

2020 Annual Drinking Water Quality Report for Andover, MA

Massachusetts Department of Environmental Protection
Public Water Supply ID No. 3009000



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Dear Water Customer,

This water quality report provides information on the Town of Andover water source and treated water quality for the 2020 calendar year. This publication is mandated by the federal public right to know regulation, which requires community water suppliers to provide specific information regarding the quality of water provided to consumers. This document outlines where your water comes from, what substances it contains, and what treatment processes your water goes through to ensure that the purest drinking water is delivered to your tap every day. Our hardworking Water & Sewer Division, including lab, treatment, and distribution staff, is committed to providing safe and clean quality drinking water that not only meets, but exceeds all primary and secondary health and safety standards. Our compliance and water testing protocols are routinely monitored by state and federal regulators to certify that safe drinking water is delivered to all residents. It is with great pleasure that I report to you that we received a 2021 Public Water System Award from MassDEP, and are in good standing with all administrative authorities concerning our drinking water. We are also continuing to update our water distribution system that will improve the infrastructure of water delivery to your tap. This report also contains tips on water conservation, as well as contact information.

Sincerely,
Christopher M. Cronin
Director of Public Works



Inside this issue

Drinking Water Protection	2
Drinking Water Contaminants ..	3
Water Quality Test Results	5
Lead and Copper	7
PFAS	8
Water Conservation	10
Allowed Activities on Pond	11

About This Report

This Consumer Confidence Report (CCR) is the twenty-third publication to be issued under the Environmental Protection Agency (EPA) regulations requiring annual notification to all consumers about local drinking water sources and water quality information. It is available to all consumers and delivered to the Andover Board of Health, the Massachusetts Department of Public Health (DPH), and the Massachusetts Department of Environmental Protection (DEP). Hard copies are available at the Memorial Hall Library, Town Hall, and the Water Treatment Plant. You may also obtain an electronic copy on the town's website at <https://andoverma.gov/waterquality>. If you have any questions or comments about this report, you may contact the Water Treatment Plant at 978-623-8873, or at dpw-treatment@andoverma.gov. We encourage public participation on issues concerning the town's drinking water. Meeting information for the Select Board, Planning Department and Board of Health can be found on the town's website at <https://andoverma.gov>. We welcome your interest in the Andover water system.

Special points of interest

- In 2020, Andover's Water Division treated and delivered over 3 billion gallons of water to the Towns of Andover and neighboring North Reading.
- Andover Water Division received an Award from MassDEP for Outstanding Performance, having received one of the top scores for compliance with federal and state drinking water regulations.

Sustainable Water Management Initiative

Every twenty (20) years, MassDEP issues new Water Withdrawal Permits to Public Water Supplies that limit the amount of water that can be withdrawn from vital resource ground and surface waters. The current permit term for Andover is coming to a close and our community's projected water needs and water usage will be reviewed in detail and the Sustainable Water Management Initiative (SWMI) will be incorporated into the renewed permit. The anticipated permit will include best management practices for water conservation measures such as limits for non-essential outdoor water use, and unaccounted-for-water metrics.

Sources of Your Drinking Water

Andover's Drinking Water comes from Haggetts Pond (PWS3009000-01S) and the surrounding 1,422 acres of watershed area. The pond is also supplemented with additional waters from Fish Brook (PWS3009000-02S) and the Merrimack River (PWS3009000-03S). The Merrimack River is the fourth largest watershed in New England, encompassing over 5,000 square miles, and 3,200,000 acres. A combination of the three surface water sources is used to produce up to 18 million gallons of drinking water per day and approximately 2 billion gallons of drinking water per year. Andover retains 14 million gallons of water storage in the distribution system. This storage helps main-

tain consistent water pressure throughout the 250 miles of underground pipes that deliver drinking water to homes and businesses.



