

City of Fall River
Department of Community Utilities
Water Division, PWS ID 4095000
Consumer Confidence Report 2024

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The Mass. Dept. of Environmental Protection (MA-DEP) and the U.S. Environmental Protection Agency (EPA) require public water systems to provide an *Annual Consumer Confidence Report*. The report communicates relevant information to customers about the quality of their drinking water and provides an update about water-related activities. The Watuppa Water Board and the Department of Community Utilities, under which the Water Division operates, presents our Report for 2024. Contact David Piela, Director of Treatment & Resources, at 508-324-2723 Ext. 7 if you have any questions or comments.

Declaração importante sobre a disponibilidade da CCR 2023

Este relatório contém informações importantes sobre sua água potável. Peça para alguém traduzir isso para você ou fale com alguém que o entenda.

Declaración importante sobre la disponibilidad del CCR 2023

Este informe contiene información importante sobre su agua potable. Haga que alguien lo traduzca por usted o hable con alguien que lo entienda.



DISTRIBUTION: In addition to its normal activities during 2024, the Distribution and Maintenance Division replaced more water mains, valves, hydrants, and residential services. The city is replacing lead service lines throughout the city. We recommend going to <https://lead-service-line-inventory-fallriver.hub.arcgis.com/> to see whether your property service material is identified. If not contact Water Administration @ 508-324-2330. Also about 600 of the city's hydrants were flushed once during the year, through our water system flushing program.

QUANTITY: In 2024, we delivered about 6,323,287 gallons of water per day to residential, commercial, municipal, and industrial customers; and for fire protection. Of that, about 694,235 gallons per day were sold to Tiverton, Westport and Freetown.

TREATMENT: The Water Division owns and operates a drinking water treatment plant on the west shore of the North Watuppa Pond. Its maximum registered capacity is 26 million gallons per day. Treatment processes carried out there include disinfection by chlorination, removal of suspended solids by Flocculation/sedimentation, and filtration by sand and anthracite coal. Additionally, carbon dioxide and sodium hydroxide are added to reduce pipe corrosion. Fluoride has been added since 1972 to prevent tooth decay, but since 2018 there has been a shortage of quality product. After treatment, the water is pumped to the City's water distribution system of about 250 miles of water mains, 7 storage tanks, and more than 2,000 hydrants.

QUALITY: The following includes information about the source of your drinking water, what it contains, what other sources of water may contain, and how it compared in 2024 to Environmental Protection Agency (EPA) and Department of Environmental Protection (DEP) standards. We invite customer questions or comments about water quality. Call (508) 324-2723 for more information. Further, the Watuppa Water Board welcomes public input. Please contact (508) 324-2330, or visit www.fallriverma.gov then navigate the government tab for meeting times and locations.

In 2024 thousands of water quality tests were performed on samples taken from the City's source water (North Watuppa Pond), water produced in the treatment plant, and from consumer taps. Information regarding test results and compliance issues are contained herein.

SOURCES: Drinking water for the City of Fall River is drawn from the North Watuppa Pond, surface water source #4095000-01S. When needed, water is pumped from Copicut Reservoir (surface water source #4095000-03S) to the watershed of the North Watuppa, from which it flows to the North Watuppa Pond. In addition, the City has other water resources available if needed. These include the South Watuppa Pond, Terry Brook Pond, Sawdy Pond, Stafford and Devol Ponds, and Lake Noquochoke. Thus, Fall River has an abundant water supply.

The Fall River Water Department has a Surface Water Assessment Program (SWAP) report. The report can be accessed on the MA-DEP website at www.mass.gov/lists/source-water-assessment-and-protection-swap-program-documents, or a copy can be requested using the contact information presented herein.

