

# IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

## Norton Water Department has levels of PFAS6 above the Drinking Water Standard

*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.*

### What happened?

**Our water system recently violated a drinking water standard** but returned to compliance after taking the following corrective actions: Replacement Well #3, has been removed from service and is not providing drinking water and we are investigating treatment options to remove PFAS6. **Meanwhile Well #3, the source of this exceedance, has been taken out of service.**

### 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 did and are doing to correct this situation.

On October 2, 2020, the Massachusetts Department of Environmental Protection (MassDEP) promulgated a drinking water regulation and maximum contaminant level (MCL) of 20 nanograms per liter (ng/L – or parts per trillion (ppt)) for the sum of six per- and polyfluoroalkyl substances (called PFAS6). See our latest results in the table below.

PFAS6 Results for Replacement Well #3					
Quarterly Compliance Period	Monitoring Period	Sample Collection Date	PFAS6 Result (ng/L)	Quarterly Average (ng/L)	PFAS6 MCL (ng/L)
Quarter 3, 2023	Month 1	7/25/23	23.8	21	20
	Month 2	8/28/23	18.1		
	Month 3	9/26/23	22.5		

Our results are above the MCL for PFAS6. A PFAS6 MCL violation occurs when the quarterly average of samples collected exceeds 20 ng/L. We must provide you with this Public Notice to comply with the drinking water regulation. The water from Replacement Well #3 is one of three entrance points that supplies drinking water to our distribution system. The quarter 3 PFAS results from the two other locations, Replacement Well #1 (5.5 ng/L) and the Plain Street Filtration Plant (4.6 ng/L) were below the MCL.

*Some people who drink water containing these PFAS6 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 PFAS6 may also elevate the risk of certain cancers.* For more information on PFAS6 see the Mass DEP factsheet and weblinks below.

### 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 man-made chemicals that have been used in the manufacturing of certain fire-fighting foams, moisture and stain resistant products, and other industrial processes. For more information see the weblinks listed below.

### What should I do?

- **You do not need to do anything at this time because the source with PFAS6 has been removed from service and not providing drinking water.**
- **If you have specific health concerns regarding your past exposure, you should see the Centers for Disease Control and Prevention's link below and consult a health professional, such as your doctor.**
- **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.**

For more information see the weblinks listed below.

## What is being done?

Norton Water Department has taken the following measures:

- Well #3 has been removed from service and is no longer providing drinking water.
- We are working with our consultant engineers investigating treatment options for Well #3 to remove PFAS6.
- We will continue to sample for PFAS6 as required.
- Prior to Replacement Well #3 being returned to use, public notice will be provided, which will include, and an explanation of treatment or other actions taken to support the return to service.

## Where can I get more information?

If you have questions about your water system's operation, water quality monitoring, or response to this issue, please contact the system operator directly. If you have questions about the drinking water regulations or health risks posed by this contaminant you can contact the MassDEP Drinking Water Program at: [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov) or (617) 292-5770. If you have questions about specific symptoms, you can contact your doctor or other health care provider. If you have general questions about public health, you can contact the Massachusetts Department of Public Health at 1-617-624-5757.

- [MassDEP Fact Sheet - Questions and Answers for Consumers \(https://www.mass.gov/media/1854351\)](https://www.mass.gov/media/1854351)
- [CDC ATSDR Information on PFAS for consumers and health professionals \(https://www.atsdr.cdc.gov/pfas/index.html\)](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](https://www.mass.gov/service-details/per-and-polyfluoroalkyl-substances-pfas-in-drinking-water)

If you have questions about this Notice, please contact Francis Fournier III at 508-285-0282 or 508-285-0280 or [ffournier@nortonmaus.com](mailto:ffournier@nortonmaus.com).

This Public Notice is being sent to you by:

Norton Water Department   PWS ID#: 4218000   Date distributed: 11/20/23.

*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.*