Haggetts Pond—Your Drinking Water

How Your Drinking Water is Protected

MassDEP prepared a Source Water Assessment Program (SWAP) Report for the water supply sources serving Andover's water system. The purpose of the assessment was to determine the susceptibility of drinking water sources to potential contaminant sources (PCS) so that we can focus protection efforts. The results of the assessment are available in the SWAP report which is available online at <http://www.mass.gov/eea/docs/dep/water/drinking/swap/nero/3009000.pdf>. Andover was assigned a high susceptibility ranking based on the presence of at least one high threat land use within the water supply protection areas. The high threat activities listed by DEP are those that typically use, produce, or store contaminants of concern, which if managed improperly, are potential sources of contamination. It is important to understand that a release may never occur from the potential source, and the actual risk may be lower than the relative threat ranking assigned to it.

Protecting Our Water Resources

Andover Water Division's Surface Water Protection Plan

Andover has been an industry leader making continual improvements to its water system. The Water Treatment Plant continues to maintain a comprehensive Surface Water Supply Protection Plan, which was reviewed and approved by MassDEP and includes recommendations for watershed monitoring, treatment plant operations, local road salting practices, emergency response planning and preparedness, educational programs and inter-community cooperation on water supply issues. We strive to implement proactive measures to ensure that drinking water delivered to our customers meets all federal and state drinking water standards. The plan is reviewed and updated every five years.

Contaminants That May Be Present in Drinking Water

The sources of drinking water (both tap water and bottled water) 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 activity. 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 stormwater 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 stormwater runoff, and residential uses.

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

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

Other Important Health Information

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 some infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/Centers for Disease Control and Prevention (CDC) guidelines on lowering the risk of infection by cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).



What US EPA Says About Contaminants and Health Risks

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contamination. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline (800-426-4791).

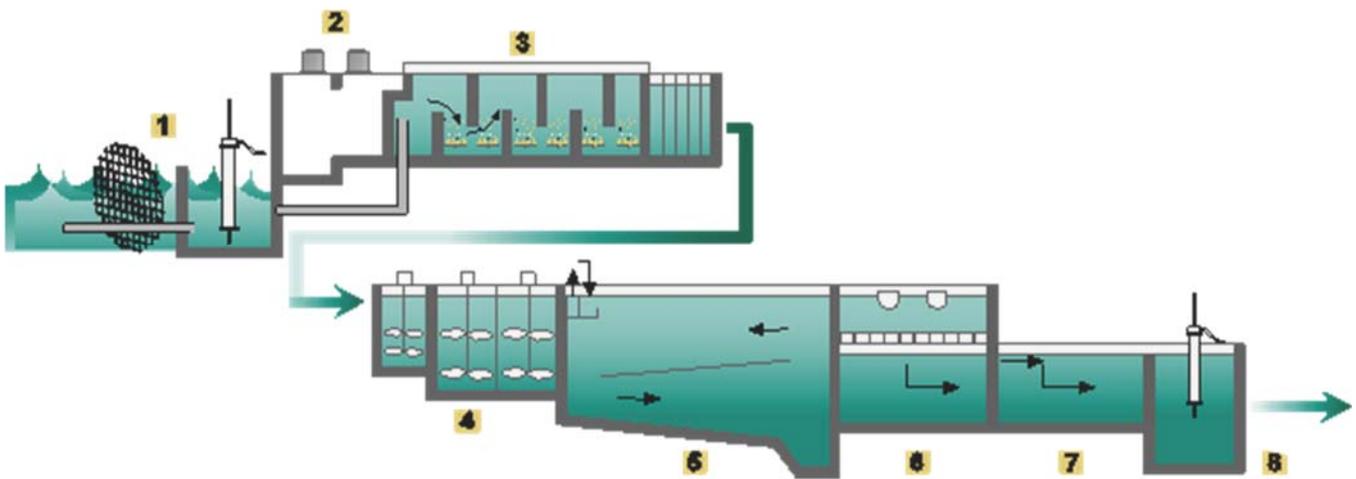
In order to ensure that tap water is safe to drink, the Department of Environmental Protection (MassDEP) and U.S. Environmental Protection Agency (EPA) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) and Massachusetts Department of Public Health (DPH) regulations establish limits for contaminants in bottled water that must provide the same protection for public health. In order for the water treatment plant to service residents, it must follow these limits that are constantly monitored by MassDEP.



