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 2010.

<table>
<thead>
<tr>
<th>Month</th>
<th>Gallons</th>
<th>Month</th>
<th>Gallons</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>45,412,000</td>
<td>July</td>
<td>96,639,000</td>
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<tr>
<td>February</td>
<td>40,017,000</td>
<td>August</td>
<td>81,303,000</td>
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<td>March</td>
<td>43,981,000</td>
<td>September</td>
<td>66,950,000</td>
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<td>April</td>
<td>50,265,000</td>
<td>October</td>
<td>48,940,000</td>
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<td>May</td>
<td>63,364,000</td>
<td>November</td>
<td>43,559,000</td>
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<td>June</td>
<td>73,072,000</td>
<td>December</td>
<td>47,493,000</td>
</tr>
</tbody>
</table>

Total Pumped 700,995,000

The greatest amount pumped in one day was 4,214,000 gallons on July 5, 2010.

The Water Division responded to 2,567 service and emergency calls:
Connected 31 new services for a total of 7,316 active services
Replaced 767 meters
Renewed 21 services
Repaired 12 service leaks
Repaired 13 broken water mains
2 – 6” mains, 8 – 8” mains, 2 - 10” 1 - 12” main
Thawed 4 frozen services
Repaired 9 fire hydrants
Replace 2 fire hydrants
Preformed routine maintenance on 267 hydrants

In 2010, new subdivisions and water main improvements added to our system:
60’ of 4” water main
420’ of 6” water main
459’ of 8” water main
4 new fire hydrants
11 new valves

We now have a total of 162 miles of water mains, 1,359 hydrants and 3,197 street valves in our system.

The Water Division read 85,825 meters during the past year. All reading data is analyzed to help meet state regulations and also used as a tool to help notify customers of potential leaks within their plumbing systems. We processed 29,108 routine water bills, 208 property transfer bills and 381 miscellaneous bills.

This completed the twenty-first (21) year of our Backflow Prevention Program. Since 1989, we have conducted 995 surveys of facilities to ensure appropriate backflow prevention devices. This year 117 commercial buildings, 52 institutional buildings and 17 municipal buildings were surveyed. We have 297 testable devices in the system, 171 double check valve assemblies, 126 reduced pressure zone backflow preventers and 14 non-required devices. This year 396 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:

- **495** Bacteriological
- **9** Nitrate
- **3** Nitrite
- **3** Routine chemical
- **1** Secondary contaminants
- **11** Volatile Organic Compounds (VOC)
- **16** Trihalomethane
- **16** Haloacetic Acids (HAA5)
- **1** Perchlorate
- **5** Iron
- **5** Manganese
- **5** Tannic Acid
- **2** Inorganic (IOC)
- **6** Dissolved Organic Carbon (DOC)
- **6** Total Organic Carbon (TOC)
- **5** Total Suspended Solids (TSS)
- **34** Lead & Copper

Our 50 kW Solar Photovoltaic Project located at our Pumping Station #2 was commissioned on September 10, 2010. This is the town's first municipal renewable project at a cost of $350,000.00. The project was funded through the state Drinking Water State Revolving Fund (SRF) as part of the town’s participation in the Massachusetts Department of Environmental Protection (DEP) Energy Management Pilot Program. Since September 10th the system has generated 13,584 kWh. This would be the equivalent of 382 days of electricity usage in an average home.

We continue to survey the water system for leaks using conventional and digital correlation technology. We have completed 28 system-wide leak surveys since 1982. This program enables us to maintain low unaccounted-for water.

Water system flushing is a crucial element of maintaining our water system. We completed our 17th consecutive annual system-wide unidirectional (UDF) flushing program during the month of April. Unidirectional flushing is a technique that removes mineral and biological deposits in water lines by moving water through the mains at high velocity in a single direction. This program is our most effective tool in maintaining water quality and delivery of safe water to your tap.

The Water Division continues the system improvements along Sheridan Street and Day Street (Sheridan Street to Lincoln Street). This project consists of renewing the water services by transferring them from the water mains that were installed in the late 1800’s to the newer 12” ductile iron water main that was installed in 1978. This past year we renewed 21 services for a total of 103 renewals. This project will be completed this spring thus eliminating all of the older water main along Sheridan Street.

We conducted our Annual Household Hazardous Waste Collection Day on April 24, 2010 with 540 residents participating at a cost of $18,563.59 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 televisions, computer monitors, and white goods. Our collection day for 2011 has been scheduled for April 16th.

The Water Division hosted its 26th Annual Open House on Saturday, May 1, 2010 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. Michael A. Green, Superintendent of Schools, Christine
DiVirgilio, Achim Krasenbrink, Kathie Hayes, and Betty Minuskin 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. We look forward to our 27th Open House being held on April 29, 2011.

We assisted the Canoe River Aquifer Advisory Committee in its efforts throughout the year. We attended 8 of their 11 scheduled meetings. We also attended their 23rd annual awareness day held at the Mansfield Fish and Game Club, on May 8, 2010.

I would like to personally thank Raymond D. Keyes for all of his contribution to the Water Division over the past 45 years. Ray retired this past July and since his appointment in 1965 Ray has been a very dedicated and hardworking employee for the town. He has been a leader of this department and has been involved in all of our operations. Ray was well liked and respected by all of his co-worker, residents and contractors within the community. On behalf of the entire staff I wish him the best of health and happiness in his well-earned retirement.

The Water Division continues to remain leaders within 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, Janice Jacobson, Karen Gallo, John Fresh, Jr., Raymond Keyes, Richard Mueda, Joshua Ford, Joseph Richard, Michael O’Toole, Jeffery Cloonan, Brian O’Neill and Andy Howarth.

“With Water Works Pride”
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