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 2008.

<table>
<thead>
<tr>
<th>Month</th>
<th>Gallons</th>
<th>Month</th>
<th>Gallons</th>
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<tbody>
<tr>
<td>January</td>
<td>45,845,000</td>
<td>July</td>
<td>96,188,000</td>
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<tr>
<td>February</td>
<td>42,000,000</td>
<td>August</td>
<td>79,767,000</td>
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<td>March</td>
<td>45,116,000</td>
<td>September</td>
<td>68,115,000</td>
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<tr>
<td>April</td>
<td>54,676,000</td>
<td>October</td>
<td>50,054,000</td>
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<tr>
<td>May</td>
<td>61,063,000</td>
<td>November</td>
<td>43,643,000</td>
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<tr>
<td>June</td>
<td>85,644,000</td>
<td>December</td>
<td>44,963,000</td>
</tr>
<tr>
<td></td>
<td><strong>Total Pumped</strong></td>
<td></td>
<td><strong>717,074,000</strong></td>
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The greatest amount pumped in one day was 4,247,000 gallons on July 17, 2008.

The Water Division responded to 2,929 service and emergency calls:
- Connected 22 new services for a total of 7,259 active services
- Replaced 643 meters
- Renewed 30 services
- Repaired 6 service leaks
- Repaired 14 broken water mains
  - 1 – 6” main, 11 – 8” mains, 1 – 10” main, 1 – 12” main

In 2008, new subdivisions and water main improvements added to our system:
- 240’ of 4” water main
- 446’ of 6” water main
- 2,385’ of 8” water main
- 7 new fire hydrants
- 23 new valves

We now have a total of 161 miles of water mains, 1,348 hydrants and 3,176 street valves in our system.

The Water Division read 85,114 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 29,042 routine water bills, 178 property transfer bills and 348 miscellaneous bills.

This completed the twentieth (20) year of our Backflow Prevention Program. Since 1989, we have conducted 624 surveys of facilities to ensure appropriate backflow prevention devices. This year 135 commercial buildings and 65 institutional buildings were surveyed. We have 288 testable devices in the system, 164 double check valve assemblies, 124 reduced pressure zone backflow preventers and 14 non-required devices. This year 377 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:

- 6 Arsenic
- 759 Bacteriological
- 7 Nitrate
- 5 Nitrite
- 2 Routine chemical
- 7 Secondary contaminants
- 7 Volatile organic compounds (VOC)
- 2,922± pH
- 2,556± Chlorine residual
- 16 Trihalomethane
- 16 Haloacetic Acids (HAA5)
- 7 Perchlorate
- 4 Iron
- 4 Manganese
- 6 Sodium
- 3 Tannic Acid

The Water Division was chosen to participate in the Department of Energy Resources (DOER) Energy Audit Program. This program, through the use of energy audits and clean technology feasibility studies, was designed to assist cities and towns to identify capital improvements that help cut energy costs. I am pleased to report that we have already performed many of these cost saving measures at our existing pumping facilities. We will continue to investigate other cost saving technologies in the future.

We continue to survey the water system for leaks using conventional and digital correlation technology. We have completed 23 system-wide leak surveys to date. 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 15th 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 started system improvements along Sheridan Street and Day Street (Sheridan Street to Lincoln Street). This project consists of renewing the water services by removing them from the water mains that were installed in the late 1800’s to the newer 12’ water main that was installed in 1978. To date we have completed 40 service renewals. When all of the services have been renewed we will take the older main out of service.

The meeting room at the Easton Water Division office at 417 Bay Road continues to be in high demand, as one of the only town meeting rooms.

We conducted our Annual Household Hazardous Waste Collection Day on April 26, 2008 with 554 residents participating at a cost of $12,803.04 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 2009 has been scheduled for April 25th.

The Water Division hosted its 24th Annual Open House on Saturday, May 3, 2008 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, Dr. Michael A. Green, Administrative Assistant to the Superintendent, Christine DiVirgilio, Achim Krasenbrink, Susan Masse, 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 25th Open House being held on May 2, 2009.

We assisted the Canoe River Aquifer Advisory Committee in its efforts throughout the year. We attended 8 of their 11 scheduled meetings. We also attend their annual awareness day held on May 10, 2008.

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, Janice Jacobson, Karen Gallo, John Fresh, Jr., Raymond Keyes, Richard Mueda, Joshua Ford, Joseph Richard, Michael O’Toole, Jeffery Cloonan, Brian O’Neill, Scott Swale and Andy Howarth.

“With Water Works Pride”
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