Water Treatment Process

We are proud of the exceptional quality of water that flows to your household or business daily. We treat it very carefully at our water treatment plant to enhance its quality. Source water transferred from Fish Brook and the Merrimack River into Haggetts Pond is drawn into the water treatment plant, which purifies millions of gallons of raw water daily. The water treatment plant process consists of a series of physical and chemical steps designed to produce a safe and consistent quality product. About 0.7 ppm of fluoride is added to the finished water to prevent tooth decay and cavities. At this level it is safe, odorless, colorless and tasteless. Visit <https://andoverma.gov/water-sewer> to view a virtual tour of the water treatment plant.

To ensure that we provide the highest quality of water available, your water system is operated by Massachusetts certified operators who oversee the routine operations of our system. The water quality of your system is constantly monitored by us in our on-site laboratory, and by MassDEP to determine the effectiveness of existing water treatment and to determine if any additional treatment is required.



Water from Haggetts Pond travels through screens (1) and is then pumped to the ozone facility (2) where it is ozonated. This process removes tastes and odors, reduces organics and aids in disinfection (3). The water then flows to the rapid mix and flocculation basins (4) to mix with chemicals at different rates of speed. The chemicals attach to contaminants in the water, and the mixing causes the particles to cluster. The clustered particles settle in the slow-moving water in the sedimentation basins (5). The water is then filtered through granulated activated carbon to further remove tastes, odors, and fine particles (6). The filtered water is stored in a clearwell (7) at the plant is further disinfected with chlorine. At the final stage, filtered water is pumped to the distribution system (8) where storage tanks provide water to meet the demands of the customers.



Source Water



Filtration



Storage

Water Quality Test Results for 2020

During the year, we have taken hundreds of water samples to determine the presence of any biological, inorganic, volatile organic or synthetic organic contaminants. The tables below show only those contaminants that were detected in the water. The values reported in the tables are the highest level of each detected contaminant as well as the range of levels detected for each contaminant. While Andover maintains a certified water quality laboratory at the treatment plant, some of the analysis is also performed by outside laboratories.

The water quality information presented in the tables is from the most recent round of testing done in accordance with the regulations. All data shown was collected during calendar year 2020 unless otherwise noted in the following tables.

Regulated Substances							
Parameter (units)	Date(s) Collected	Maximum Amount Detected ¹	Range of Detection ²	MCL	MCLG	Violation	Typical Source
Fluoride (ppm)	daily	1.04	0.38 - 1.04	4	4	No	Water additive which promotes strong teeth.
<i>Fluoride has a secondary contaminant level (SMCL) of 2 ppm to better protect human health.</i>							
Nitrate (ppm)	1/7/2020	<1.0	NA	10	10	No	Run-off from fertilizer use; Leaking septic tanks; Erosion of natural deposits.
Perchlorate (ppb)	7/10/2020	0.10	NA	2	N/A	No	Rocket propellants, fireworks, munitions, flares, blasting agents.
Turbidity ³ (ntu)	daily	0.20	0.02 - 0.20	TT = 1.0 max TT <0.3 (95% of time)	N/A	No	Soil run-off

Bromate							
Parameter (units)	Date(s) Collected	Running Annual Average	Range of Detection ²	MCL	MCLG	Violation	Typical Source
Bromate (ppb)	monthly	2.3	<1.0 - 4.0	10	0	No	By-product of drinking water disinfection.

Bromate is sampled because it is a by-product of ozone used in the treatment process.

