standard	No Standard	No	Erosion of natural deposits
Manganese	ppb	22	ND–22	50	No Standard	No	Erosion of natural deposits
Methyl Tertiary-Butyl Ether	ppb	1.7	ND–1.7	No Standard	No Standard	No	Fuel Additive
Potassium	ppm	54.8	8.6–54.8	No Standard	No Standard	No	Naturally present in the environment
Sodium for raw/untreated water	ppm	93	19–93	No Standard	No Standard	No	By-product of drinking water treatment; Naturally present in the environment
Sulfate	ppm	30.4	10.4–30.4	250	No Standard	No	Naturally present in the environment
Total Dissolved Solids	ppm	492	124–492	500	500	No	Naturally present in the environment
Zinc	ppm	0.1	ND–0.1	5	No Standard	No	Naturally present in the environment

LEAD & COPPER PARAMETERS

Substance	Units	90th Percentile Level Detected	Range of Levels Found	90th Percentile Action Level (EPA's MCL)	Ideal Goal (EPA's MCLG)	Violation	Major Sources in Drinking Water
Lead	ppb	3	ND-8	15	0	No	Corrosion of household plumbing systems; Errosion of natural deposits
Copper	ppm	0.37	0.04-0.52	1.3	1.3	No	Corrosion of household plumbing systems; Errosion of natural deposits; Leaching from wood preservative

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. MRDLGs 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

TT: (Treatment Technique) A required process intended to reduce the level of a contaminant in drinking water.

90th Percentile: Out of every 10 homes, 9 were at or below this level.

FOOTNOTES

1 **Fluoride:** The Concord Board of Health voted to fluoridate the drinking water in 1969. Fluoridation using Sodium Fluoride began in 1970. For questions about water fluoridation, contact the Concord Board of Health at 978 318 3275. The MA Department of Public Health's ideal goal for fluoride is 1 ppm.

2 **Haloacetic Acids, Trihalomethanes and Free Chlorine:** The highest level detected represents the highest quarterly running annual average for these contaminants.

3 **Turbidity:** Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of water quality and the effectiveness of disinfectants.

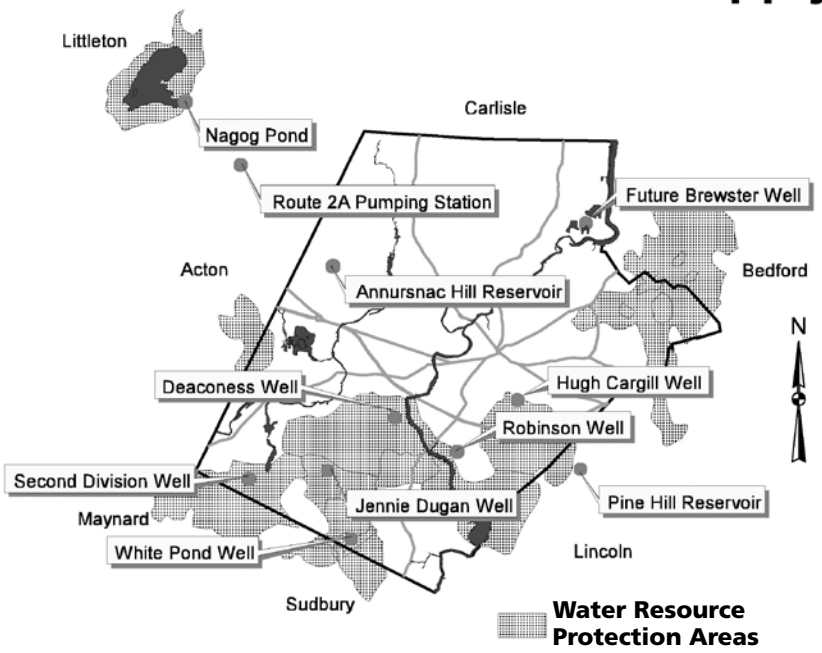
Water Supply

Concord's water system consists of six groundwater supply wells 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 130 miles of water main, and 1,250 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 groundwater supplies and ozone/UV light plus chlorine gas 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.

Town of Concord Water Supply



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 Well	White Pond Well	Second Division Well	Robinson Well	Hugh Cargill Well
Source ID	01S	01G	03G	04G	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. Complete SWAP reports are available at 135 Keyes Road and online at *www.state.ma.us/dep/brp/dws/*.

