

# ANNUAL WATER QUALITY REPORT

Reporting Year 2021

*Presented By*  
**Town of Danvers  
Water Division**



## We've Come a Long Way

Once again, we are proud to present our annual water quality report covering the period between January 1 and December 31, 2021. In a matter of only a few decades, drinking water has become exponentially safer and more reliable than at any other point in human history. Our exceptional staff continues to work hard every day—at all hours—to deliver the highest-quality drinking water without interruption. Although the challenges ahead are many, we feel that by relentlessly investing in customer outreach and education, new treatment technologies, system upgrades, and training, the payoff will be reliable, high-quality tap water delivered to you and your family.

### Where Does My Water Come From?

The Town of Danvers has been operating its drinking water pumping facility at Middleton Pond since 1876. The Vernon C. Russell Water Treatment Plant opened in 1976 and has continuously provided residents and businesses of Danvers and Middleton a safe and dependable source of drinking water. The water system produces and pumps an average of around 3 million gallons per day.

The Town of Danvers has two supplemental groundwater wells. Both of these wells were constructed during 1960-1961. In 2003, a green-sand filtration plant was built at Well #2 to remove troublesome iron and manganese. In 2004, Well #1 was rehabilitated with two new replacement wells.

The Town of Danvers maintains a state-certified laboratory for bacterial analysis. We are also a member of the American Water Works Association and the New England Water Works Association.

### The Benefits of Fluoridation

Fluoride is a naturally occurring element in many water supplies in trace amounts. In our system, the fluoride level is adjusted to an optimal level averaging 0.7 parts per million (ppm) to improve oral health in children. At this level, it is safe, odorless, colorless, and tasteless. There are over 3.9 million people in 140 Massachusetts water systems and 184 million people in the U.S. who receive the health and economic benefits of fluoridation.

### Important Health Information

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



### Tip Top Tap

The most common signs that your faucet or sink is affecting the quality of your drinking water are discolored water, sink or faucet stains, a buildup of particles, unusual odors or tastes, and a reduced flow of water. The solutions to these problems may be in your hands.

#### Kitchen Sink and Drain

Handwashing, soap scum buildup, and the handling of raw meats and vegetables can contaminate your sink. Clogged drains can lead to unclean sinks and backed-up water in which bacteria (e.g., pink or black slime) can grow and contaminate the sink area and faucet, causing a rotten egg odor. Disinfect and clean the sink and drain area regularly and flush with hot water.

#### Faucets, Screens, and Aerators

Chemicals and bacteria can splash and accumulate on the faucet screen and aerator, which are located on the tip of faucets and can collect particles like sediment and minerals, resulting in a decreased flow from the faucet. Clean and disinfect the aerators or screens on a regular basis.

Check with your plumber if you find particles in the faucet screen, as they could be pieces of plastic from the hot water heater dip tube. Faucet gaskets can break down and cause black, oily slime. If you find this slime, replace the faucet gasket with a higher-quality product. White scaling or hard deposits on faucets and shower heads may be caused by water with high levels of calcium carbonate. Clean these fixtures with vinegar or use water softening to reduce the calcium carbonate levels for the hot water system.

#### Water Filtration and Treatment Devices

A smell of rotten eggs can be a sign of bacteria on the filters or in the treatment system. The system can also become clogged over time, so regular filter replacement is important. (Remember to replace your refrigerator filter!)

**QUESTIONS?** For more information about this report, or for any questions relating to your drinking water, please call Jason McCarthy, Water Treatment Plant Manager, or Matthew O'Boyle, Assistant Water Treatment Plant Manager/Laboratory Director, at (978) 774-5054.

## Substances That Could Be in Water

To ensure that tap water is safe to drink, the state Department of Environmental Protection (DEP) and the U.S. Environmental Protection Agency (U.S. EPA) prescribe regulations limiting 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. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of these contaminants does not necessarily indicate that the water poses a health risk.