Chlorine							
Parameter (units)	Date(s) Collected	Maximum Amount Detected ¹	Range of Detection ²	MRDL	MRDLG	Violation	Typical Source
Chlorine (ppm)	40 times per month	1.35	0.02 - 1.35	4	4	No	Water additive to control microbes.

Chlorine is added to your drinking water for disinfection purposes. Chlorine residual is necessary to maintain disinfection throughout the distribution system. We are required to monitor the concentration of chlorine residuals entering the distribution system. The use of chlorine and other disinfectants such as ozone reduces the risk of waterborne disease; however, they can also create compounds known as disinfection by-products (DBPs). The EPA regulates DBPs because they are a potential health risk. Total trihalomethanes (TTHMs) and Haloacetic acids (HAAs) are DBPs that form when chlorine is added to the water that contains naturally occurring organic matter.

Water Quality Test Results for 2020, continued

Total Coliform Bacteria and other Indicating Contaminants

Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct assessments to identify problems and to correct any problems that were found. During the past year, we were required to conduct one Level 1 Assessment. No sanitary defects within the distribution system were identified. Corrective actions included the review of the water sampling protocol with regards to suitability of sample taps; and sign-in and acceptance of samples in the laboratory.

Parameter (units)	Date(s) Collected	Maximum Amount Detected ¹	Range of Detection ²	MCL	MCLG	Violation	Typical Source
Heterotrophic Plate Count ⁵ (cfu/ml)	weekly	TNTC	0 - TNTC	500	N/A	No	Heterotrophic plate count is an indicator method that measures a range of naturally-occurring bacteria in the environment.
Total Organic Carbon (ppm)	monthly	1.685	0.990 - 1.685	TT = 35-45% removal	N/A	No	Naturally present in the environment

Disinfection By-products							
Parameter (units)	Date(s) Collected	Highest Quarterly Running Average ⁶	Range of Detection ⁷	MCL	MCLG	Violation	Typical Source
Haloacetic Acids (HHA5, ppb)	quarterly	9.6	2.9 - 16	60	N/A	No	By-product of drinking water disinfection.
Total Trihalomethanes (THMs, ppb)	quarterly	53	28 - 64	80	N/A	No	By-product of drinking water disinfection.

Unregulated Substances							
Parameter (units)	Date(s) Collected	Result or Range Detected ²	Average Detected	ORSG	Violation	Typical Source	
Bromoform (ppb)	1/7, 4/8, 7/7, 10/6/2020	<0.5 - 0.6	<0.5	none	No	Trihalomethane; by-product of drinking water chlorination.	
Bromodichloromethane (ppb)	1/7, 4/8, 7/7, 10/6/2020	1.9 - 4.0	3.1	none	No	Trihalomethane; by-product of drinking water chlorination.	
Chloroform (ppb)	1/7, 4/8, 7/7, 10/6/2020	1.2 - 3.2	2.1	70	No	Trihalomethane; by-product of drinking water chlorination.	

Water Quality Test Results for 2020, continued

Secondary Substances						
Parameter (units)	Date(s) Collected	Result or Range Detected ²	Average Detected	SMCL	ORSG or Health Advisory	Typical Source
Aluminum (ppm)	1/7/2020	0.12	-	0.2	N/A	Residue from water treatment process; erosion of natural deposits.
Chloride (ppm)	1/7/2020	88	-	250	N/A	Runoff and leaching from natural deposits.
Copper (ppb)	1/7/2020	2.2	-	1000	N/A	Internal corrosion of household plumbing; erosion of natural deposits.
Manganese ⁸ (ppb)	1/7, 4/8, 7/7, 10/6/2020	3.1 - 7.4	5.1	50	300	Natural sources as well as discharges from industrial uses.
pH	1/7/2020	8.0	-	6.5 - 8.5	N/A	Runoff and leaching from natural deposits; adjustment at water treatment plant for corrosion control.
Sodium ⁹ (ppm)	1/7, 4/8, 7/7/2020	63 - 67	65	20	N/A	Discharge from use and improper storage of sodium containing de-icing compounds or in water softening agents.
Sulfate (ppm)	1/7/2020	23	-	250	N/A	Runoff and leaching from natural deposits; industrial wastes.
Total Dissolved Solids (TDS) (ppm)	1/7/2020	200	-	500	N/A	Runoff and leaching from natural deposits.