There are no known significant sources of contamination to either the North Watuppa or Copicut Reservoirs. Watershed lands are patrolled by the Fall River Environmental Police Unit to protect both supplies



(Important Definitions to help understand the information in this CCR

Maximum Contamination Level Goal: (MCLG) The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

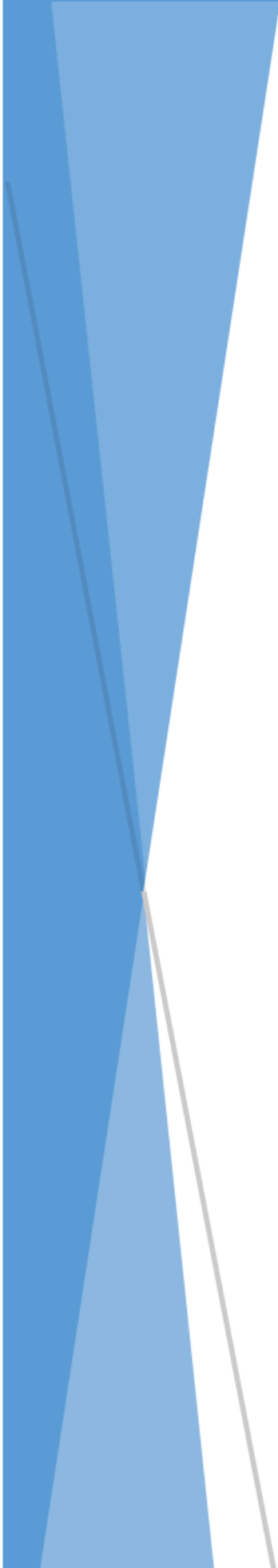
Maximum Contaminant Level: (MCL) The highest level of contaminant that is allowed in drinking water. MCLs are set as close to MCLGs as feasible using the best available treatment technology.

Maximum Residual Disinfection Level: (MRDL) The highest level of disinfectant (Chlorine, Chloramines and Chlorine Dioxide) allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Goal: (MRDG) The level of a drinking water disinfectant (Chlorine, Chloramines, Chlorine Dioxide), below which there is no known or expected risk to health. MRDGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

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

Action level: (AL) The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.



Substances Found in Tap Water

Sources of drinking water (both tap and bottled) 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 activities. To insure that tap water is safe, Mass DEP and the US EPA enforce regulations that limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) and the Massachusetts Department of Public Health establish limits for contaminants in bottled water that must provide the same protection for public health.

Contaminants that MAY be present in source water include:

Microbial Contaminants, such as viruses and bacteria that may come from wastewater treatment plants, septic systems, agricultural livestock activities, wildlife, or even unsanitary or improper procedures by the user.

Inorganic contaminants, such as salts and metals, that can be naturally occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.

Organic contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production and can also come from gas stations, urban storm water runoff and septic systems.

Pesticides and herbicides, which may come from a variety of sources such as agricultural activities, urban storm water runoff and residential uses.

Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production or mining activities.

All drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. Call EPA's Safe Drinking Water Hotline at **800-426-4791** for more information about contaminants and potential health effects.

Additional information: Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons, such as persons with cancer, undergoing chemotherapy, who have undergone organ transplants, have HIV/AIDS or other immune system disorders, some elderly and some infants can be particularly at risk from infections. These people or their caregivers should seek advice about drinking water from their health care providers. EPA/Centers for Disease Control and Prevention (CDC) guidelines on appropriate means to lessen the risk of infections by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at **800-426-4791**.

Specific Educational Statement on Lead

If present, elevated levels of lead can cause serious health problems, especially in pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The Fall River Water Division, Department of Community Utilities, is responsible for providing quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has not been run 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 Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

The city is replacing lead service lines throughout the city. We recommend going to <https://lead-service-line-inventory-fallriver.hub.arcgis.com/> to see whether your property service material is identified. If not contact Water Administration @ 508-324-2330

Specific Educational Statement on Cross-Connections

A cross connection is a connection between a drinking water pipe and a potential source of contamination. Cross-connections can occur even in your own home. For instance, if you hook up a water hose to a sprayer containing fertilizer to spray for your lawn. If the water pressure drops (perhaps because a nearby fire hydrant is used to fight a fire), the fertilizer may be sucked back through the hose into the drinking water pipes. To guard against this, owners need to use a **backflow prevention device**. The Fall River Water Department recommends the installation of devices such as a "hose bib vacuum breaker" on all outside hose connections. The devices can be purchased at most hardware or plumbing supply stores.

