



**Town of Natick:
Department of Public Works
Water/Sewer Division**



IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

*Register for WaterSmart at natickma.watersmart.com
To receive important notifications electronically*

This report contains important information about your drinking water.

Please translate it or speak with someone who understands it or ask the contact listed below for a translation.

Dear Natick Water Customer:

The Natick Water/Sewer Division has levels of PFAS6 above the MassDEP Drinking Water Standard. Our water system recently violated a drinking water standard and we are taking corrective actions. Natick is in the final stages of installing Granulated Activated Carbon (GAC) filters, and a building to house them, in order to remove PFAS from the H&T portion of the Springvale Water Treatment Plant. Please note that the sample results were collected from water that has not yet been treated for PFAS by the GAC filters.

This document provides the required MassDEP Tier 2 Public Notice.

This violation has been triggered because our quarterly average of monthly PFAS6 samples taken October 2021 through December 2021 exceeded the MCL (maximum contaminant level) of 20 nanograms per liter (ng/L) or parts per trillion (ppt).

Our sampling results are below. As always, we are concerned about any potential threats to our water supply and public health. We are working hard to be proactive, take corrective actions, and keep the public notified and up to date.

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours.

Although this is not an emergency, as our customer, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

On October 2, 2020, Massachusetts Department of Environmental Protection (MassDEP) promulgated a drinking water regulation and maximum contaminant level (MCL) of 20 nanograms per liter (ng/L) for the sum of six per- and polyfluoroalkyl substances (called PFAS6). Our water system proactively and voluntarily sampled for PFAS6 prior to the new regulations. See our latest results in the table below.

PFAS6 Quarter 4 2021 Results and Averages: Active Drinking Water Sources

Sample Collection Date	Water Treatment Plant	Springvale WTP	Elm Bank WTP	Pine Oaks WTP	MCL (ng/L)
	EPTDS Location	Blend	Elm Bank	Pine Oaks	
10/13/2021	October	21.02	11.45	14.29	20
11/10/2021	November	23.01	12.15	16.94	
12/27/2021	December	19.03	11.28	13.72	
	Quarter 4 Averages	21	12	15	

PFAS6 Quarter 4 2021 Results and Averages: Inactive Drinking Water Sources

Sample Collection Date	Water Treatment Plant	Morses Pond WTP	MCL (ng/L)
	EPTDS Location	Morses Pond	
10/13/2021	October	51.79	20
11/10/2021	November	65.14	
12/27/2021	December	58.77	
	Quarter 4 Averages	59	

KEY:

EPTDS = Entry Point To Distribution System (the location where treated water enters the drinking water system)

MCL = Maximum Contaminant Level (maximum permissible level of a contaminant in water which is delivered to any user of a public water system)

ng/L = nanograms per liter, also equal to parts per trillion (ppt)

NOTES:

Water from all active EPTDSs serve Natick's drinking water distribution system

A PFAS6 violation is triggered when a quarterly average exceeds the 20 ng/L MCL at an active drinking water source.

The average of our Quarter 4 2021 results are above the MCL for PFAS6 at the Springvale Water Treatment Plant. Even though we have been notifying you of our results since we began collecting samples, to comply with the drinking water regulation, we must provide you with this public notice.

Some people who drink water containing these PFAS in excess of the MCL may experience certain adverse effects. These could include effects on the liver, blood, immune system, thyroid, and fetal development. These PFAS may also elevate the risk of certain cancers.

For more information on PFAS6 see the weblinks listed below or visit Natick's PFAS informational webpage.

What is PFAS6?

PFAS6 includes perfluorooctanoic acid (PFOA), perfluorooctane sulfonic acid (PFOS), perfluorononanoic acid (PFNA), perfluorohexanesulfonic acid (PFHxS), perfluorodecanoic acid (PFDA) and perfluoroheptanoic acid (PFHpA). PFAS are human-made chemicals that have been used in the manufacturing of certain fire-fighting foams, moisture and stain resistant products, and other industrial processes.

What is being done?

Natick is in the final stages of installing Granulated Activated Carbon (GAC) filters, and a building to house them, in order to remove PFAS from the H&T portion of the Springvale Water Treatment Plant.

Due to supply chain issues, COVID-19, and weather conditions, there has been multiple delays. For the most recent updates and anticipated date of completion (along with other helpful PFAS info), see the Natick Water/Sewer Division's PFAS webpage at <https://www.natickma.gov/1753/PFAS>.