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. Substances that may be present in source water include:

Microbial Contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, or wildlife;

Inorganic Contaminants, such as salts and metals, which can be naturally occurring or may result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming;

Pesticides and Herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses;

Organic Chemical Contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and which may also come from gas stations, urban stormwater runoff, and septic systems;

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

More information about contaminants and potential health effects can be obtained by calling the U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791.

## Think Before You Flush!

Flushing unused or expired medicines can be harmful to your drinking water. Properly disposing of unused or expired medication helps protect you and the environment. Keep medications out of our waterways by disposing them responsibly. To find a convenient drop-off location near you, please visit <https://bit.ly/3leRyXy>.

## What Are PFAS?

Per- and polyfluoroalkyl substances (PFAS) are a group of manufactured chemicals used worldwide since the 1950s to make fluoropolymer coatings and products that resist heat, oil, stains, grease, and water. During production and use, PFAS can migrate into the soil, water, and air. Most PFAS do not break down; they remain in the environment, ultimately finding their way into drinking water.

Because of their widespread use and their persistence in the environment, PFAS are found all over the world at low levels. Some PFAS can build up in people and animals with repeated exposure over time.

The most commonly studied PFAS are perfluorooctanoic acid (PFOA) and perfluorooctane sulfonic acid (PFOS). PFOA and PFOS have been phased out of production and use in the United States, but other countries may still manufacture and use them.

Some products that may contain PFAS include:

- Some grease-resistant paper, fast food containers/wrappers, microwave popcorn bags, pizza boxes
- Nonstick cookware
- Stain-resistant coatings used on carpets, upholstery, and other fabrics
- Water-resistant clothing
- Personal care products (shampoo, dental floss) and cosmetics (nail polish, eye makeup)
- Cleaning products
- Paints, varnishes, and sealants

Even though recent efforts to remove PFAS have reduced the likelihood of exposure, some products may still contain them. If you have questions or concerns about products you use in your home, contact the Consumer Product Safety Commission at (800) 638-2772. For a more detailed discussion on PFAS, please visit <https://www.atsdr.cdc.gov/pfas/index.html>.



“  
When the well is dry, we  
know the worth of water.  
”

—Benjamin Franklin

## Tap vs. Bottled

Thanks in part to aggressive marketing, the bottled water industry has successfully convinced us all that water purchased in bottles is a healthier alternative to tap water. However, according to a four-year study conducted by the Natural Resources Defense Council (NRDC), bottled water is not necessarily cleaner or safer than most tap water. In fact, about 40 percent of bottled water is actually just tap water, according to government estimates.

The Food and Drug Administration (FDA) is responsible for regulating bottled water, but these rules allow for less rigorous testing and purity standards than those required by the U.S. EPA for community tap water. For instance, the high mineral content of some bottled waters makes them unsuitable for babies and young children. Furthermore, the FDA completely exempts bottled water that's packaged and sold within the same state, which accounts for about 70 percent of all bottled water sold in the United States.

People spend 10,000 times more per gallon for bottled water than they typically do for tap water. If you get your recommended eight glasses a day from bottled water, you could spend up to \$1,400 annually. The same amount of tap water would cost about 49 cents. Even if you installed a filter device on your tap, your annual expenditure would be far less than what you'd pay for bottled water.

For a detailed discussion on the NRDC study results, check out its Web site at <https://goo.gl/Jxb6xG>.

## What's a Cross-Connection?

Cross-connections that contaminate drinking water distribution lines are a major concern. A cross-connection is formed at any point where a drinking water line connects to equipment (boilers), systems containing chemicals (air conditioning systems, fire sprinkler systems, irrigation systems), or water sources of questionable quality. Cross-connection contamination can occur when the pressure in the equipment or system is greater than the pressure inside the drinking water line (backpressure). Contamination can also occur when the pressure in the drinking water line drops due to fairly routine occurrences (main breaks, heavy water demand), causing contaminants to be sucked out from the equipment and into the drinking water line (backsiphonage).