Lead and Copper Test Results and Information

Parameter (units)	90th Percentile	Action Level	MCLG	# Sites Above Action Level	Possible Sources of Contamination
Lead (ppb)	11.2	15	0	0	Corrosion of household plumbing system; Erosion of natural deposits.
Copper (ppm)	0.063	1.3	1.3	0	Corrosion of household plumbing system; Erosion of natural deposits; Leaching from wood preservatives.

The Andover Water Division is required to conduct lead and copper testing of the distribution system on an annual basis. Thirty samples were collected from residential home faucets and analyzed for the presence of lead and copper during the summer 2020. The values reported in the table above represent the highest concentration found in 90% of the homes sampled. This means that of the 30 homes sampled, 27 were below 11.2 ppb for lead, and 27 homes were below 0.06 ppm for copper. Andover will repeat the lead and copper sampling program during the summer 2021. The 30 residential sampling locations have been identified.

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. The Andover Water Division 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. The Water Division will notify homeowners when lead service lines are found during water main line work or regular maintenance. Also, periodically unscrew the aerator from kitchen and bathroom faucets and clean the debris that may have settled on the screens. 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 <https://www.epa.gov/safewater/lead>. Also visit: MassDEP Lead and Copper in drinking water site at <https://www.mass.gov/guides/is-there-lead-in-my-tap-water>.

PFAS Test Results and Information

Per-and Polyfluoroalkyl Substances (PFAS)

On October 20, 2020, MassDEP published its PFAS public drinking water standard, the Massachusetts Maximum Contamination Level (MMCL) of 20 nanograms per liter (ng/L, or parts per trillion, ppt). The standard is for an individual compound or for the sum of the concentrations of six specific PFAS compounds. These six include: perfluorooctane sulfonic acid (PFOS); perfluorooctanoic acid (PFOA); perfluorohexane sulfonic acid (PFHxS); perfluorononanoic acid (PFNA); perfluoroheptanoic acid (PFHpA); and perfluorodecanoic acid (PFDA). MassDEP abbreviates this set of six as “PFAS6.” The drinking water standard is set to be protective against adverse health effects for all people consuming drinking water. Sampling of Andover’s drinking water was done to establish a baseline for future quarterly sampling for PFAS which was initiated in April 2021. The test results demonstrated that Andover’s drinking water is below the MMCL for PFAS6. We are also required to report the results for unregulated PFAS substances, as shown in the table. The results demonstrate Andover’s drinking water is below the Office of Research and Standards Guidelines (ORSG) for this reported compound, which means that it was found to be below the concentration in which adverse health effects are unlikely to occur after chronic exposure.

Parameter (units)	Date(s) Collected	Maximum Amount Detected ¹	Range of Detection ²	MMCL (ppt)	Violation	Possible Sources of Contamination
PFAS6 (ppt)	11/18/2020	2.8	N/A	20	No	Discharges and emissions from industrial and manufacturing sources associated with the production or use of these PFAS, including production of moisture and oil resistant coatings on fabrics and other materials. Additional sources include the use and disposal of products containing PFAS, such as fire-fighting foams.
Unregulated PFAS Substances						
Parameter (units)	Date(s) Collected	Maximum Amount Detected ¹	Range of Detection ²	ORSG	Violation	Possible Sources of Contamination
Perfluorohexanoic acid (PFHxA, ppt)	11/18/2020	3.7	N/A	20	No	Discharges and emissions from industrial and manufacturing sources associated with the production or use of these PFAS, including production of moisture and oil resistant coatings on fabrics and other materials. Additional sources include the use and disposal of products containing PFAS, such as fire-fighting foams.

