



TOWN OF EAST LONGMEADOW  
DEPARTMENT OF PUBLIC WORKS  
60 CENTER SQUARE  
EAST LONGMEADOW, MA 01028

## 2024 Consumer Confidence Report

### East Longmeadow DPW Water Division

East Longmeadow, Massachusetts

MassDEP PWSID # 1085000

## PWS Capacity Designation: Adequate

### Dear Customer,

We are pleased to present a summary of the water quality provided to you over the past year. The Safe Drinking Water Act (SDWA) requires utilities to issue an annual "Consumer Confidence" report to customers, in addition to other legally required notices. This report details the source of our water, its contents, and the risks our water testing is designed to mitigate. East Longmeadow is dedicated to providing a safe and reliable water supply. We believe that informed customers are essential partners in maintaining high-quality drinking water.

Please call the Department of Public Works at 413-525-5400 for information about the next opportunity for public participation in decisions about our drinking water.  
Address: 60 Center Square, East Longmeadow  
Contact: Felix Vachon, Water & Sewer Administrator  
Telephone: 525-5400 ext. 1204  
email: [felix.vachon@eastlongmeadowma.gov](mailto:felix.vachon@eastlongmeadowma.gov) or [dpw-office@eastlongmeadowma.gov](mailto:dpw-office@eastlongmeadowma.gov)  
Town Website: [eastlongmeadowma.gov](http://eastlongmeadowma.gov)

### Water Source

In 2024, the East Longmeadow Department of Public Works supplied a total of 680 million gallons of water. The Town purchases its water from the Springfield Water and Sewer Commission. The drinking water produced by the Springfield Water and Sewer Commission (Commission) originates from a surface water supply located in Blandford and Granville, MA. Two waterbodies, the Cobble Mountain Reservoir (Source Water ID# 1281000-02S) and Borden Brook Reservoir (Source Water ID# 1281000-04S), a smaller surface water supply that feeds into Cobble Mountain Reservoir, contribute to the system's combined water supply capacity of 25 billion gallons. A source water assessment has been completed by the Massachusetts Department of Environmental Protection and is available at <https://www.mass.gov/doc/western-region-source-water-assessment-protection-swap-program-reports/download>.

The reservoirs and the land surrounding the reservoirs are collectively called the watershed. Approximately 47% of the land in the Little River Watershed, which feeds Cobble Mountain and Borden Brook Reservoirs, is owned by the Commission for water supply protection purposes. An additional 10% is protected by public and non-profit land conservation organizations. The Commission has an active land acquisition program as part of its Source Water Protection Plan, as land protection is the best approach to reducing the susceptibility of water supplies to contamination. Inside the watershed boundaries, there is no commercial industry, the population density is low, and only limited farming and grazing is practiced. To further protect the water supply, boating, swimming, hunting and fishing is forbidden in and around the reservoir areas and watershed lands. For an in depth report on the SWSC Source Water Assessment and Protection Report (SWAP), please visit <https://www.mass.gov/doc/western-region-source-water-assessment-protection-swap-program-reports/download>.



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The reservoir water flows to the West Parish Filters Treatment Plant, located in Westfield, Massachusetts, where it is filtered through slow and rapid sand filtration to remove particles and impurities from the water. Then pH is adjusted and corrosion inhibitors are added to protect against lead and copper for in home plumbing. Chlorine is then added for disinfection purposes before it flows to the 42-million-gallon underground storage tanks at Provin Mountain Reservoir located in Agawam, Massachusetts. Clean drinking water is supplied, at an annual average rate of approximately 37 million gallons per day to Springfield as well as the surrounding communities of Agawam, East Longmeadow, Longmeadow, Ludlow, Wilbraham, West Springfield, and a part of Chicopee through the 595-mile piping network of large sized transmission mains and smaller sized distribution mains.

The Town of East Longmeadow has four connections to the Commission's water supply system: Elm Street, Harkness Avenue, North Main Street and Dwight Road, with the Water Department responsible for the maintenance of more than 115 miles of water mains. The northwest quadrant of Town is serviced directly by these four connections.

In the Southern and Eastern parts of town, residents and businesses receive water through what is known as the high-service system. This system is supplied by water delivered from the City of Springfield, which is pumped at the Chestnut Street Pump Station into the high-service system. From there, the water either flows into the storage tanks located on Prospect Street or directly to homes and businesses for use. Due to the possibility that water might remain in the storage tanks or pipelines for an uncertain period, the Town of East Longmeadow's Department of Public Works takes additional steps to ensure the water's safety. Chlorine and ammonia are added at the Chestnut Street Pump Station as the water is pumped into the system, a process known as booster chloramination. This treatment helps maintain the quality of the water by preventing bacterial growth.

