



Now Introducing: the North Chelmsford Water District Newsletter!

In an effort to enhance transparency and share more about what we do, this newsletter (published in January and July) will provide you with updates about ongoing and upcoming work and projects and other valuable information. Don't worry: we'll still post important/emergency updates on our website and Facebook page!

We are committed to providing you with safe, clean, and reliable water for everything you do. Whether you're showering after a sandy beach day or drinking a refreshing glass of water, our job is to make sure that you have water when you need it. Aside from supporting your everyday uses, our infrastructure is critical for emergencies, including fire hydrants and fire suppression systems. We engage in preventative, predictive, and corrective maintenance to ensure that our water is properly treated and delivered to you.

Our Team

The Superintendent works alongside the Office Manager/Treasurer, one Office Assistant, one Environmental Engineer/Supervisor, and five Operators. All employees who work on the distribution and treatment systems have passed a series of state examinations and continue their formal education through seminars, courses, and conferences.

Oversight

We are overseen by an elected three-member Board of Commissioners, the Massachusetts Department of Environmental Protection (MassDEP), and the Environmental Protection Agency (EPA).

Audits

Every year, we undergo an audit conducted by a third party. The audit covers reviewing finances, internal policies, and internal checks and balances to ensure that the District is in compliance with all applicable regulations. All financial information is submitted to the Department of Revenue.

Every three years, MassDEP conducts a sanitary survey of our system, which is an assessment of our capability to supply safe drinking water. This extremely comprehensive survey analyzes every aspect of our system, from our water sources to Operator credentials. It also provides MassDEP with the opportunity to make recommendations for new projects and improving existing processes.

Office Hours and Emergencies

Our Office Hours are 7 AM-3 PM, Monday through Friday, with the exception of holidays. For after-hours emergencies, please call our office at (978) 251-3931. Our Answering Service will dispatch the on-call Operator.

What's New & Projects

Recognition for Performance

Get the Lead Out!

Removing PFAS

Irrigation Conservation Tips

Neptune® My360™

Did you know?

Feeling a little ambitious with those summer house projects? If you're planning on digging, make sure you call DigSafe!

DigSafe saves lives by coordinating utility markouts-all for free.

Call 811 at least 3 days before you start digging to protect yourself and others from utility outages and damage!





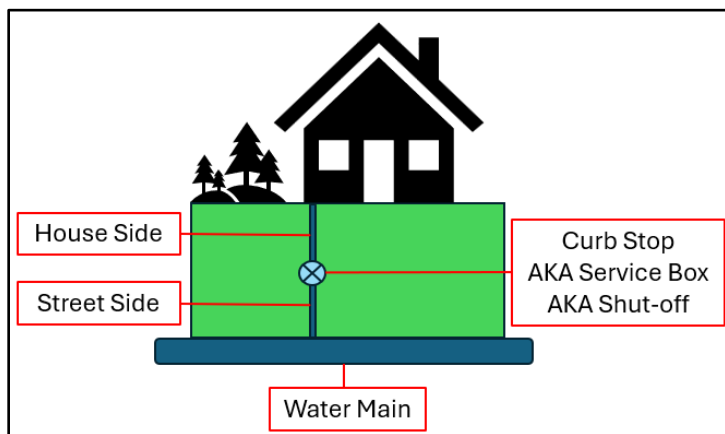
What's New & Projects

Recognition for Outstanding Performance

We are pleased to report that we were recognized by MassDEP for our commitment to compliance in 2024! Every year, MassDEP reviews the performances of water systems across the state and recognizes systems that have demonstrated commitment to complying with the regulations and had outstanding performance. We look forward to continuing to serve you and provide you with the water quality and service that you deserve.

Water Service Line Inventory Project: Identifying and Eliminating Lead Service Lines

Every service line has two sides: the house side and the street side, joined together by a valve that allows the water service to be shut off:



Our goal is to identify and replace any lead service lines prior to your water meter. **If you are concerned about whether you have lead water lines after your water meter, please contact a plumber for an inspection.**

We started this project by reviewing all of our records and identifying which properties were missing service line material information. We then identified the “Year Built” value for all properties and focused our efforts on conducting house-side inspections at properties built prior to the national lead ban in 1986 (we also included properties built in 1986 to be safe).

We are now potholing (drilling a small circle down to the curb stop to visually inspect the street side service line material) a sample set of services serving properties built prior to the national lead ban. **In the unlikely event that we discover a lead service line prior to the water meter, we will replace it at no cost to you.** After this project is complete, we intend to seek a “No Lead” Designation from MassDEP signifying that our District has no lead service lines.

Did you know?

Lead exposure can cause negative health effects, such as birth defects, developmental delays, high blood pressure, kidney damage, and behavioral problems.

Don't want visitors?

The EPA released a guide to perform a quick lead water line check inside your home, which you can do with just a penny or key and a magnet!