Residents can help to protect Concord's water supplies by:

- Practicing good septic system maintenance
- Supporting water supply protection initiatives at the next town meeting
- Limiting pesticide and fertilizer use

Water Conservation

Lawn Irrigation

Best Management Practice's:

- Horticulturists agree that a total of **one-inch of water** applied to a lawn (rainfall and/or supplemental irrigation) over the course of a **week** is generally sufficient.
- Outdoor lawn watering is most efficiently performed between 6 p.m. and 8 a.m. to minimize water lost to evaporation.
- How you mow your lawn effects how much water it needs. The general rule is to **leave grass 2.5 to 3 inches long** to retain moisture in dry weather and crowd out weeds.
- **Water infrequently and deeply** to encourage a deep root system. Light, frequent watering discourages deep root growth, leaving grass more susceptible to disease.
- Use a **rain gauge or tuna fish cans** to keep track of rainfall. Concord Public Works has free rain gauges available for customers (supplies are limited). Set out tuna fish cans on your lawn as a simple gauge to measure how much water your yard has received**. One full can represents one week's watering needs.**
- Minimize the size of your lawn—there are many attractive and water conserving landscaping alternatives. Google "**xeriscape**" for ideas.

Xeriscape demonstration garden at Concord Public Works

- Leave the clippings on the lawn, they help retain moisture and provide valuable nutrients.
- Lawns that go brown in the heat of summer are not dead; they are just **dormant** and will become green again when the rain returns.
- **Fertilizers increase water consumption**. Apply the minimum amount needed. Better yet, use compost. Not only will it add nutrients but will help maintain moisture. Free screened compost is available to Concord residents at the Composting site on Walden Street.

For more information visit *www.epa.gov/watersense/outdoor*

Water Saving Rebates for Concord Water Customers

Thanks to a Water Conservation Grant through Massachusetts Department of Environmental Protection, Concord Water and Sewer Division is now able to offer three great water saving rebates.

look for WaterSense Meets EPA Criteria

High-Efficiency Toilet (HET) Rebate ($150)
Concord Public Works is offering rebates to residential and commercial water customers replacing older water-guzzling 3.5 gallons per flush toilets with 1.28 gallons per flush models certified by WaterSense. *Rebate Limit: 3 per house.*

Super-Efficient Clothes Washer Rebate ($100)
Residential super-efficient clothes washers with a Consortium for Energy Efficiency (CEE) water factor less than 6 (WF<6.0) and are Tier II or Tier III are eligible. *Rebate Limit: 1 per house.*

Soil Moisture Sensor (SMS) and Irrigation System Controller Upgrade Incentive (up to $100)
More effectively manage you irrigation system with a Soil Moisture Sensor and receive a $50 credit on your water bill (if you need to upgrade your existing controller there is an additional $50 credit available). *Rebate Limit: 1 per house.*

Please visit us at 135 Keyes Road or *www.concordma.gov/cpw* for rebate forms and more information. **All rebate offers are good on a first-come, first-serve basis and are effective until June 30, 2012 or funding is exhausted.**

Free Irrigation System Audits

Are you concerned about your outdoor watering system? Does your water use double, triple or exponentially increase during the summer months? Concord Water offers a limited number of free irrigation system audits to help you understand how to more efficiently and effectively manage your outdoor watering needs. If you are interested in this offer, please contact Frank Koll of Greenscapes LGS Inc. at *frank@greenscapeslandcare.com* or leave Frank a message at (781) 648-4275.

News and Notes

Let's Make Water Conservation a Habit

Summertime Water Conservation

From a water purveyor's perspective, the weather during the spring and summer of 2010 was less than ideal—too much water in the spring and not enough water in the summer. Years like 2010 can pose significant operational and regulatory challenges for any water system.

An effective water conservation program can help balance the undesirable impact of water use variations attributed to seasonal customer demand. While Concord's operating budget is funded by revenue collected from water usage, there are increased costs associated with pumping and treating water required to meet peak seasonal demands.

Furthermore, conservation standards recently adopted by the State provide a new mechanism by which our water supply availability will be regulated and controlled. In an effort to be able to adhere to operational and regulatory challenges we need your help.

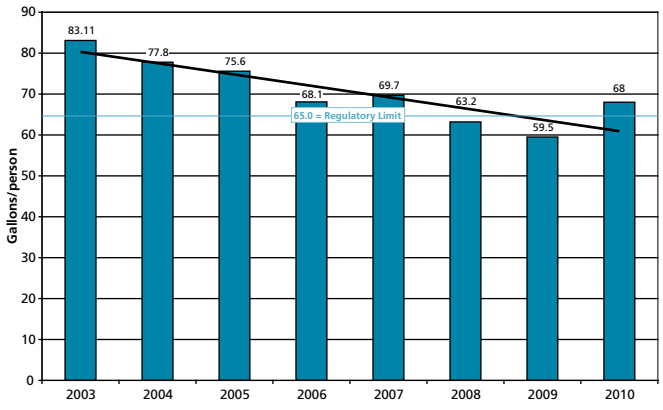
Seasonal Variations In Water Use

Operational and Regulatory Challenges

Help Keep Conservation on Track

Since the State first introduced the residential gallons per capita per day (RGPCPD) standard of 65, Concord's residential use has been on a downward trend. Our ability to stay below this State imposed standard may eventually dictate how and when we are required to implement mandatory seasonal water use restrictions.

