



## PLEASE HELP KEEP OUR WATER SAFE PREVENT ILLEGAL WATER CONNECTIONS

The Town of Andover's Water Division ensures that our customers are provided with safe, clean, and reliable drinking water.

Fire hydrants are directly connected to your drinking water supply. Our water system is vulnerable to contamination through the unauthorized use of fire hydrants from a variety of sources, including but not limited to: hydro-seed companies, street sweepers, and swimming pool fill trucks. If for example the water pressure should drop during an illegal connection, contaminants could be sucked backwards through the hydrant and into the water supply.

Illegal connections threaten the quality of water delivered to your home or business, and can lower pressure in the water lines required for fire protection. They also result in a loss of water revenue for the Town.

The Town of Andover's Water Division is requesting your help to protect our water sources and prevent water theft.

Only authorized users can connect to fire hydrants, and include: Town of Andover Fire Department personnel, Town Water and Sewer Division Employees, and Town Highway Division Street Sweepers. **Unauthorized connection to a fire hydrant is subject to a fine.**

Please contact the Department of Public Works (DPW) immediately at the numbers listed below if you see or suspect the unauthorized use of a fire hydrant. Please obtain as much information as possible regarding the incident as you can. It can be as simple as taking a picture of the event in progress or recording critical details such as the time and location. Please note vehicle type and license plate, company name/emblem on the vehicle.

To report an illegal connection, use, or activity around a fire hydrant please contact:

DPW Offices (978) 623-8700 ext 0 (phone) - Between 8:00 AM and 4:00 PM, Mon. - Fri.

By E-Mail at: [dpw-watersewer@andoverma.gov](mailto:dpw-watersewer@andoverma.gov)  
Mr. Jeffrey Crane (978) 623-8860  
Water Division (978) 623-8862