We are committed to providing the highest possible water quality to our residents. However, during routine water quality testing in 2024, certain contaminants did not meet the health standards set by state and federal regulations. Specifically, there was a violation regarding Haloacetic Acids (HAA5), a type of disinfection byproduct, detected between January 1, 2024, and December 31, 2024, at the entry point to the distribution system (EPTDS) on Harkness Avenue. It is important to note that HAA5 levels decrease significantly as water moves through the distribution system over time. This dissipation helps to reduce the overall concentrations of these compounds before reaching consumers. We are actively addressing this issue to ensure that our water quality continues to meet all safety standards.

"Our system implemented the following corrective actions: Public notifications were mailed to residents, and advertisements were published in the Springfield Republican newspaper. Additionally, the Town has uploaded an informational video to its website featuring a UMASS professor and a representative from the Springfield Water and Sewer Commission (SWSC) discussing HAA5. We strongly encourage residents to view this informative video at [www.connectingpoint.wgby.org/springfield-drinking-water-safety/](http://www.connectingpoint.wgby.org/springfield-drinking-water-safety/), which addresses many common questions and concerns."

On July 23, 2024, the town received an Administrative Consent Order from the Massachusetts Department of Environmental Protection (MassDEP) due to repeated violations concerning disinfection byproducts (DBPs). These DBPs are chemical compounds that form when disinfectants used in water treatment react with natural organic matter present in the water. Prolonged exposure to elevated levels of DBPs can pose health risks, which is why regulatory limits are in place. The town responded to this violation appropriately and within the given timeline set by the MassDEP.

In May 2021, the Town received a letter from the Massachusetts Department of Environmental Protection (MassDEP) mandating a reduction in water use. The Water Management Act sets a residential water conservation target of 65 gallons per person per day. In 2024, the Town reported a residential usage of 76 gallons per person per day, reflecting an increase of 3 gallons per day compared to the previous year. However, over the past decade, statistics indicate a steady increase in water consumption for lawn irrigation. To address this, the Department of Public Works is urging residents to cut back on irrigation by watering lawns less frequently, following an every-other-day schedule, and installing rain sensors to prevent watering during rainfall.



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This section outlines the implementation of the Fifth Unregulated Contaminant Monitoring Rule (UCMR5) by the United States Environmental Protection Agency (EPA). Published on December 27, 2021, the rule mandates nationwide monitoring of 29 per- and polyfluoroalkyl substances (PFAS) and lithium in drinking water from specific public water systems (PWSs). The rule's timeline includes sampling from 2023 to 2025, with full data reporting to be completed by 2026. The Springfield Water and Sewer Commission (SWSC) conducted its sampling in 2023 and detected no traces of PFAS or lithium. In East Longmeadow, sampling for UCMR5 began in April 2024 and was finalized in January 2025. The results showed no detectable presence of PFAS or lithium, ensuring that drinking water in the area remains safe and uncontaminated.

### How to Read the Water Quality Table

This report is based upon tests conducted by the Department and the Springfield Water & Sewer Commission (SWSC). The following table shows what substances were detected in our drinking water during 2023 or during the most recent sampling period. We feel it is important that you know what was detected and how much of the substance was present in the water. Terms used in the *Water Quality Table* and in other parts of this report are defined here.

**AL = Action Level:** The concentration of a contaminant, which, if exceeded, triggers a treatment or other requirement, which a water system must follow.

**Lead & Copper 90<sup>th</sup> Percentile:** Nine out of every 10 homes sampled were at or below this level.

**LRAA = Locational Running Annual Average:** The average of analytical results for samples at a particular monitoring location during the previous four calendar quarters.

**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 (ex. chlorine, chloramines, chlorine dioxide).

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

**MRL = Minimum Reporting Level**

**N/A = Not applicable**

**N/D = None Detected**

**NTU = Nephelometric Turbidity Units:** A numerical value indicating the cloudiness of the water.

**OEL = Operational Evaluation Levels:** the sum of the two previous quarters' TTHM results plus twice the current quarter's TTHM result, divided by 4 to determine an average; or the sum of the two previous quarters' HAA5 results plus twice the current quarter's HAA5 result, divided by 4 to determine an average.

**ORSG = Massachusetts Office of Research and Standards Guideline:** This is the concentration of a chemical in drinking water, at or below which, adverse health effects are unlikely to occur after chronic (lifetime) exposure. If exceeded, it serves as an indicator of the potential need for further action.

**ppb = parts per billion**

**ppm = parts per million**

**pCi/L = picocuries per liter, a measure of radioactivity.**

**SMCL = Secondary Maximum Contaminant Level:** These standards are developed to protect the 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.