Residential per Capital per Day Consumption



Among many conservation accomplishments Concord's ability to comply with the regulatory 65 RGPCPD during 2008 and 2009, made Concord's Water Conservation Grant proposal more competitive. The Mass. DEP awarded Concord $30,000 which allowed us to offer water saving rebates to customers and install water saving fixtures in public locations in 2011.

How to Read Your Water Bill

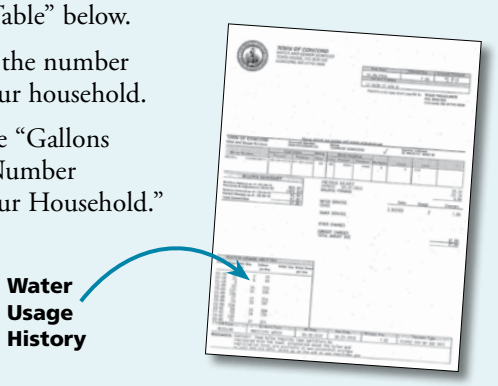
The most helpful section of your water bill is in the lower left hand corner of your water bill, your Water Usage History. This table shows your water use history over the last 13 billing cycles, with most residential bills sent every two months. The 4th column, Gallons per Day, is the column that is most valuable. So you used 254 gallons per day during August and September last year, so what? The trick is to see how your water use compares to other water users in Town.

As mentioned in the Summer Time Water Conservation article (insert ccr Location), during 2010 the average water use for all residents in Town was **68 gallons per person per day**. That is the average of those who are doing really well at conserving water and those who are not doing as well.

How does your water use compare with others?

Below is a step-by-step guide to see how your household water use compares:

- **Step 1 –** Locate your most recent water bill.
- **Step 2 –** Locate the Water Usage History table in the bottom left hand corner.
- **Step 3 –** The fourth column of the Water Usage History table is the average Gallons per day that you used during that billing cycle. Enter you average "Gallons per Day" into the "Calculations Table" below.
- **Step 5 –** Enter the number of people in your household.
- **Step 6 –** Divide "Gallons per Day" by "Number of People in your Household."



Calculations Table

Gallons per Day (Water Usage History Table—column #4)		**Number of People in your Household**		**Per Person Water Usage** (gallon)
Example:				
254	÷	4	=	63.5
	÷		=	

www.concordma.gov/cpw • 978-318-3250
135 Keyes Road, Concord, MA

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.

Potential Sources of Contaminants

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 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.

Three Ways to Help Protect Concord Water

Our drinking water supply is precious and we need to do everything we can to protect it. Protection of Concord's untreated supply is the 1st line of deference in ensuring cost effective, safe drinking water

DO NOT FLUSH YOUR UNUSED PHARMACEUTICALS! Bring your unwanted medications and sharps to the Unwanted Medication Collection Event sponsored by Concord Public Works and REUSIT, on Concord's semi-annual DropOff Day. **135 Keyes Rd – October 15, 2011**

DON'T DUMP HAZARDOUS WASTE into household drains, storm drains, on the ground or into trash. Bring your household hazardous waste to the Minuteman Regional Household Hazardous Waste Facility @ 60 Hartwell Ave, in Lexington on select Saturdays. Visit ***www.concordma.gov/recycle***.

KEEP STORMWATER CLEAN by practicing healthy household habits. Keep common pollutants like pesticides, pet waster, grass clipping and automotive fluids off the ground and out of stormwater. For more information **please visit *www.concordma.gov/engineering.***

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 CPW website for exact dates and location.

For more information regarding water quality and resource protection initiatives, or if you have a neighborhood concern in a resource protection area (depicted on map insert location), please contact Melissa Simoncini, Environmental & Regulatory Coordinator at 978-318-3250 or *msimoncini@concordma.gov*.