Click here:

[Guide to Check for Lead](#)

Or Scan the QR code with your phone/tablet:

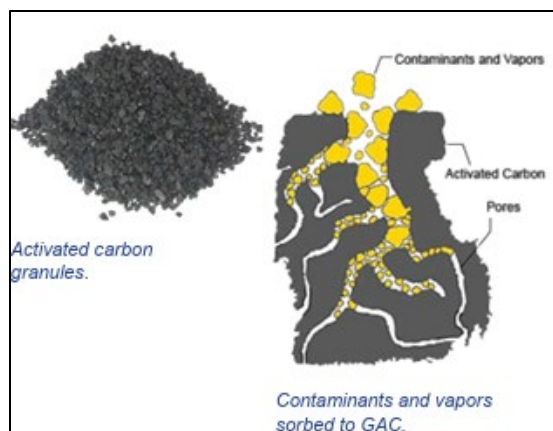




Pilot Study: Improving Water Quality through Water Treatment Plant Upgrades

PFAS stands for per- and polyfluoroalkyl substances (also known as “forever chemicals”), which are man-made chemicals that have been manufactured since the 1940s. According to current scientific research, PFAS exposure may cause a variety of negative health effects, including birth defects, thyroid, liver, and kidney problems, and cancer. Unfortunately, PFAS are everywhere...so what happens when they get into our water?

It's no secret that PFAS is present in our raw (untreated) water, and we take PFAS exposure extremely seriously. Although PFAS are not yet fully understood, the water industry has made incredible strides with identifying and developing effective PFAS removal strategies. One of the most well-recognized PFAS removal methods is granular activated carbon (GAC), a filtration method which has been part of our water treatment process since our Water Treatment Plant (WTP) first went online in 2011.



How GAC Works (Credit: EPA)

GAC is made from organic materials with high carbon contents (such as wood, lignite, and coal) and works via adsorption (when water runs through GAC, PFAS stick to the surface of the organic materials). Just like with any filter, GAC has a lifespan, and we have to replace it from time to time.

With new regulations on the horizon, water systems across the country are assessing their existing treatment processes to plan for PFAS removal upgrades, and we are no exception. A key part of these upgrades is undergoing a “Pilot Study” to test out the proposed changes on a small scale and submit our findings to MassDEP for their review.

Depending upon MassDEP’s feedback, we may need to make changes and conduct more testing, or MassDEP may give us their approval to proceed with implementing the changes to our treatment process. This process can be lengthy to ensure that the changes are safe and will accomplish the established goals, but don’t worry: we will continue to replace our GAC to remain compliant with PFAS regulations. If you are still concerned about PFAS exposure, you can elect to purchase a home water filter.

For More Information about GAC

Click here:

[EPA's Community Guide to GAC](#)

Or Scan the QR code with your phone/tablet:



Choosing a Water Filter for PFAS

Click here:

[Reducing PFAS with a Home Filter](#)

Or Scan the QR code with your phone/tablet:





Irrigation Conservation Tips

Tired of getting high water bills from using your irrigation system? Here are a few ways to reduce your usage!

Simple Things We Can All Do


- Step on it:**
Step on the lawn: if the grass springs back, it doesn't need water.
- Leave it long:**
Longer grass promotes a more drought-resistant lawn, reduced evaporation, and fewer weeds.
- Take a sprinkler break:**
Grass isn't really meant to be bright green in the summer.

Simple Things Irrigation System Owners Can Do

Homes with automatic irrigation systems can use about **50%** more water outdoors.


Timing is everything:

Plan to water in the early morning or evening to beat daytime evaporation.




Go with a pro:

Contractors certified through a WaterSense labeled program can audit, install, or maintain home irrigation systems so no water is wasted.



Look for the label:


If your system uses a clock timer, consider upgrading to a WaterSense labeled controller that acts like a thermostat for your lawn, using local weather data to determine when and how much to water. They can reduce irrigation water use by 15%, saving nearly **8,800 gallons** of water per year.




Tune up your system:

Inspect irrigation systems, and fix leaks and broken or clogged sprinkler heads.


Make sure you're watering the lawn, not the sidewalk or driveway!



Just 1 broken sprinkler head could waste up to **25,000** gallons of water and **\$90+** over a 6-month irrigation season — the cost of about 300 daffodil bulbs.



WaterSense, a partnership program by the U.S. Environmental Protection Agency, seeks to protect the future of our nation's water supply. For more tips on reducing outdoor water use, visit www.epa.gov/watersense/outdoor.



Source: EPA



Neptune® My360™ (Coming Soon!)

Over the past few years, we've replaced over 75% of the water meters in our system with new models that can give us (and you!) valuable information about your water usage.

If you have had not had your meter replaced in the past few years or if you are unsure whether you have a new meter, please call our office.

Your meter is most likely in your basement, and someone needs to be present to let our Operator inside the property. Please ensure that there is a clear pathway to access your meter. Installation typically takes less than 30 minutes; your water service will be temporarily interrupted during replacement.

Please note: The water meter and installation are free for residential properties. Non-residential properties are responsible for paying for the water meter, but installation is free.

We are excited to announce that we are upgrading our meter reading collection method to the R900® System! This system collects meter readings from new style meters every hour; this data is stored for up to two years. This data will be made available to you for free via Neptune® My360™ (to be set up after the R900® System is up and running), an app that you can download to your phone or tablet. You will have the option to sign up for alerts about potential leaks detected in your system (which can help prevent a high water bill) and view easy-to-read charts and graphs generated from your water usage to monitor your consumption. We will provide you with more information closer to the time that it will be made available.

Neptune® My360™ is also a great tool to assist you with understanding how to use water more conservatively. Knowing how much water you really use is the first step to figuring out how to cut back (which will also lower your water bill!), and having your water usage history can help you identify which activities use the most water.



Example of a New Meter

"The earth, the air, the land, and the water are not an inheritance from our forefathers but on loan from our children. So, we have to handover to them at least as it was handed over to us."

-Mahatma Gandhi

We strongly encourage you to ensure you have a new meter by contacting our office so that you can sign up for Neptune® My360™ when it is made available. We look forward to providing this additional service!