



Georgetown Water Department

1 Moulton Street · Georgetown, MA 01833 · (978) 352-5750

To our valued customers,

With springtime and warmer days just around the corner, it is important to start thinking about how the weather will affect your water consumption and water bill.

Checking your irrigation systems each spring is just as important as doing some spring cleaning around the house. By fixing broken or misaligned equipment on irrigation systems, residents can make sure that no water is wasted and that no further strain is placed on the water supply for the town. It also can save money!

No matter your plans for this summer, it is likely that your water bill will increase in the warmer weather. Finding ways to conserve water during these months is a good way to help the environment, as well as your wallet.

To register your irrigation system and to view current water rates and fee information, as well as helpful tips on how to conserve water, please visit the Water Department's website at www.georgetownwater.org.

CURRENT DEPARTMENT PROJECTS

* Leak Detection Survey *

Throughout last December, the Water Department conducted a town-wide leak detection survey in hopes of discovering undetected leaks along the 66 miles of mains. The department found 15 water leaks in hydrants and service lines. In total, these leaks accounted for a loss of 154,080 gallons of water daily. The department has repaired 12 out of the 15 leaks and plans to complete the remaining repairs in the upcoming months.

* New Water Bill Format*

The department plans to restructure the format of water bills so that they are more user-friendly. Currently, the bill format does not allow customers to compare their water usage from year to year by period. The new bill format would allow for this comparison and the department aims to implement it by July of this year.

* Meter Replacement Project *

The department has continued to replace the town's old water meters with new SMART meters. SMART meters help to save money and water by giving customers the ability to easily read meters and detect leaks in homes.

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NEW 4 PHASE POLICY ON NON ESSENTIAL WATERING IN CASE OF DROUGHT



Phase 1: Voluntary ban of non-essential watering between 7 a.m. to 7 p.m. daily. **Phase 2- Warning:** Watering will be permitted on an even/odd schedule two days a week prior to 7 a.m. and after 7 p.m. Residents living in odd numbers houses can water on MON/THURS

and residents in even numbered houses can TUES/FRI. Weekend sprinkler system watering is also restricted. **Phase 3- Emergency:** Watering will be permitted on an even/odd schedule one day a week prior to 7 a.m. and after 7 p.m. Residents living in odd numbers

houses can water on THURS and residents in even numbers houses can TUES. Weekend sprinkler system watering is also restricted. **Phase 4-Critical:** No unattended, non-essential outdoor watering will be permitted.

Springtime Flushing to be Conducted in April Weather Permitting

The department will be conducting its semi-annual flushing program, which is performed every spring and fall. A consistent flushing program is part of our water system maintenance and is intended to help improve water quality and extend infrastructure lifecycle.

involves department personnel operating fire hydrants to scour the inside wall of the pipes, thereby removing sediment and mineral buildup. The flushing schedule can be found on the Water Department's website.

discoloration persists, please contact the department at 978-352-5750.

After flushing, the department recommends that residents clean faucet aerators in their homes. Aerators are screens that attach to the end of a faucet. Cleaning aerators is an important step in maintaining high quality water. Aerator screens can accumulate sediment that can come from pipes inside a home's plumbing.

Water main flushing will begin on Monday, April 5, and will continue each weekday through mid-May between the hours of 8 a.m. and 2 p.m. Flushing

Customers may experience water discoloration as a result of flushing. Running cold water for one minute should clear any discoloration. If the

Save Water in Your Yard this Summer

As the temperature rises, so does the use of water in yards. On average, families use approximately 320 gallons of water per day. In the summer, this number can reach nearly 1000 gallons of water daily. The Water Department encourages residents to do the following in order to reduce outdoor water consumption this summer:

- Step on the lawn. If the grass springs back, it does not need water.
- Leave grass long. Longer grass promotes a drought-resistant lawn, reduces water evaporation and grows fewer weeds.
- Take a sprinkler break. Grass does not need to be bright green to be healthy.
- Plan to water in the early morning or evening to beat daytime evaporation.

Smart Controller Rebate Program

This program offers rebates for residential customers who install a qualified smart irrigation controller.

A smart controller acts like a thermostat for sprinkler systems and tailors watering schedules based on local weather conditions.

For more information

and to fill out a rebate form, please visit the department's website.

Benefits of a smart controller:

- Ease of Use
- Automatic failure alerts
- Remote access via smartphones
- Consumption Reporting

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During the past year, the department has replaced 14% of the old meters. The town plans to replace the remaining 9% of meters within the next year.

COVID-19 protocols are followed during all meter replacement appointments, including a pre-screening survey. If requested, appointments can be made contactless.

How to read your water meter in order to detect leaks:

For households with NEW E-Coder R900i water meters:

- Ensure that no water is being used inside or outside of the house.
- Locate your water meter.
- Use a flashlight to illuminate the meter's solar panel. Hold the light in place until the LCD display turns on.
- Locate the leak indicator. It will appear as a faucet drip icon. If it is flashing or continuously on, there may be a possible leak.

For households with T-10 water meters:

- Ensure that no water is being used inside or outside of the house.
- Locate your water meter.
- Locate the leak indicator. It will look like a small triangular shaped dial. If it is spinning, there may be a possible leak.