William Wheeler Recognition Day

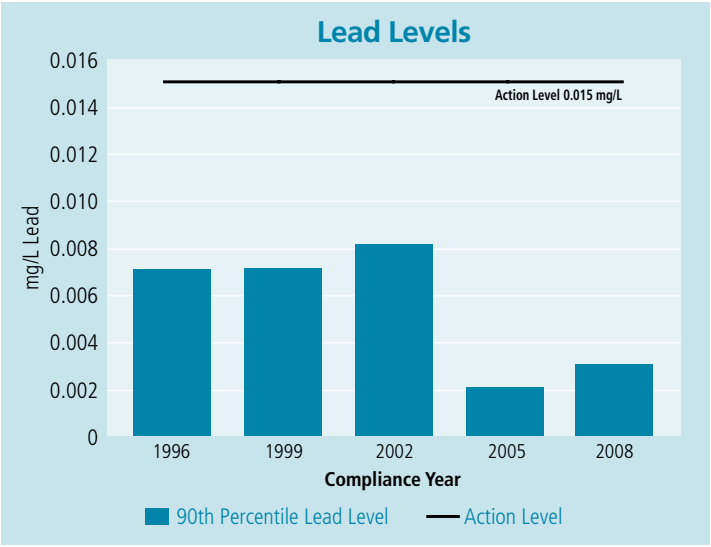
William Wheeler (1851-1932), was duly recognized as the "Pioneer in the Creation of Concord's Municipal Water, Sewerage and Electric Power Systems" at a special 50th Anniversary, American Public Works Week Celebration held at the Wastewater Treatment Facility. This tribute was held in concert with a formal unveiling of the recently rehabilitated Wastewater Treatment Plant as well as the annual 8th grade facility tour.

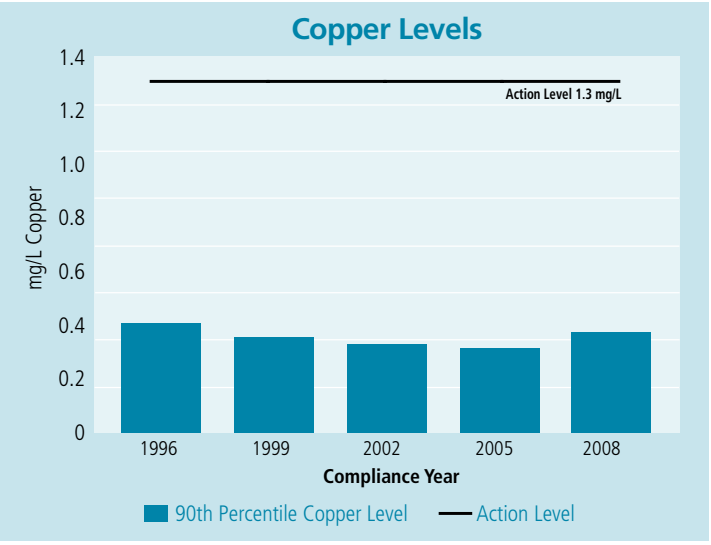
Water Quality

Lead & Copper

In accordance with U.S Environmental Protection Agency (EPA) and Massachusetts Department of Environmental Protection (MassDEP) regulations, Concord's Water Division tests for lead and copper on a three-year schedule. The last round of lead and copper sampling was completed in 2008 and will be repeated in early fall 2011. A total of 30 homes throughout Concord are sampled on this schedule to confirm the effectiveness of our corrosion control efforts. The two graphs on this page summarize Concord's compliance levels for the past five compliance periods. 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. Concord Water 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, 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 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 visit the concord Public Works website at *www.concordma.gov/cpw.*





CONCORD PUBLIC WORKS—2011

Water Quality ANNUAL REPORT

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Help Us Help You! Make sure you are signed up to receive emergency notification.

Concord Water utilizes many methods to notify Concord Water Customers of emergency situations like large water main breaks or water quality upsets. Two proven emergency notification methods that we have utilized are the Town of Concord's Code Red System and the *Concord News and Notices* (email updates).

CodeRed is essentially the new, more efficient version of reverse-911. Even if you have a land-line phone you are not automatically registered with the CodeRed emergency notification service. To register go to *www.concordma.gov*, select the 'Emergency Notification System Registration' button and follow the instructions. We encourage you to make sure that each one of your cell phones and home phones are registered. This is a Town-wide notification system and you can choose to sign up for all notifications or just emergency notifications.

Concord News and Notice

Email updates are a great way to stay informed about what is happening around Town, from Town Office closures due to holidays/snow events, to water main flushing and water emergency notifications. To Subscribe to the *Concord News and Notices* go to *http://www.concordma.gov/Subscriber*. Be sure to select the general 'News and Notices' checkbox before submitting the form.

It takes less than five minutes to sign up for both invaluable notification services. Help us help you be notified quickly in the case of a water emergency.