Consuming water with levels of PFAS6 above the drinking water standard does not mean adverse effects will occur. The degree of risk depends on the level and duration of exposure. The drinking water standard assumes that individuals only drink contaminated water, which overestimates exposure. It also assumes that consumers are exposed to PFAS6 through other exposures as well. PFAS have been used in many consumer products, and most people have had exposure to them through the use of everyday products.

Water Quality Testing Notes and Definitions

Table Notes:

¹ We are obligated to report the maximum value detected during the analyses of multiple samples of drinking water collected during the calendar year.

² The values listed are the overall range of results that were recorded during multiple tests of the drinking water conducted during the calendar year.

³ Turbidity is a measurement of the cloudiness of the water. It is a good indicator of the effectiveness of the filtration system.

⁴ The concentration of chlorine added to the distribution system is continuously monitored. We report weekly measurements for chlorine residual concentrations within the distribution system.

⁵ The maximum amount detected (Too Numerous to Count, or TNTC) is not a violation. A chlorine residual was detected in the sample and additional testing demonstrated no presence of E.coli bacteria.

⁶ This is the highest average value calculated for all the locations where TTHMs and HAAs were sampled during the calendar year.

⁷ The values in this range are based on individual numbers rather than averages.

⁸ EPA has established a lifetime health advisory (HA) value of 300 ppb for manganese to protect against concerns of potential neurological effects, and a one-day and 10-day HA of 1000 ppb for acute exposure.

⁹ Sodium is naturally present in the environment and the raw water treated for drinking water is at levels above the MassDEP Guideline of 20 ppm. This value is strictly a guideline and does not imply that a value greater than 200 ppm imposes a risk. The water treatment process does not remove sodium from the water.

Definitions

Maximum Contaminant Level (MCL) is the highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLG's as feasible using the best available treatment technology. **Maximum Contaminant Level Goal (MCLG)** is 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 Residual Disinfectant Level (MRDL) is the highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant (i.e., chlorine, chloramines, chlorine dioxide) is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG) is the level of drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of disinfectants to control microbial contaminants.

Massachusetts Maximum Contaminant Level (MMCL) is the highest level of contaminant allowed in drinking water by Massachusetts Department of Environmental Protection, individually or for the sum of the concentrations of six specific PFAS compounds.

Treatment Technique (TT) is the required process intended to reduce the level of a contaminant in drinking water. **PPM** is parts per million, or milligrams per liter (mg/l). **PPB** is parts per billion, or micrograms per liter (ug/l). **PPT** is parts per trillion or nanograms per liter (ng/l). **NTU** is Nephelometric Turbidity Units. **NA** means Not Applicable. **Secondary Maximum Contaminant level (SMCL)** are standards developed to protect aesthetic qualities of drinking water and are not health based.

Office of Research and Standards Guidelines (ORSG) are concentrations of a chemical in drinking water at or below which adverse health affects are unlikely to occur after chronic exposure. If exceeded, potential further action may be needed. **Action Level (AL)** is the concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

90th Percentile means that out of 10 homes sampled, 9 were at or below the level. This number is compared to the Action Level to determine lead and copper compliance. **Unregulated Contaminants** are those for which EPA has not established drinking water standards. The purpose of unregulated monitoring is to assist EPA in determining their occurrence in drinking water and whether future regulation is warranted. Running Annual Average (RAA) is the average of four consecutive quarters of data.

Level 1 Assessment is a study of the water system to identify potential problems and determine, if possible, why total coliform bacteria have been found in the water system.