Outside water taps and garden hoses tend to be the most common sources of cross-connection contamination at home. The garden hose creates a hazard when submerged in a swimming pool or attached to a chemical sprayer for weed killing. Garden hoses that are left lying on the ground may be contaminated by fertilizers, cesspools, or garden chemicals. Improperly installed valves in your toilet could also be a source of cross-connection contamination.

Community water supplies are continuously jeopardized by cross-connections unless appropriate valves, known as backflow prevention devices, are installed and maintained. We have surveyed industrial, commercial, and institutional facilities in the service area to make sure that potential cross-connections are identified and eliminated or protected by a backflow preventer. We also inspect and test backflow preventers to make sure that they provide maximum protection.

For more information on backflow prevention, contact the Safe Drinking Water Hotline at (800) 426-4791.

## FOG (Fats, Oils, and Grease)

You may not be aware of it, but every time you pour fat, oil, or grease (FOG) down your sink (e.g., bacon grease), you are contributing to a costly problem in the sewer collection system. FOG coats the inner walls of the plumbing in your house as well as the walls of underground piping throughout the community. Over time, these greasy materials build up and form blockages in pipes, which can lead to wastewater backing up into parks, yards, streets, and storm drains. These backups allow FOG to contaminate local waters, including drinking water. Exposure to untreated wastewater is a public health hazard. FOG discharged into septic systems and drain fields can also cause malfunctions, resulting in more frequent tank pump-outs and other expenses.

Communities spend billions of dollars every year to unplug or replace grease-blocked pipes, repair pump stations, and clean up costly and illegal wastewater spills. Here are some tips that you and your family can follow to help maintain a well-run system now and in the future:

### NEVER:

- Pour fats, oil, or grease down the house or storm drains.
- Dispose of food scraps by flushing them.
- Use the toilet as a waste basket.

### ALWAYS:

- Scrape and collect fat, oil, and grease into a waste container such as an empty coffee can, and dispose of it with your garbage.
- Place food scraps in waste containers or garbage bags for disposal with solid wastes.
- Place a wastebasket in each bathroom for solid wastes like disposable diapers, creams and lotions, and personal hygiene products including nonbiodegradable wipes.

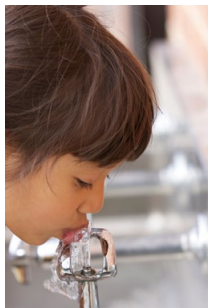
## SWAP

The Source Water Assessment and Protection (SWAP) program, established under the federal Safe Drinking Water Act, requires every state to inventory land uses within the recharge areas of all public water supply sources. The state has determined that the risk of contamination is generally low-to-moderate from these land uses. A source's susceptibility to contamination does not imply poor water quality. Source water protection, monitoring, and treatment ensure that safe water is delivered to the tap. Residents can help by taking hazardous household chemicals to the Town's annual Household Hazardous Waste Day collection. You should also limit pesticide and fertilizer use in sensitive areas. The complete SWAP report is available for review at the Public Works office at Town Hall or by calling (978) 777-0001, ext. 3011.

## What Causes the Pink Stain on Bathroom Fixtures?

The reddish-pink color frequently noted in bathrooms on shower stalls, tubs, tile, toilets, sinks, and toothbrush holders and on pets' water bowls is caused by the growth of the bacterium *Serratia marcescens*. *Serratia* is commonly isolated from soil, water, plants, insects, and vertebrates (including humans). The bacteria can be introduced into the house through any of the above-mentioned sources. The bathroom provides a perfect environment (moist and warm) for bacteria to thrive.

The best solution to this problem is to clean and dry these surfaces to keep them free from bacteria. Chlorine-based compounds work best, but keep in mind that abrasive cleaners may scratch fixtures, making them more susceptible to bacterial growth. Chlorine bleach can be used periodically to disinfect the toilet and help eliminate the occurrence of the pink residue. Keeping bathtubs and sinks wiped down using a solution that contains chlorine will also help to minimize its occurrence. *Serratia* will not survive in chlorinated drinking water.



