



Georgetown Water Department

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

Fall 2022

To Our Valued Customers,

Last year, we informed you that the Water Department was seeking opportunities to fund improvements for our aging water system at the local and federal level. We are pleased to share that the Town allocated \$100,000 from the American Rescue Plan Act to begin the redesign of Water Plant improvements.

The Department is considering design changes in hopes to alleviate wear and tear on water filters, which will support the health of our overall water system. Residents also approved a project to refurbish filters at the West Street Water Plant.

The Department wishes to thank all those who made these improvements possible, including Town Administrator Orlando Pacheco, Chairman Douglas W. Dawes and the board of selectpersons, State Representative Lenny Mirra and Georgetown Residents.

The Department will continue to find ways and funding opportunities to support our mission of providing the safest, cleanest, and most abundant water supply to the community.

Filter Refurbishment Funding

Residents voted to approve a borrowing of \$1 million for the rehabilitation of the 22-year-old water filtration system at the Water Plant on West Street.

The project aims to improve the quality of Town water. Refurbishment will take place during the winter and is expected to be completed by spring.

During the refurbishment, residents may experience temporary disruption to water service, including possible water discoloration. The Water Department will work to make disruptions as minimal as possible.

The Department will keep residents up to date on more specific refurbishment timelines and any disruptions via the Town Board, Town website and Water Department website. The Department thanks residents for this support.

The Department's Conservation Efforts

The Water Department wishes to thank community members for their compliance with the Phase 4 water restriction that was put in place due to the drought. Despite some recent rainfall, our resources are still limited, and we will remain under Phase 4 water restriction – which bans all unattended non-essential outdoor water use – until further notice. Residents should keep an eye out on the Town Board, Town website or Water Department website for water restriction updates.

Also, as a result of drought conditions, we have chosen to postpone fall flushing, which is conducted biannually for routine water system maintenance. The Board of Water

Commissioners, along with Director Marlene Ladderbush, feel that this flushing would exacerbate the strain on our water supply. We plan to conduct a more intensive flushing in the spring.

In order to better understand water usage in Town, the Department has developed a new Irrigation Permit Policy, as well as a new Leak Detection Watch Program. As part of the detection initiative, the Department identified customers with high usage spikes. This program has successfully found dozens of leaks in customers' homes, thus saving residents money.

Staff Accomplishments and Updates

The Water Department is pleased to announce that Director Ladderbush has accepted another three-year contract from the Board of Water Commissioners.

Marlene joined the Water Department in 2019, and while Director has upheld a commitment to furthering Department employees' knowledge, expertise and continuous improvement to the Department to better serve its customers.

Recently, Jason Hamm, the Department's newest water operator, obtained his Drinking Water Operator D3 License and has tested up and applied for his next level T3 treatment license.

Operations Manager Jim Gallagher holds a T3 operator and Director Ladderbush holds a T4 license, the highest possible license. Currently, all other Department operators hold T2/D2 licensure, so obtaining the next level is a huge accomplishment.



Utility Director
Marlene Ladderbush



Water Operator Cross
Connection Coordinator
Jason Hamm

Thank you to Our Intern

The Water Department would like to thank and recognize its intern, Christos Pouloupoulos.

Christos, who is a Georgetown native and recent Whittier Tech graduate, has played an integral role in the Department this summer.

He has been responsible for maintaining, clearing, and painting more than 100 water hydrants in Town, as well as landscaping the water treatment plant and pumping stations.

He spearheaded a campaign to educate community members about the water ban, including placing door tags on residences, and informing offenders of the policy.

Thanks to him, there were no repeat offenders.

Winterizing Outdoor Hose Bibs and Faucets

The Georgetown Water Department wishes to share the following tips to help residents winterize hose bibs and outdoor faucets to protect their pipes and homes:

- Shut off the valve inside of the house so that no water is actively flowing to the hose bib or faucet.
- Remove the hose from the spigot and leave the spigot on once the water has been shut off. Store all garden hoses indoors to help protect them from being damaged during the freezing weather.
- Purchase a frost-proof hose bib, which can be placed over the spigot to protect it.

Also as a reminder, customers with irrigation systems should winterize them before cold weather arrives to minimize the risk of freezing. Residents can find more tips on winterizing irrigation systems on the Water Department's website.