

# INFLOWMATION

## Westford Water Department Newsletter

### Water Commissioners:

- Elizabeth Denly, Chairperson
- Leslie A. Thomas, Secretary
- Hugh C. Maguire, Member
- Titus Palmer, Alternate Member



### Department Contacts:

- Stephen Cronin, Interim Superintendent
- Stephen Cronin, Water Treatment Manager
- Larry Panaro, Business Manager
- Mark Warren, Environmental Compliance Manager



### Inside This Issue:

Main Replacement/ Conservation Stages	1
Brief History	2
Flushing	2
Water Meters...	3
Update	3
Farewell to Bob	4
Notices	4
Hours of Operation	4

### Graniteville Road Water Main Replacement

In May or June of 2012 the Water Department will begin replacing the old and undersized water mains on Graniteville Road and River Street. The project will also include connecting two dead ends on Bridge Street (See map on p. 3). In addition, some houses on West Street will be tied into the existing larger main. The Graniteville area was identified in the Water Department Master Plan as having low available fire flow, mainly due to friction loss caused by undersized water mains of 8", 6", and 4". These mains will be replaced with a 12" lined ductile iron main.

This project will take approximately 2-3 months to complete, and along with it will come the usual inconveniences of road construction— increased traffic and road blockages, noise, dust...Some customers on River Street will need to be connected to a bypass water main and may experience a reduction in pressure and warming of the water on hot days since the bypass main is located above ground.

Your patience with this project is greatly appreciated and will be rewarded with some significant benefits to your service. Replacement of the inadequately sized water mains with the larger 12" main will increase the fire flow, and subsequently provide better fire protection. The larger main will also improve overall system hydraulics, which will allow us to provide a steady supply of water during periods of heavy use - like during the Summer months. Other benefits include increased water pressure and overall improved water quality. Refer to the map on page 3 for project area.

### Water Conservation Stages

Summer's almost here, and we've not seen a whole lot of precipitation —which we urgently need to recharge our aquifer (underground water supply). See below for a quick reminder of Water Conservation Stages.

**Stage I—Voluntary:** Odd/Even Outdoor Watering with Time Restrictions: Customers are requested to voluntarily minimize outdoor water usage by complying with an odd/even schedule. Those with odd numbered addresses should restrict outdoor watering to odd numbered days, and even numbered addresses to even numbered days. Outdoor watering should only be performed before 9 am and after 6 pm. Customers are requested to fill swimming pools before June 1<sup>st</sup>.

**Stage II—Mandatory:** Odd/Even Outdoor Watering Using Automatic Sprinklers: Customers must restrict non-essential outdoor water usage by complying with an odd/even schedule. Outdoor watering is prohibited between 9 am and 6 pm. The filling of swimming pools is prohibited. Use of a hand-held hose with an automatic shut-off or watering can is not subject to this restriction.

**Stage III—Emergency: ALL OUTDOOR NON-ESSENTIAL WATER USE IS PROHIBITED**

Stage I will automatically start on May 1 and run through October 31. If the conservation stage is upgraded, the Water Department will alert our customers via the Water Dept. website, local newspaper, cable TV, Town Notices, and outdoor signage. **For more detail visit the Water Department website: [www.westfordma.gov/water](http://www.westfordma.gov/water).**

## A Brief History...



**Left: Original Westford Water Company Office and Pumphouse**

**1907:** Several local businessmen founded the Westford Water Company. At the time, the system included a little over 8 miles of water main, the supply tanks at Prospect Hill and Town Farm (Kissacook Hill), and 217 customers.

**1955:** The Town voted to purchase the Westford Water Company creating the Westford Water Department.



**Right: Old Well Pump**

**1992:** Town Meeting voted to establish the Water Department Enterprise Fund.



**Left: Forge Village Treatment Plant and Department Headquarters—**

**1999:** Routine sampling discovered E. coli in the water, necessitating permanent chlorine disinfection of the entire system.

**2004:** The treatment plants at Forge Village and Nutting Road went online providing our customers with filtered water. Nuisance levels of iron and manganese were now brought under control.

**2011:** The Perchlorate Treatment Plant went online in March to remove perchlorate from the water.



**2012:** We provide water to roughly 75% of town (5199 services); maintain 132 mile of water main and over 1,000 fire hydrants; and operate 9 groundwater wells. In 2011 we pumped 519 million gallons of water.

**Left: Old Venturi Flowmeter**

## Hydrant Flushing

The Westford Water Department will be flushing water mains beginning April 9, 2012. The flushing program will be in effect for approximately 4 weeks and include the areas of **Forge Village, Graniteville, and Westford Center.** Flushing will be conducted between the hours of 8am and 3pm, Monday through Friday. There may be situations when we will also flush at night between the hours of 10pm and 2am. During these times, water pressure may be low and the water discolored.