**Ug/L = microgram per liter**



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**Water Quality Table**

Substance (Volatile Organic)	Unit	MCL (LRAA)	MCLG	Highest Locational Running Annual Average (LRAA)	Range	Major Sources in Drinking Water	Violation
TTHMs [Total Trihalomethanes]	ppb	80	N/A	76	59-82	By-product of drinking water chlorination	NO
HAA5s [Total Haloacetic Acids]	ppb	60	N/A	62	3-64	By-product of drinking water chlorination	YES

OEL and LRAA for Year 2022

TTHM (ppb)*	Date	OEL Range	LRAA per Quarter	MCL	Source	Violation
Denslow P.S.	Quarterly	70-79	70, 73, 74, 74	80	By-product of drinking water chlorination	NO
Meadowbrook School	Quarterly	68-74	65, 71, 71, 72	80	By-product of drinking water chlorination	NO
Harkness P.S.	Quarterly	62-73	63, 66, 67, 69	80	By-product of drinking water chlorination	NO
35 Ainslie	Quarterly	71-78	70, 74, 74, 76	80	By-product of drinking water chlorination	NO

HAA5 (ppb)**	Date	OEL Range	LRAA Per Quarter	MCL	Source	Violation
Denslow P.S.	Quarterly	34-38	39, 36, 36, 35	60	By-product of drinking water chlorination	NO
Meadowbrook School	Quarterly	9-15	15, 13, 10, 10	60	By-product of drinking water chlorination	NO
Harkness P.S.	Quarterly	58-63	62, 61, 61, 60	60	By-product of drinking water chlorination	YES
35 Ainslie	Quarterly	5-16	17, 14, 9, 8	60	By-product of drinking water chlorination	NO

\*Some people who drink water containing trihalomethanes in excess of the MCL over many years could experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.

\*\*Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.

\*\*\* The Town is working closely with the SWSC to determine the cause and solution to this exceedance. As a corrective action the Town has lowered its dose of chloramines at the Chestnut Pumping Station.

Substance (Inorganic)	MRDL	MRDLG	Annual Average	Range Detected at Individual Sampling Sites	Major Sources in Drinking Water	Violation
Residual Chlorine (ppm)	4.0	4.0	0.22	0.02-0.78	Water additive used to control microbes	NO

Chloramination - Once water has been filtered or disinfected, steps must be taken to guard against harmful organisms that may be present in the pipes that distribute water to local homes and businesses. For this reason, the East Longmeadow Department of Public Works adds ammonia and sodium hypochlorite to the water as it enters the distribution system in the High Service Area. Ammonia reacts with previously added chlorine to create a long-lasting disinfectant known as chloramine. This helps to prevent bacterial regrowth throughout the entire distribution system. It also minimizes the formation of trihalomethanes, which have been found to cause cancer in laboratory animals and are formed when chlorine reacts with organics that occur naturally in water.



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Unregulated contaminants*	Unit	MCL	ORSG/SMCL	Highest Single Measurement Detected	Range Detected at Individual Sites	Major Sources in Drinking Water	Violation
Sodium	ppm	None	20	11.9	N/A	Natural sources, runoff from use as salt on roadways, byproduct of treatment process	NO
Manganese	ppb	None	50	5.99	N/A	Erosion of natural deposits	NO
Chloroform	ppb	None	70	8.35	N/A	Byproduct of drinking water chlorination	NO
Bromodichloromethane	ppb	None	None	0.78	N/A	Byproduct of drinking water chlorination	NO

\* Unregulated contaminants are those for which EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining their occurrence in drinking water and whether future regulation is necessary.

Substance (Inorganic)	Unit	MCL	MCLG	Highest Level Detected	Range Detected at Individual Sites	Major Sources in Drinking Water	Violation
Nitrate	ppm	10	10	0.107	0.0601-0.107	Natural deposits, stormwater, fertilizer run-off	NO
Barium	ppm	2	2	0.006	0.006	Erosion of natural deposits	NO

Substance (Inorganic)	90 <sup>th</sup> Percentile	Highest Detection	Lowest Detection	# of Sites Exceeded	# of Sites Sampled	Action Level	MCLG	Major Sources in Drinking Water	Violation
Copper (ppm)	0.058	.066	.013	0	30	1.3	1.3	Corrosion of household plumbing systems	NO
Lead (ppb)	0.0014	0.2	0	0	30	0.015	0	Corrosion of household plumbing systems	NO

Synthetic Organic Contaminants Including Pesticides and Herbicides	MCLG	MCL	Highest single Measurement	Range Detected at Individual Sites	Major Sources in Drinking Water	Violation
Di (2-ethylhexyl) phthalate (ppb)	0	6	1.66	ND-1.66	Residual from rubber and chemical products	NO