## Lead in Home Plumbing

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. We are responsible for providing high-quality drinking water, but we 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. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline at (800) 426-4791 or at [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead).

## Water Main Flushing

Distribution mains (pipes) convey water to homes, businesses, and hydrants in your neighborhood. The water entering distribution mains is of very high quality; however, water quality can deteriorate in areas of the distribution mains over time. Water main flushing is the process of cleaning the interior of water distribution mains by sending a rapid flow of water through the mains.

Flushing maintains water quality in several ways. For example, flushing removes sediments like iron and manganese. Although iron and manganese do not pose health concerns, they can affect the taste, clarity, and color of the water. Additionally, sediments can shield microorganisms from the disinfecting power of chlorine, contributing to the growth of microorganisms within distribution mains. Flushing helps remove stale water and ensures the presence of fresh water with sufficient dissolved oxygen and disinfectant levels, and an acceptable taste and smell.

During flushing operations in your neighborhood, some short-term deterioration of water quality, though uncommon, is possible. You should avoid tap water for household uses at such times. If you do use the tap, allow your cold water to run for a few minutes at full velocity before use, and avoid using hot water, to prevent sediment accumulation in your hot water tank.

Please contact us if you have any questions or if you would like more information on our water main flushing schedule.

## Information on the Internet

The U.S. EPA (<https://goo.gl/TFAMKc>) and the Centers for Disease Control and Prevention ([www.cdc.gov](http://www.cdc.gov)) Web sites provide a substantial amount of information on many issues relating to water resources, water conservation, and public health. Also, the state DEP has a Web site (<http://bit.ly/2HY4gfO>) that provides complete and current information on water issues in Massachusetts, including valuable information about our watershed.

## Test Results

Our water is monitored for many different kinds of substances on a very strict sampling schedule. Also, the water we deliver must meet specific health standards. Here, we show only those substances that were detected in our water. (A complete list of all our analytical results is available upon request.) Remember that detecting a substance does not mean the water is unsafe to drink; our goal is to keep all detects below their respective maximum allowed levels.

The state recommends monitoring for certain substances less often than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data are included, along with the year in which the sample was taken.

REGULATED SUBSTANCES							
SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL [MRDL]	MCLG [MRDLG]	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
2,4-D (ppb)	2020	70	70	0.425	0.370–0.479	No	Runoff from herbicide used on row crops
Alpha Emitters (pCi/L)	2017	15	0	2.66	NA	No	Erosion of natural deposits
Barium (ppm)	2021	2	2	0.0107	NA	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Chlorine (ppm)	2021	[4]	[4]	1.2	0.20–2.09	No	Water additive used to control microbes
Combined Radium (pCi/L)	2017	5	0	0.221	NA	No	Erosion of natural deposits
Ethylbenzene (ppb)	2021	700	700	0.39	0.00–0.68	No	Discharge from petroleum refineries
Fluoride (ppm)	2021	4	4	0.7	0.0–1.5	No	Water additive that promotes strong teeth
Haloacetic Acids [HAAs]–Stage 2 (ppb)	2021	60	NA	12.63	1.97–19.38	No	By-product of drinking water disinfection
Nitrate (ppm)	2021	10	10	0.18	0.14–0.21	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
PFAS6 (ppt)	2021	20	NA	7.16	0.00–13.6	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 these PFAS, such as fire-fighting foams
TTHMs [Total Trihalomethanes]–Stage 2 (ppb)	2021	80	NA	42.09	13.69–66.10	No	By-product of drinking water disinfection
Total Organic Carbon <sup>1</sup> (ppm)	2021	TT	NA	1.51	0.35–2.19	No	Naturally present in the environment
Turbidity <sup>2</sup> (NTU)	2021	TT	NA	0.29	0.08–0.29	No	Soil runoff
Turbidity (Lowest monthly percent of samples meeting limit)	2021	TT = 95% of samples meet the limit	NA	97	NA	No	Soil runoff
Xylenes (ppm)	2021	10	10	0.0012	0.00–0.0033	No	Discharge from petroleum factories; Discharge from chemical factories

## Water Stress

Water stress occurs when the demand for water exceeds the amount available during a certain period or when poor water quality restricts its use. Water stress causes deterioration of freshwater resources in terms of quantity (aquifer overexploitation, dry rivers, etc.) and quality (eutrophication, organic matter pollution, saline intrusion, etc.).

