



Georgetown Water Department

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

To our valued customers,

The Georgetown Water Department is committed to meeting -- and exceeding -- our customers' expectations. At the same time, we realize that we must address our aging infrastructure and the necessary repairs and replacements that have come up in recent years (as well as those that will be needed in the future).

Upcoming projects, as well as recently completed projects, will require millions of dollars in capital expenditures.

As a result, the Georgetown Water Department is raising water rates by 25% across all water classes for Fiscal Year 2021, effective July 1, 2020. There will also be a base charge increase of \$10 per year. The Board of Water Commissioners has made these decisions, and have the backing of the Water Department and the Utility Director.

For current water rate and fee information, as well as helpful tips on how to conserve water, visit the Department's website at www.georgetownwater.org.

CURRENT DEPARTMENT PROJECTS

* New Marshall Well Now in Service *

The Water Department's new Marshall Well has begun operation. The Well replaces an older well of the same name that was taken out of service last year after it became clear that it had outlived its useful lifespan, and that a new well would result in better water quality.

The new Marshall Well is a gravel packed well. Water from the new well, which is 30 feet south of the original well, is treated at the adjacent West Street Water Treatment Plant, which uses greensand filtration to remove naturally occurring elements found in groundwater, such as iron and manganese.

* Long Hill Anniversary *

The town recently marked the one-year anniversary of the installation of the water tank on Long Hill. The 750,000-gallon Long Hill water storage tank was completed last Spring. This new carbon-steel water storage tank replaced its 60s-era concrete predecessor and the elevated standpipe that was built in 1934.

Completed at a cost of \$2.5 million, the new hydraulics in

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MANDATORY OUTDOOR WATER BAN TAKES EFFECT JUNE 22

Even/Odd Schedule in Place; No Outdoor Watering Daily from 9 a.m. to 5 p.m.



The Georgetown Water Department has implemented outdoor water use restrictions, effective Monday, June 22, 2020.

Outdoor lawn and garden watering is prohibited between 9 a.m. and 5 p.m. daily until further notice.

Watering will be permitted on an

even/odd schedule. Residents will be permitted to water on even days if they live at an even-numbered address prior to 9 a.m. and after 5 p.m., with the same allowed for odd days/odd-numbered addresses.

The Department utilizes emergency restrictions or bans on non-

essential water use to reduce water consumption by residents as the department measures water supply and demand.

Varying levels of restriction still allow for outdoor use, though it is limited to times when demand on the system is less significant.

Longtime Employee Robert Dash Retires From the Water Department After 19 Years on the Job

Robert W. Dash retired on Thursday, April 30 after 19 years with the Georgetown Water Department.

The Georgetown Water Department and Board of Water Commissioners would like to thank Bob for all he's done for both the department and the community, and wish him luck in his future endeavors.

Bob has been an essential member of the team during many of the

projects we've completed over the years, including the demolition and replacement of the old water tanks in Georgetown.

Dash joined the department in 2001 as a licensed drinking water professional. Over the last 19 years, he's helped with jobs such as water treatment, water distribution, water meter change outs, system flushing, sample collection and cross



connection coordination. He's also help oversee the safety of dig work during construction projects in town.

Water Quality Report Now Available

The Water Quality Report for calendar year 2019 is now available on the Town's website. The Water Quality Report presents all testing parameters of the drinking water in town, displayed in chart form. Included in the report are details about where your water comes from, what it contains, and how it compares to state and federal standards, as well as the happenings in the water treatment process.

To view a copy of the 2019 Water Quality Report on the Town of Georgetown's website, visit: bit.ly/2ZLEvJX

A paper copy of the Water Quality Report may also be obtained by calling 978-352-5750.

Discount Policy for GWD Customers

The Georgetown Water Department's discount policy offers a 10% discount when a bill is paid within 15 days of posting. Bills paid after 15 days, and within 28 days of posting, reflect the full amount due. Customers should refer to the posting date, which is marked on each bill.

All payments received by the Georgetown Water Department via mail,

InvoiceCloud or in-person on or before the discount date will receive the discount.

Customers should remember that the 10% discount is an incentive for paying their bill early. If you pay after the discount date passes, you will be paying the actual full amount due.

This is NOT a late charge, nor is it a punishment to pay your full bill.

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the Long Hill tank have improved the distribution system as well as the water quality throughout the community.

* Water Main Upgrades *

The town has continued its water main replacement and improvement program in various locations throughout the community. This project will upgrade the aging system to ensure quality water and increase water flow. In total, 3,800 linear feet has been installed, replaced or looped as part of the project.

* Pilot Study Underway *

The Georgetown Water Department has begun a pilot study to evaluate whether or not a biological filtering method would effectively remove raw water iron concentrations.

Water from the ground has varying amounts of manganese and iron, and in the years since the Town's treatment plant was built raw water has increased in these naturally occurring minerals. Instead of dosing more chemicals to help oxidize the iron and then filter it, the biological filters would use the iron to feed its filters while holding onto it, and would also more effectively remove larger quantities and reduce the load of the aging filters at the plant.

A pilot trailer has been built, which will measure different parameters required to meet Mass. DEP regulations. The piloting should be completed by the end of the summer.