

# Important Information about Your Drinking Water

*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.*

## Elevated Disinfection Byproducts at Norton Water Department

Our water system exceeded a drinking water standard, or maximum contaminant level (MCL), for a water disinfection byproduct (DBP). Testing results came from routine monitoring of drinking water contaminants from May 2023 - February 2024. The level of total trihalomethanes (TTHM) averaged at one of our system's sample locations, Richardson Ave., was 87 ug/L (micrograms per liter or parts per billion, (ppb))<sup>1</sup>. The standard is 80 ug/L for TTHM. The system concentrations are determined by averaging the concentrations of all samples collected quarterly at each sampling location for the past 12 months. While the average for the past four (4) calendar quarters exceeded, the MCL, individual sample results for the most recent quarter were below the 80ppb standard.

### What does this mean?

**This is not an emergency.** If it had been an emergency, you would have been notified within 24 hours. Chlorine is added to drinking water sources to disinfect drinking water. Chlorine can interact with natural material in the water to form DBP.

*Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous system, and may have an increased risk of getting cancer. In addition, young children (including infants), pregnant women, or those who may become pregnant may be potentially more susceptible to risks from exposures to chemicals, such as TTHM.*

### What is Being Done?

- We are working to minimize the formation of TTHMs while maintaining an adequate level of disinfectant throughout the entire distribution system.
- Immediate short-term flushing of the dead-end water mains has yielded improved results, and this course of action will continue.
- Since receiving our water quality analysis results, the department is working along with its engineers to develop and install a tank aeration system to deter the formation of TTHMs.
- This along with the routine flushing of the distribution system should assist the department with simultaneous compliance for all water quality sampling.
- The department strongly recommends residents view the following link <https://www.mass.gov/media/2532601/download> to help answer any questions or concerns they may have.

You may also contact The Norton Water Department office at 508-285-0280.

### What should I do?

You can choose to limit the amount of tap water used if you are pregnant, may become pregnant or are giving water to young children<sup>1</sup>. For example, you can use water from another source, such as bottled water. You can let water sit in a pitcher overnight to allow the TTHM chemicals to leave the water. Most TTHM are volatile and will easily evaporate from the water at room temperature.

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<sup>1</sup> <https://www.mass.gov/doc/supporting-documentation-for-drinking-water-standards-and-guidelines/download>

While breast milk can be a source of TTHM exposure for infants, **The Centers for Disease Control and Prevention recommend that nursing mothers continue to breastfeed their babies because of the numerous protective health benefits, despite the potential presence of environmental contaminants.**

You can also use home water filters to reduce exposures. (See MassDEP's TTHM in Drinking Water Information for Consumers Fact Sheet - <https://www.mass.gov/media/2532601/download>)

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 these contaminants, 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 your health, you can contact the Massachusetts Department of Public Health at 617-624-5757. Further information is available in the MassDEP's TTHM in Drinking Water Information for Consumers Fact Sheet (<https://www.mass.gov/media/2532601/download>).

*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.*

This notice is being sent to you by The Norton Water Department. PWS ID#: 4218000  
Date distributed: 4/3/2024. Phone: 508-285-0280 Email: [Ffournier@nortonmaus.com](mailto:Ffournier@nortonmaus.com)