



What's New & Information

Non-Lead Community Status

The Massachusetts Department of Environmental Protection (MassDEP) has accepted the District's water service line inventory. The District is pleased to announce that MassDEP gave the District a no-lead-service designation, meaning that the District has met MassDEP's criteria to demonstrate that there are no lead water service lines in the District's distribution system.

We could not have collected this information without your help, and we are grateful to everyone who participated in this extremely important project!

Water Main Breaks

Cold temperatures and lack of sunshine already make winter tough to handle, but, for water districts/departments who face freezing temperatures, it also means a heightened risk of water main breaks. Water main breaks can occur in a variety of ways (vertical crack, horizontal crack, etc.) and can occur for a number of reasons.

Water main breaks are typically unpredictable and take hours to repair. We respond immediately to all suspected water main breaks no matter what time of the day or night we receive the call.

The #1 question we get during water main breaks is always, "What's the ETA for water service restoration?" Many factors contribute to the length of time it will take for the break to be repaired, including, but not limited to:

Safety: State law requires us to wait to dig down to the water main until all underground utilities (sewer, natural gas, fiber optic cables, etc.) are marked. Digging prior to having all utilities marked is illegal, dangerous, and can extend the length of time to make the repair(s) if a utility line is hit.

Physics: Because water travels the path of least resistance, it doesn't always surface exactly where the break is, so sometimes it takes a while to find the exact location. For example, a water main break under pavement may reveal itself nearby in loose soil, which is easier for water to travel through than asphalt.

Type of Soil: Large rocks that can't be removed with our vac truck can take some time to safely remove, especially if there are other utilities in the same trench. We also have to ensure that large rocks don't fall onto the exposed water main and cause additional damage, which could extend restoration time.

Type of Break: The type of break determines what type of repair is required, and some repairs take longer than others. Some breaks can be resolved by putting a wrap around the main, while others require a section of main to be cut out and replaced with a new section.

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Hydrant Flushing

Winter Tips & Tricks

Did you know?

If you see water bubbling up from the ground, it's likely due to a water main break. If you see something like this, please call our office immediately!





Hydrant Flushing

After a water main break, we always flush the hydrant(s) in the area to clear any discolored water out of the mains so that your internal plumbing is unaffected. When water service is restored, it is normal to have some air and temporarily discolored water; we strongly encourage you to run your cold bathtub tap or other cold water tap without an aerator until the water runs clear. Do not run your hot water if your water is discolored, as this could affect your hot water tank.

Winter Tips & Tricks

The Environmental Protection Agency recommends the following to prevent water damage during extremely cold weather or if your power/heat are out:

1. If your power/heat are on, don't set the indoor temperature too low.
2. Repair any roof leaks and shut off/drain outdoor spigots before winter weather arrives.
3. Leave indoor water taps on exterior walls slightly open so they drip continuously.
4. Open cabinet doors to allow warmer air to get to un-insulated pipes under a sink or near an outer wall. Be sure to move any harmful cleaners and household chemicals out of the reach of children and pets.
5. Learn how to shut off water valves in case a pipe bursts during severe winter weather. Shut off water valves if a pipe bursts.
6. Do not thaw frozen pipes with a torch. Thaw them slowly with warm air from an electric hair dryer.

Did you know?

According to the most recent report from the Massachusetts Executive Office of Economic Development, Division of Insurance, in 2024, 48.6% of homeowners' insurance claims in Massachusetts were for non-flood water losses and freezing-related damage!

Here are some examples of what can happen if your pipes freeze/burst (taken by one of our Operators):