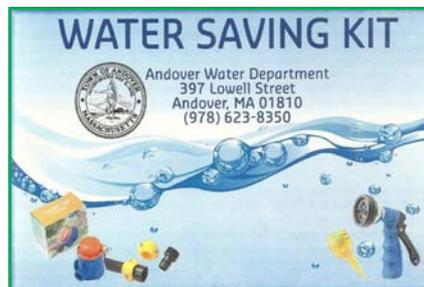
Water Conservation

Water resources are vital for our community. Andover residents and businesses use a significant amount of water for lawn irrigation during peak water demand months. We ask that you take steps to reduce water usage. By consuming less water, you help to preserve our resources. More efficient water use begins with individuals. For additional information on water conservation, visit the Town's website at <https://andoverma.gov/water-sewer>, or check out US EPA's website at <https://www.epa.gov/watersense>.

The Water Division continuously monitors the water demand and levels in our storage tanks and reservoirs to ensure we provide high quality water and fire protection.



Andover is a sponsor of US EPA's WaterSense Program. As a partner we are committed to promoting indoor and outdoor water efficiency, to conserving water resources and promoting WaterSense certified products. For more information, visit the website at <https://www.epa.gov/watersense>



Lawn care and gardening tips:

- Mulch around trees and plants to promote plant growth and reduce weeds;
- Water during the coolest part of the day. Early morning is better than dusk since it helps to prevent fungus.
- Avoid lawn watering on windy days.
- Most lawns, shrubs, flowers and vegetables need just one inch of water each week. If there has been an inch or rainfall during the week, you do not need to water at all.
- Overwatering can actually weaken your lawn by promoting shallow roots that are less tolerant to drought and more likely to be damaged by insects.

Free Indoor and Outdoor Water Conservation Kits Offered

The Town offers **FREE** Indoor and Outdoor water conservation kits. They are available at the Water Treatment Plant and the Municipal Services Facility during normal business hours. The kits include EPA certified WaterSense products such as: low flow shower head, dual spray faucet aerator; adjustable flow garden hose nozzle, garden hose timer, hose repair kit, and rain gauge.



Use aerators on your kitchen and bathroom faucets. Aerators help mix water with air as it leaves the spout, which reduces the amount of water needed for rinsing.

Install water saving showerheads.

Take showers instead of baths; showers use less water.

Water use facts:

- Turning off the tap while brushing teeth can save 8 gallons of water per day.
- Letting the faucet run for 5 minutes while washing dishes wastes 10 gallons of water.
- Running the dish washer only when it's full can save the average family 320 gallons of water annually.



Andover is a sponsor of Greenscapes North Shore. Check out their website at: <https://greenscapes.org> where you can find valuable information on landscaping and lawn care practices to help promote water conservation and the protection of our natural resources.

Stormwater

Where does stormwater pollution come from? Actually it comes from all of us. Even if we do not mean to, many of our everyday actions add to stormwater pollution. Stormwater picks up debris, chemicals, lawn products, dirt and other pollutants left on sidewalks and streets before it enters a catch basin. This polluted runoff washes from the catch basins straight into the nearest pond, stream, river, or wetland, without being treated. This can impact a local pond used for swimming, fishing, and even your source of drinking water! Stormwater is different than wastewater from sinks and toilets, which goes to a treatment plant before being discharged into local waters.

Lawn Care: Excess fertilizer and pesticides applied to lawns and gardens wash off and pollute streams. Use pesticides and fertilizers sparingly. Don't overwater your lawn. Consider using a soaker hose instead of a sprinkler.