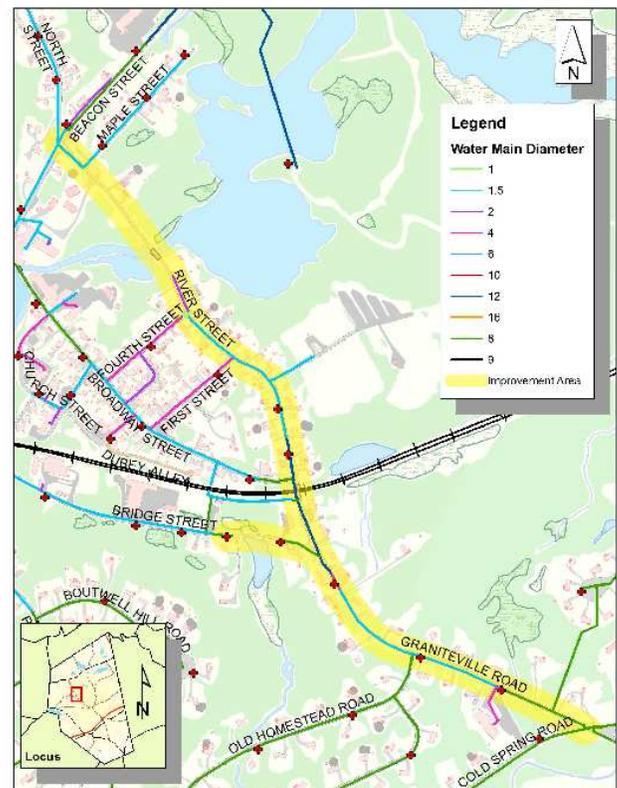


Any discoloration should clear up quickly by letting your water run for a short time, and pressure will be restored once flushing is completed.

Periodic flushing helps us maintain a high quality of water by removing sediment that may have deposited in the water mains over time.



## Graniteville Main Replacement (from page 1)



## Water Meters Need Their Space!

The lonely and unappreciated water meter usually lives out of sight and mind tucked away in the corner of a basement or utility room with only the occasional spider to keep it company. Its meager existence further concealed by boxes of old records, weary athletic equipment, or books that you're never going to read. Even worse – the unlucky meter may be wrongly imprisoned behind a wall of sheetrock lest its unattractive visage offend a guest!

We're in the midst of our meter replacement program (see below), and our friendly meter folks have occasionally experienced difficulty accessing customer meters due to the aforementioned clutter. This can create delays in completing the replacement or even having to re-schedule the appointment – an inconvenience to all.



Something else to consider: the emergency water shut-off valve is located at the meter, and you probably don't want to frantically fumble through a mess to get to it during a leak. *And if you don't already know – it's a real good idea to find out where your meter is located.*

The Water Department would like to remind our valued customers that the water meter needs space to thrive – don't fence them in! Please keep your water meter free, clear, and accessible at all times – and never cover up behind a permanent wall!

### ...And Don't like to be Tampered With!

Water meters may not be tampered with for any reason. ***If you need to have a meter removed you must contact the Water Department at 978-692-5529.*** Failure to do this is considered meter tampering. Meter tampering is a serious issue that can affect all of our customers. Recently passed legislation allows the Water Department to levy significant fines to address tampering.

## Water Meter Replacement

Water meters need to be replaced every 15 years according to accepted performance standards. When you receive a letter from the Water Department indicating the need to replace your meter, please contact the Water Department as soon as possible to schedule an appointment. Replacement of the meter takes about 30 minutes and is performed ***at no charge to you.*** With over 500 meters to change per year your cooperation is crucial for us to get this done!

## Update on Water Infrastructure Finance Commission Recommendations.

Back in January the Water Infrastructure Finance Commission recommended a surcharge on water usage as a means to fund water system infrastructure improvements. The Water Department was strongly opposed to this surcharge as it would not only result in a significant increase to our customer's water bills, but also penalize responsible communities like Westford that proactively fund infrastructure improvements. ***Good news—the Water Infrastructure Finance Commission has withdrawn the proposed surcharge on water usage.***

**Westford Water Department**  
**INFLOWMATION**  
**April 2012**  
**60 Forge Village Road**  
**Westford, MA 01886**

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Westford, MA 01886

**Hours of Operation:**

7am to 4pm Monday-Friday  
(except Holidays)

**How to Reach Us**

- Main Phone Line (978) 692-5529
- Superintendent (978) 399-2454
- Water Treatment Manager (978) 399-2455
- Business Manager (978) 399-2453
- Environmental Compliance Manager (978) 399-2457
- Billing and Property Transfers (978) 692-5529
- Accounts Payable (978) 692-5529

**Visit our website and see our new FAQ page!** [www.westfordma.gov/water](http://www.westfordma.gov/water)

**After Hours**

In the event of a water emergency outside of the work day, call the Police Department at 978-692-2161. The police dispatcher will contact our on-call personnel for quick response.

**Farewell from Superintendent Robert Worthley**

After having the pleasure of serving the people of Westford for over 10 years— as both Treatment Manager and Superintendent, I’ve made the difficult decision to leave the Westford Water Department for a position closer to home. I’m grateful for the opportunity to work with so many exceptional people and for such a wonderful Town. I depart with the best of wishes for the Town of Westford and its employees!

**Water Main Break Notices**

The Water Department posts notices of main breaks or other water-related emergencies on the Town Notice board. To sign up for Town Notices click on the “Town Notices-Subscribe/RSS/Twitter” link located in the upper right corner of the Westford town website ([www.westfordma.gov](http://www.westfordma.gov)).

Information regarding water main break and other water emergencies are also posted on the Water Department website ([www.westfordma.gov/water](http://www.westfordma.gov/water)).

To report a water main break contact us at 978-692-5529 during business hours (M-F 7am to 4pm) or through the Police Department at 978-692-2161 after hours or on weekends/ holidays.