When **installed correctly**, this is a great way to protect the water in your home and the City's drinking water system. For additional information on these devices, please contact the Water Department at 508-324-2330.

In addition to this common concern, there are other sources of cross-connections, and those are subject to Chapter 74, Section 256-258 of the Fall River City Ordinance. This Ordinance covers lawn sprinkler systems, medical devices connected to water, and industrial/commercial equipment, etc. The City employs a full-time cross-connection inspector and backflow device tester to track and test these devices.

Information regarding high water bill complaints:

Your Community Utilities bill includes charges for water and sewer use*, which are calculated from the amount of water that you use. Water use is based on readings obtained from your water meter. Leaks and excessive use of water will significantly increase that bill. To avoid high water/sewer charges, property owners should:

1. Make sure that plumbing is properly maintained. **A running toilet can waste 3,000 gallons per day.**
2. Periodically check the water meter when there is no water being used. If the red object near the center of the meter face is moving (old-style meters), or the image/icon of a dripping faucet is visible (new digital meters), then water is passing through the meter and there may be unintended use or a leak.
3. Check your quarterly bill to monitor use. Consumption is listed as CCF on the bill. 1 CCF = 748 gallons.

Water that passes through the meter must be paid for; however, there is an abatement program for excess use due to a running toilet or leaking pipe, or other device.

*"Fixed" charges are also levied for collecting and treating storm water, and for water meter servicing/billing.