According to the World Resources Institute ([www.wri.org](http://www.wri.org)), the Middle East and North Africa remain the most water-stressed regions on Earth. However, several states in the western half of the U.S. are similarly experiencing extremely high levels of water stress from overuse. It is clear that even in countries with low overall water stress, individual communities may still be experiencing extremely stressed conditions. For example, South Africa and the United States rank #48 and #71 on WRI's list, respectively, yet the Western Cape (the state home to Cape Town) and New Mexico experience extremely high stress levels.

There are undeniably worrying trends in water quality. But by taking action now and investing in better management, we can solve water issues before it's too late.

Tap water samples were collected for lead and copper analyses from sample sites throughout the community.

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AL	MCLG	AMOUNT DETECTED (90TH %ILE)	SITES ABOVE AL/ TOTAL SITES	VIOLATION	TYPICAL SOURCE
Copper (ppm)	2021	1.3	1.3	0.090	0/33	No	Corrosion of household plumbing systems; Erosion of natural deposits
Lead (ppb)	2021	15	0	4.2	2/33	No	Corrosion of household plumbing systems; Erosion of natural deposits

### SECONDARY SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	SMCL	MCLG	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Iron (ppb)	2021	300	NA	60	30–130	No	Leaching from natural deposits; Industrial wastes
Manganese (ppb)	2021	50	NA	10	0–20	No	Leaching from natural deposits

### UNREGULATED SUBSTANCES<sup>3</sup>

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	TYPICAL SOURCE
Nickel (ppb)	2021	1.78	NA	Natural element of the earth's crust, so small amounts are found in food, water, soil, and air
Sodium (ppm)	2021	36.1	NA	Erosion of natural deposits; Road de-icing agents; Water treatment process

<sup>1</sup>The value reported under Amount Detected for TOC is the lowest ratio between the percentage of TOC actually removed to the percentage of TOC required to be removed. A value of greater than 1 indicates that the water system is in compliance with TOC removal requirements. A value of less than 1 indicates a violation of the TOC removal requirements.

<sup>2</sup>Turbidity is a measure of the cloudiness of the water. It is monitored because it is a good indicator of the effectiveness of the filtration system.

<sup>3</sup>Unregulated contaminants are those for which the U.S. EPA has not established drinking water standards. The purpose of monitoring unregulated contaminants is to assist the EPA in determining their occurrence in drinking water and whether future regulation is warranted.

## Definitions

**90th %ile:** Out of every 10 homes sampled, 9 were at or below this level. This number is compared to the Action Level to determine lead and copper compliance.

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

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

**MCLG (Maximum Contaminant Level Goal):** 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.

**MRDL (Maximum Residual Disinfectant Level):** The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

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

**NA:** Not applicable

**NTU (Nephelometric Turbidity Units):** Measurement of the clarity, or turbidity, of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

**pCi/L (picocuries per liter):** A measure of radioactivity.

**ppb (parts per billion):** One part substance per billion parts water (or micrograms per liter).

**ppm (parts per million):** One part substance per million parts water (or milligrams per liter).

**ppt (parts per trillion):** One part substance per trillion parts water (or nanograms per liter).

**SMCL (Secondary Maximum Contaminant Level):** These standards are developed to protect aesthetic qualities of drinking water and are not health based.

**TT (Treatment Technique):** A required process intended to reduce the level of a contaminant in drinking water.