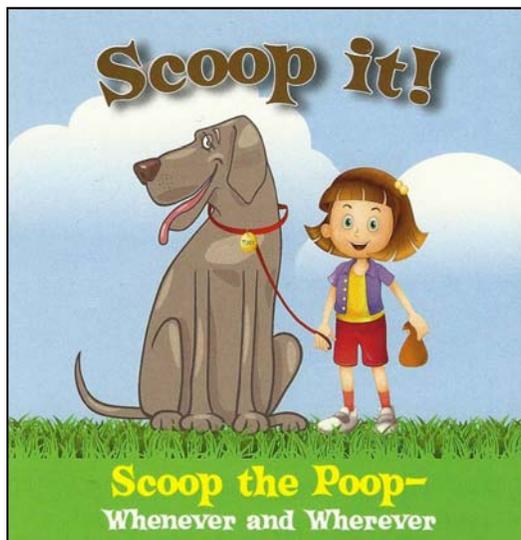
Recycle or properly dispose of household products that contain chemicals, such as insecticides, pesticides, paint, solvents and used motor oil. Dispose of these products at a household hazardous waste collection event.



Auto Care: Washing your car can send detergents and other contaminants into catch basins that flow directly to water bodies. Use a commercial car wash or wash your car on the lawn so water infiltrates into the ground.



Pet Waste can be a major source of bacteria and excess nutrients in local waters. When walking your pet, remember to pick up the waste and dispose of it properly.



Cross Connections

The Town delivers safe, high quality water to your home and business. The goal is to keep it that way. Help eliminate plumbing cross connections which are potential connections between a public water supply and a source of possible contamination or pollution. Contamination can occur when water flowing through your faucet or other plumbing fixture is suddenly drawn in the reverse direction due to a drop in supply pressure of the water distribution system from a water line break, water main repair, or during rapid withdrawal from a fire hydrant. This creates a vacuum which may pull or siphon contaminants or pollutants into the drinking water supply.

Andover Water Division recommends that residents install a vacuum breaker on your outside faucet or hose. When filling a hot tub or swimming pool, do not submerge the hose; instead leave an air gap between the hose and the water level of the pool. Install backflow prevention devices on your lawn irrigation system, and your boiler if public water supply is used to replenish boiler water. Wells and secondary systems are prohibited from connection to the public water supply.





**Town of Andover
Department of Public Works**

Christopher M. Cronin
Director

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(978) 623-8860

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Jeffrey Crane
Superintendent

Water Billing Question?

Call (978) 623-8906

Need an Irrigation Meter?

Call (978) 623-8700
Monday-Friday
8:00—3:30 pm

Haggetts Pond

Your Drinking Water Reservoir

Haggetts Pond is one of Andover's most iconic natural features; with its beautiful shorelines, calm waters, and surrounding forest, the pond attracts hundreds of Andover residents each year in search of walking trails, or a quiet spot for bird-watching. Please be reminded that Haggetts Pond also serves as the Town's primary drinking water reservoir; the entirety of the Town's drinking water passes through the pond, and there is no backup source available. As such, it is imperative that we all do our part in ensuring that Haggetts Pond remains clean and free of contamination. With that in mind, a number of restrictions are currently in place to ensure the pond remains available for shared use, without negatively impacting water quality.

Permissible Activities

Passive Recreation: Walking, Hiking, Jogging and Biking on established trails

Fishing from Shoreline or Rowboat **only** (Must have valid state license)

Boating: Rowboats **only**. Absolutely **No** motors of any kind. No electric or gas-powered motors.

Boats must be registered. Registrations are available at the Town of Andover's Treasurer's Office during normal business hours, and only after obtaining a Mass. State Fishing License.

Restricted Activities

No Swimming, Bathing, or Wading

No dogs or other animals may enter the water

No Hip-waders shall be worn—Fish from the shoreline or a rowboat

No Ice Fishing

No Ice Skating

No Canoes

No Kayaks

No Windsurfers

No Paddleboards

No Sailboats

No Kitesurfing/kiteboarding

Storage of Boats

Storage of boats on water supply property is prohibited. All boat owners must trailer their boats in and out each time they use their boat on the pond. Any boats left behind shall be considered abandoned and disposed of accordingly.

Note:

Boats currently stored on the property will be given a grace period for compliance. Boat owners have until Friday, September 10, 2021 to remove their boats from the property.

