To the Honorable Board of Selectmen:

MISSION STATEMENT
The Easton Water Division is dedicated to providing, protecting and preserving today’s water supplies for tomorrow’s consumers. Our commitment is to supply quality water that complies with all State & Federal standards, provide education and excellent customer service, and to be the leaders of our profession.

I respectfully submit the following report and pumping record for the year 2004.

<table>
<thead>
<tr>
<th>Month</th>
<th>Gallons</th>
<th>Month</th>
<th>Gallons</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>50,208,000</td>
<td>July</td>
<td>89,254,000</td>
</tr>
<tr>
<td>February</td>
<td>48,493,000</td>
<td>August</td>
<td>81,059,000</td>
</tr>
<tr>
<td>March</td>
<td>50,241,000</td>
<td>September</td>
<td>70,675,000</td>
</tr>
<tr>
<td>April</td>
<td>55,213,000</td>
<td>October</td>
<td>53,958,000</td>
</tr>
<tr>
<td>May</td>
<td>68,918,000</td>
<td>November</td>
<td>48,617,000</td>
</tr>
<tr>
<td>June</td>
<td>85,444,000</td>
<td>December</td>
<td>50,151,000</td>
</tr>
</tbody>
</table>

Total Pumped 752,231,000

The greatest amount pumped in one day was 3,781,000 gallons on 6/23/2004.

Total 2004 Precipitation was 44.76 inches.

The Water Division responded to 4,484 service and emergency calls:
- Connected 89 new services for a total of 7,019 active services
- Replaced 2,711 meters
- Renewed 10 services
- Repaired 18 service leaks
- Repaired 12 broken water mains
  - 1 – 2” main
  - 1 – 6” mains
  - 8 – 8” mains
  - 2 – 12” mains

In 2004, new subdivisions and water main improvements added to our system:
- 468’ of 6” water main
- 5,235’ of 8” water main
- 12 new fire hydrants

We now have a total of 158.3 miles of water mains, 1,405 hydrants and 3,018 street valves in our system.

The Water Division read 14,522 meters, prepared and processed the bills for mailing; 4,053 delinquent notices were mailed and 301 final bills were calculated.

This completed the sixteenth year of our Backflow Prevention Program. Since 1989, we have conducted 284 surveys of facilities to ensure appropriate backflow prevention devices. This year 15 commercial buildings were surveyed. We have 244 testable devices in the system, 144 double check valve assemblies, 100 reduced pressure zone backflow preventers and 14 non-required devices. This year 301 backflow prevention device tests were performed.

In order to meet the requirements of the Federal Safe Drinking Water Act, we have taken the following samples for analysis:
- 651 bacteriological
- 6 nitrate
- 3 routine chemical
50 lead
49 copper
6 secondary contaminants
6 volatile organic compounds (VOC)
1,623 pH
1,611 chlorine residual
16 Trihalomethane
16 Haloacetic Acids (HAA5)
7 Synthetic Organic Chemical (SOC)
1 Tannic Acid
12 Perchlorate

The meter modernization program continues to move forward. We are nearing completion of 100% radio read technology. Radio read meters are state of the art technology that use an electronic transmitter installed in the water meter. The data is sent to a computer located in a vehicle as an employee drives by a consumer’s property. This technology ensures accurate and fast meter reading. During the upcoming year we will be instituting quarterly billing with a goal of monthly billing in the future. Monthly billing will greatly improve accountability and will help alleviate high bills by enabling the consumer to detect leaks and excessive water usage sooner in their home or business.

We continue to survey the water system for leaks using conventional and digital correlation technology. We have completed 19 system-wide leak surveys to date. This program enables us to maintain low unaccounted-for water.

Our SCADA System (Supervisory Control And Data Acquisition) was upgraded this year to incorporate some of the most advanced technology available today. This system is the heart beat of the water system. SCADA controls all of the pumping stations and monitors each of the water division’s facilities for a security breach or equipment malfunction.

The Baldwin Street water main project was awarded to P.J. Hayes Inc., Walpole MA. This project replaced the existing 4 inch unlined cast iron water main that was installed in 1887 with a new 8 inch ductile main. This project increases fire flows and water quality for the residents of Baldwin Street, Parker Terrace, Elise Circle and other surrounding areas. The project is completed with the exception of the final trench pavement. This part of the project will be completed during the upcoming construction season.

This year we performed our 11th consecutive year of system-wide uni-directional flushing program. This program cleans all sediments from the water mains and helps ensure the delivery of safe, clean water to your tap.

The staff continues to educate our peers, students, and the public on conservation and Water Works education. We continue to give numerous presentations to Water Works organizations, providing tours and training to Stonehill College Ecology Class, Brownie and Girl Scout troops, Children’s Museum Science Camp, and Natural Resources Trust 6th Grade watershed classes, as well as holding the Annual Open House.

The meeting room at the Easton Water Division office at 417 Bay Road continues to be in high demand, as virtually the only town meeting room, and it was utilized 52 times during the year for both day and evening meetings and training sessions.

We conducted our Annual Household Hazardous Waste Collection Day on May 8, 2004 with 565 residents participating at a cost of $15,670.00 to the Town. I would like to thank the Easton Lions Club for their continued effort in assisting in this event with the collection of TV’s, computer monitors, and white goods. Our collection day for 2005 has been scheduled for May 14th.

The Water Division hosted its 20th Annual Open House on Saturday, May 1, 2004 with the highlight being the Award Ceremony of our Annual Water Conservation Poster Contest. Hundreds of posters are judged from the 3rd, 4th, and 5th grades. This contest could not be possible without the excellent cooperation of the Easton school system—especially, Dr. William Simmons, School Superintendent, Arnie Casavant, Achim
Krasenbrink, Margaret Moran and Susan Masse of the Art Department. This contest provides a perfect medium to educate the students to the value of water and the need to protect it.

The Water Division continues to remain leaders in the water works industry. Our employees are dedicated and committed to their jobs. As a manager, it is certainly rewarding to have employees of this caliber and I would like to personally thank all of them for their continued efforts: Shirley Tufts, Peggy Hannigan, Janice Jacobson, John Fresh, Jr., Raymond Keyes, Richard Mueda, Joshua Ford, Joseph Richard, Christopher Daniels, Michael O’Toole, Jeffery Cloonan, Mark DeCouto and John Siscoe.

“With Water Works Pride”
John J. Marsh
508-230-0850
jmarsh@easton.ma.us