While the filters are being installed, the Natick Water/Sewer Division has taken the following other pro-active measures:

- **Natick is also planning to install additional seasonal/temporary GAC filters** for the Tonka portion of the Springvale Water Treatment Plant. The funding has been allocated and these are roughly anticipated to be installed by early June 2022.
- Our sources with the lowest detected PFAS6 results are being maximized to the extent possible
- The two sources at the Springvale Water Treatment Facility (known as H&T and Tonka) which have PFAS6 levels that exceed the MCL, have been minimized to the extent possible where other sources can meet the water system demand
- We continue to collect monthly samples for PFAS6, which we started routinely taking in January 2021. Latest results are posted on the Natick Water/Sewer Division's webpage at <https://www.natickma.gov/1753/PFAS>
- **Natick conducted a POU (Point-Of-Use) filter study** with a contracted engineering firm, which had successful results demonstrating multiple POU filter's ability to remove PFAS down to undetectable levels. This report is now posted on the Natick PFAS webpage as well, under Retail Point-of-Use Filter Study. Direct link: <https://www.natickma.gov/DocumentCenter/View/11852/Retail-Point-of-Use-Filter-Study-8-10-21>. *MassDEP notes that this was an independent POU study performed by the Natick Department of Public Works and its consultant, and it has not been reviewed or approved by the MassDEP*
- **We created a "PFAS Webpage" on the Natick website** (<https://www.natickma.gov/1753/PFAS>) to easily distribute helpful information and keep residents up to date with the most recent information. On this page, you can find: regular updates, the most recent PFAS6 monthly results, FAQs, and other helpful information
- Note: Moses Pond, our source with the highest detected PFAS6 results, has not pumped water into our system for approximately five years. The existing well is currently being replaced with new wells and will not be utilized until treatment is added at the site to remove PFAS

What should I do?

Consumers in a sensitive subgroup --

(pregnant or nursing women, infants and people diagnosed by their health care provider to have a compromised immune system):

- **are advised not to consume, drink, or cook with water when the level of PFAS6 is above 20 ng/L**
- are advised to use bottled water for drinking and cooking of foods that absorb water (like pasta)
- **For infant formula**, use bottled water or use formula that does not require adding water
- **Bottled water should only be used if it has been tested.** The Massachusetts Department of Public Health requires companies licensed to sell or distribute bottled water or carbonated non-alcoholic beverages to test for PFAS. See <https://www.mass.gov/info-details/water-quality-standards-for-bottled-water-in-massachusetts#list-of-bottlers->

For all other consumers not in a sensitive subgroup:

- **If you are not in a sensitive subgroup**, you may continue to consume the water because the 20ng/L value is applicable to a lifetime consuming the water and shorter duration exposures present less risk.
- **If you have specific health concerns regarding your exposure**, you should see the Centers for Disease Control and Prevention's (CDC) link below and consult a health professional, such as your doctor.

Steps you can take to reduce your intake – Consider taking the following steps while actions are being implemented to address this issue:

- For older children and adults (not in a sensitive subgroup) the 20 ng/L value is applicable to a lifetime of consuming the water. For these groups, shorter duration exposures present less risk. However, if

you are concerned about your exposure while steps are being taken to assess and lower the PFAS concentration in the drinking water, use of bottled water¹ will reduce your exposure.

- **Home water treatment systems** that are certified to remove PFAS by an independent testing group such as NSF, UL, or Water Quality Association may be used to treat the water. These may include point of entry (POE) systems, which treat all the water entering a home, or point of use (POU) devices, which treat water where it is used, such as at a faucet. For information on selecting home treatment devices that are effective in treating the water for PFAS6, review the MassDEP web links below.
- *Direct link to Natick's POU filter study:*
<https://www.natickma.gov/DocumentCenter/View/11852/Retail-Point-of-Use-Filter-Study-8-10-21>
- **In most situations the water can be safely used for washing foods, brushing teeth, bathing, and showering.**
- **Boiling the water will not destroy PFAS6** and will somewhat increase its level due to evaporation of some of the water.
- **If you have specific health concerns regarding exposure, you should see the Centers for Disease Control's link below and consult a health professional, such as your doctor.**

Where can I get more information?

For more information, please contact Anthony Comeau or staff at the Natick Water/Sewer Division at water@natickma.org, 508-647-6557, or 75 West Street, Natick.

Weblinks for additional information:

- **Natick Water/Sewer Division PFAS6 webpage – Updates, Sample Results, FAQs etc.:**
<https://www.natickma.gov/1753/PFAS>
- **MassDEP Fact Sheet - Questions and Answers for Consumers:**
<https://www.mass.gov/media/1854351>
- **CDC ATSDR Information on PFAS for consumers and health professionals:**
<https://www.atsdr.cdc.gov/pfas/index.html>
- **Massachusetts Department of Public Health information about PFAS in Drinking Water:**
<https://www.mass.gov/service-details/per-and-polyfluoroalkyl-substances-pfas-in-drinking-water>
- **Massachusetts Water Works Association PFAS6 Information for Consumers:**
www.safewatermass.org

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

We will provide public notice updates every three months until the situation has been resolved.

To receive important notifications electronically, register for WaterSmart at natickma.watersmart.com.

WaterSmart is Natick's free water tracking tool which helps residents monitor their water use, identify leaks, conserve water, pay online if they so choose, and personalize notifications amongst other functions. To register, use your account number listed on your water bill as your registration code. To personalize, complete your home water-use profile to receive accurate comparisons to similar Natick households.

This notice is being sent to you by:

Natick Water/Sewer Division

System ID#: 3198000

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