Fall River 2024 Consumer Confidence Report Data Table							
Regulated Contaminants	MCL	MCLG	Detection Limit	Fall River Water	Sample date	Violation (s)	Major Sources in Drinking Water/Notes
Inorganic Contaminant, ppm							
Fluoride	4	4	0.3	0.058	1/3/2024	none	Water Additive, promotes healthy teeth.
Sodium	20 ppm*		3ppm	32 ppm	1/3/2024	none	Naturally present, and added during treatment process
	* No current MCL, how ever DEP Office of Research and Standards has established a guideline limit for this contaminant.						
Nitrate Contaminants, ppm							
Nitrate	10ppm	10	0.05ppm	ND	1/3/2024	none	Fertilizer use, septic tanks, erosion from natural deposits
Nitrite	1	1	0.05	0.05	2020	none	Nitrate Next Due Q12025 Nitrite TBD by Mass DEP last nitrite detect 2020
Manganese, ppm	(SMCL) 0.05		0.01	0.016	6/4/2024	none	Errosion of natural deposits. Next Due TBD by Mass DEP
Disinfection Contaminants, ppb							
Trihalomethanes (THMs)	80	n/a	0.5	32.5 - 100.0	Quarterly	none (per avg.)	Reaction by-products of chlorine and organics. THMs and HAAs are sampled 4 times per year, as required.
Haloacetic acids (HAAs)	60	n/a	0.5	12.4 - 58.2	Quarterly	none (per avg.)	
Free Cl2 (In Distribution System During TC Testing))	4.0	4.0	0.05	.05-1.63	98 mo avg 2024	none	
Lead, ppb, (ND = not detected)	15 ppb (AL not MCL)	0	2	0 (ND) to 35.9 ppb	Qtr 3 2024	No violation @ 90th percentile	Next due Q3, 2025; Corrosion of household plumbing.
			Lead 90th percentile 0.0102				There were 61 sites sampled of w hich 3 exceeded the action level of 15 ppb
Copper, ppm (ND = not detected)	1.3 ppm (AL not MCL)	0	0.02	0.0035 to 0.22 ppm	Qtr 3 2024	No violation @ 90th percentile	Next due Q3, 2025; Corrosion of household plumbing.
			Copper 90th Percentile 0.0588				There were 61 sites sampled of w hich 0 exceeded the action level of 1.3 ppm
Turbidity, NTU	TT 5.0	n/a		0.17	6/4/2024	none	Suspended organic & inorganic particles from soil runoff
	Turbidity, a good indicator of filtration effectiveness; measures cloudiness of water. It is monitored throughout each day.						
PFAS	PFAS or "Forever chemicals" enter drinking water through various sources, including industrial sites, firefighting foam use, waste disposal sites. Eventually reaching surface water and groundwater.						
PFAS6	20 ppt	0	2	4.3 ppt	10/30/2024	none	Next due October 2025
pH (In distribution system)	Optimal pH level in drinking water is 6.5-8.5			7.71 Avg	2024	none	A measure of acidity or alkalinity in a solution.
Alkalinity (In distribution system)	Optimal Alkalinity level in drinking water is 20-200 mg/L			27.1 Avg	2024	none	Capacity to neutralize acids, important in maintaining stable pH,
Perchlorate	0.002 ppm	0	1.00	0.054 ppm	9/5/2024	none	An impurity in hypochlorite solutions, fertilizers and firewrks
Total Organic Carbon, ppm	TT not MCL	n/a	0.2	Annual avg = 2.12	Monthly	none	Naturally present, and in man-made chemicals.
Unregulated Contaminants							
Chloromethane (VOC)		0	0.5000 ppb	1.51 ppb	2020	none	Can be formed as a byproduct of water treatment processes
Bromodichloromethane (VOC)		0	0.5000 ppb	2.4 ppb	1/8/2024	none	Formed as a byproduct of Chlorinating water containing organic matter
Chloroform (VOC)		0	0.5000 ppb	5.17 ppb	1/8/2024	none	Chloroform is a colorless VOC found in drinking water. It is a byproduct of chlorination
SOC (Synthetic Organic Compound)							
Hexachlorocyclopentadiene	50ppb	0	0.1000 ppb	0.16 ppb	5/20/2024	detect reporting NON	Discharge from chemical factories, and as a byproduct of pesticide production
Sanitary Survey Mass DEP	Last Sanitary Survey Completed at the Water Tretment Plant by Mass DEP 1-23-25						Next Sanitary Survey TBD by Mass DEP
Required Definitions	ND = Not Detected		NON= Notice of Noncompliance		NG/L	Nanograms per liter	
AL	Action Level. See "Important Definitions", above.				mrem/year	millirems per year, a measure of the amount of radiation	
(S)MCL	(Secondary)Maximum Contaminant Level. See above.				NTU	Nephelometric Turbidity Units: measures solid materials suspended in water	
MCLG	Maximum Contaminant Level Goal. See above.				pCi/l	picocuries per liter, a measure of radiation.	
MRDL	Maximum Residual Disinfectant Level. See above.				ppm	parts per million (example: one pound of salt in one million pounds of water)	
MRDG	Maximum Residual Disinfectant Goal. See above.				ppb	parts per billion, equals ppm multiplied by 1,000	
TT	Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water				ppt	parts per trillion, equals ppb multiplied by 1,000	
(1milligram per liter (mg/L)=1ppm) (1microgram per liter (ug/l)=1ppb) (1 nanogram per liter (ng/L)=1ppt)							

Public Notification

Important Information About Your Public Water System – Reporting requirements were not met: Within the past year, our water system was found to be in violation of reporting requirements under The Massachusetts Drinking Water Regulation 310 CMR 22.05. Even though these were not emergencies, as our customers, you have a right to know what happened and what we did to correct these situations. There is nothing you need to do at this time.

- We failed to report all the required data within the 2023 Consumer Confidence Report (CCR). There were no violations in 2023. Updates have been made and this current CCR contains all the required information.
- In May 2024, we failed to report to the Department of a detection of a synthetic organic compound (SOC), Hexachlorocyclopentadiene, within the required 7 days. We are doing the required follow-up monitoring.
- Explanation of Results leading to violation:
- The results for Hexachlorocyclopentadiene detected on May 20, 2024:
- Results at the Water Treatment Plant on 5-20-24 were 0.16 Parts per billion. The detection limit is 0.1000 parts per billion. The Maximum contaminant Level is 50ppb. Sample for Fall River was above the detection limit and well below the Maximum Contaminant Level.
- Follow up samples taken on 8/27/24 and 12/31/24 have had a result below the Detection Limit which has resulted in a ND (Non-Detect) for both samples. We will continue to do all follow-up samples and report to Mass DEP as required.