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and home plumbing. East Longmeadow DPW Water Department is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water, and wish to have your water tested, contact the East Longmeadow Department of Public Works at 413-525-5400 x1200. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <https://www.epa.gov/safewater/lead>



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“There is no safe level of lead in drinking water. Exposure to lead in drinking water can cause serious health effects in all age groups, especially pregnant people, infants (both formula-fed and breastfed), and young children. Some of the health effects to infants and children include decreases in IQ and attention span. Lead exposure can also result in new or worsened learning and behavior problems. The children of persons who are exposed to lead before or during pregnancy may be at increased risk of these harmful health effects. Adults have increased risks of heart disease, high blood pressure, kidney or nervous system problems. Contact your health care provider for more information about your risks.”

A water service line inventory has been prepared, and you can view the publicly accessible inventory online at <https://www.eastlongmeadowma.gov/1016/Service-Line-Inventory> or in person at the water department at 60 Center Square, East Longmeadow, MA 01028.

Substance (Turbidity)	TT	MCLG	Highest Single Measurement Detected	Lowest Monthly Percent	Major Sources In Drinking Water	Violation
Turbidity (NTU) Rapid Sand Filtration <sup>1</sup>	1	NTU	0.11	100%	Soil run-off	NO
Turbidity (NTU) Slow Sand Filtration <sup>2</sup>	5	NTU	0.13	100%	Soil run-off	NO

-Turbidity is a measure of the cloudiness of the water. Springfield Water and Sewer Commission monitors it because it is a good indicator of the effectiveness of the Commission’s filtration system.

<sup>1</sup>Rapid Sand Filtration: The turbidity level of the filtered water shall be less than or equal to 0.3 NTU in 95% of the measurements taken each month and shall not exceed a maximum of 1.0 NTU in any single measurement.

<sup>2</sup>Slow Sand Filtration: The turbidity level of the filtered water shall be less than or equal to 1.0 NTU in 95% of the measurements taken each month and shall not exceed a maximum of 5.0 NTU in any single measurement.

Substance Jan 1-Dec 31, 2023 (Microbiological)	MCL	MCLG	Highest Monthly Measurement	Lowest Monthly Percent	Major Sources In Drinking Water	Violation
Total Coliform	>5% of monthly samples	0	0	0%	Human and Animal Fecal Waste	NO

### Additional Health Information

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 throughout the ground, it dissolves naturally occurring minerals and 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, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban storm 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, stormwater runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organics, 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, which can be naturally occurring or be the result of oil and gas production and mining activities.



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In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (EPA) prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) 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 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 Safe Drinking Water Hotline at (800-426-4791).

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, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- Inorganic contaminants, such as salts and metals, which can be naturally occurring or 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 byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.
- Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

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 East Longmeadow Department of Public Works 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 water 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 or at <http://www.epa.gov/safewater/lead>.

Some people may be more vulnerable to contaminants in drinking water than in 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, elderly, and 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 guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

In order to ensure that tap water is safe to drink, EPA and MassDEP prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. FDA and Massachusetts Department of Public Health regulations establish limits for contaminants in bottled water that must provide the same protection for public health.

### **Cross Connection Information**

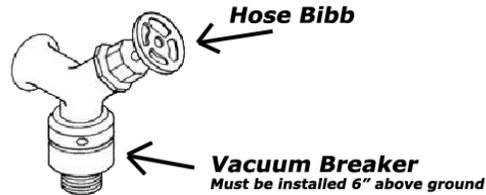
A cross connection is a connection between a drinking water pipe and a polluted or contaminated source. This can occur right in your own home. For instance, you're going to spray fertilizer on your lawn. You hook up your hose to the sprayer that contains the fertilizer. If the water pressure drops (say because of fire hydrant use in town or a water main break) when the hose is connected to the fertilizer, the fertilizer may be sucked back into the drinking water pipes through the hose. Using an attachment on your homes hose bibs called a backflow prevention device can help prevent this problem. The East Longmeadow DPW Water Division recommends the installation of low cost hose bib vacuum breakers, for all inside and outside hose connections. You can purchase them at a hardware or plumbing supply



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store. This is a great way for you to help protect the water in your home as well as the drinking water system in your town. For additional information on cross connections and the status of our water systems cross connection program, please contact the Department of Public Works Cross Connection Control Inspector at 525-5400 ext. 1255.



We'll be happy to answer any questions about the Water Division [PWS ID# 1085000] and our water quality. For more information, please contact Felix Vachon, Water & Sewer Administrator at 413-525-5400 ext. 1204 or at [felix.vachon@eastlongmeadowma.gov](mailto:felix.vachon@eastlongmeadowma.gov)