

Massachusetts Department of Environmental Protection  
Source Water Assessment and Protection (SWAP) Report  
for  
**Norfolk Water Department**

### What is SWAP?

The Source Water Assessment Protection (SWAP) program, established under the federal Safe Drinking Water Act, requires every state to:

- inventory land uses within the recharge areas of all public water supply sources;
- assess the susceptibility of drinking water sources to contamination from these land uses; and
- publicize the results to provide support for improved protection.

### Susceptibility and Water Quality

Susceptibility is a measure of a water supply's potential to become contaminated due to land uses and activities within its recharge area.

A source's susceptibility to contamination does *not* imply poor water quality.

Water suppliers protect drinking water by monitoring for more than 100 chemicals, disinfecting, filtering, or treating water supplies, and using source protection measures to ensure that safe water is delivered to the tap.

Actual water quality is best reflected by the results of regular water tests. To learn more about your water quality, refer to your water supplier's annual Consumer Confidence Reports.

**Table 1: Public Water System Information**

<i>PWS Name</i>	Norfolk Water Department
<i>PWS Address</i>	1 Liberty Lane/P.O. Box 264
<i>City/Town</i>	Norfolk, Massachusetts 02056
<i>PWS ID Number</i>	3208000
<i>Local Contact</i>	Jim Martin - Superintendent
<i>Phone Number</i>	(508) 528-1412

### Introduction

We are all concerned about the quality of the water we drink. Drinking water wells may be threatened by many potential contaminant sources, including storm runoff, road salting, and improper disposal of hazardous materials. Citizens and local officials can work together to better protect these drinking water sources.

#### **Purpose of this report:**

This report is a planning tool to support local and state efforts to improve water supply protection. By identifying land uses within water supply protection areas that may be potential sources of contamination, the assessment helps focus protection efforts on appropriate best management practices (BMPs) and drinking water source protection measures.

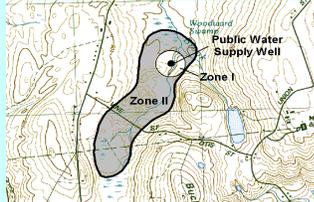
Refer to Table 3 for Recommendations to address potential sources of contamination. Department of Environmental Protection (DEP) staff are available to provide information about funding and other resources that may be available to your community.

#### **This report includes the following sections:**

1. Description of the Water System
2. Land Uses within Protection Areas
3. Source Water Protection Conclusions and Recommendations
4. Appendices

### What is a Protection Area?

A well's water supply protection area is the land around the well where protection activities should be focused. Each well has a Zone I protective radius and a Zone II protection area.



### Glossary

**Aquifer:** An underground water-bearing layer of permeable material that will yield water in a usable quantity to a well.

**Hydrogeologic Barrier:** An underground layer of impermeable material (i.e. clay) that resists penetration by water.

**IWPA:** A 400 foot to ½ mile radius around a public water supply well proportional to its pumping rate; the area DEP recommends for protection in the absence of a defined Zone II. To determine IWPA radius, refer to the attached map.

**Recharge Area:** The surface area that contributes water to a well.

**Zone I:** The area closest to a well; a 100 to 400 foot radius proportional to the well's pumping rate. This area should be owned or controlled by the water supplier and limited to water supply activities.

**Zone II:** The primary recharge area for the aquifer. This area is defined by hydrogeologic studies that must be approved by DEP. Refer to the attached map to determine the land within your Zone II.

## Section 1: Description of the Water System

**Zone II #: 340**

**Susceptibility: High**

Well Names	Source IDs
Gold Street Well #1	3208000-01G

**Zone II #: 118**

**Susceptibility: High**

Well Names	Source IDs
Spruce Road Well #2	3208000-02G

The wells for the Norfolk Water Department are located within two separate water supply protection areas, with portions of Zone II #118 extending into the town of Wrentham. Each well has a Zone I radius of 400 feet. The wells are located in aquifers with a high vulnerability to contamination due to the absence of hydrogeologic barriers (i.e. clay) that can prevent contaminant migration. Please refer to the attached map of the Zone II.

For current information on monitoring results and treatment, please contact the Public Water System contact person listed above in Table 1 for a copy of the most recent Consumer Confidence Report. Drinking water monitoring reporting data is also available on the web at <http://www.epa.gov/safewater/ccr1.html>

## Section 2: Land Uses in the Protection Areas

The Zone IIs for Norfolk are a mixture primarily of residential and forested land uses, with a small portion consisting of agricultural use (refer to attached map for details).

Land uses and activities that are potential sources of contamination are listed in Table 2, with further detail provided in the Table of Regulated Facilities and Table of Underground Storage Tanks in Appendix B.

### Key Land Uses and Protection Issues include:

1. Residential Land Uses
2. Comprehensive Wellhead Protection Planning

The overall ranking of susceptibility to contamination for the system is high, based on the presence of at least one high threat land use within the water supply protection areas, as seen in Table 2.

**1. Residential Land Uses** – Approximately 32% of the combined Zone IIs consist of residential areas, all of which are still served by private septic systems. If managed improperly, activities associated with residential areas can contribute to drinking water contamination. Common potential sources of contamination include:

- **Septic Systems** – Improper disposal of household hazardous chemicals to septic systems is a potential source of contamination to the groundwater because septic systems lead to the ground. If septic systems fail or are not properly maintained they can be a potential source of microbial contamination.
- **Household Hazardous Materials** - Hazardous materials may include automotive wastes, paints, solvents, pesticides, fertilizers, and other substances. Improper use, storage, and disposal of chemical products used in homes are potential sources of contamination.

- **Heating Oil Storage** - If managed improperly, Underground and Aboveground Storage Tanks (USTs and ASTs) can be potential sources of contamination due to leaks or spills of the fuel oil they store.
- **Stormwater** – Catch basins transport stormwater from roadways and adjacent properties to the ground. As flowing stormwater travels, it picks up debris and contaminants from streets and lawns. Common potential contaminants include lawn chemicals, pet waste, and contaminants from automotive leaks, maintenance, washing, or accidents.

**Residential Land Use Recommendations:**

- ✓ Educate residents on best management practices (BMPs) for protecting water supplies. Distribute the fact sheet “Residents Protect Drinking Water” available in Appendix A and on [www.mass.gov/dep/brp/dws/protect.htm](http://www.mass.gov/dep/brp/dws/protect.htm), which provides BMPs for common residential issues.
- ✓ Work with planners to control new residential developments in the water supply protection areas.
- ✓ Promote BMPs for stormwater management and pollution controls.

**2. Protection Planning** – Norfolk has water supply protection controls that meet DEP’s Wellhead Protection regulations 310 CMR 22.21(2). Protection planning protects drinking water by managing the land area that supplies water to a well. A Wellhead Protection Plan coordinates community efforts, identifies protection strategies, establishes a timeframe for implementation, and provides a forum for public participation. There are resources available to help communities develop a plan for protecting drinking water supply wells.

**Protection Planning Recommendations:**

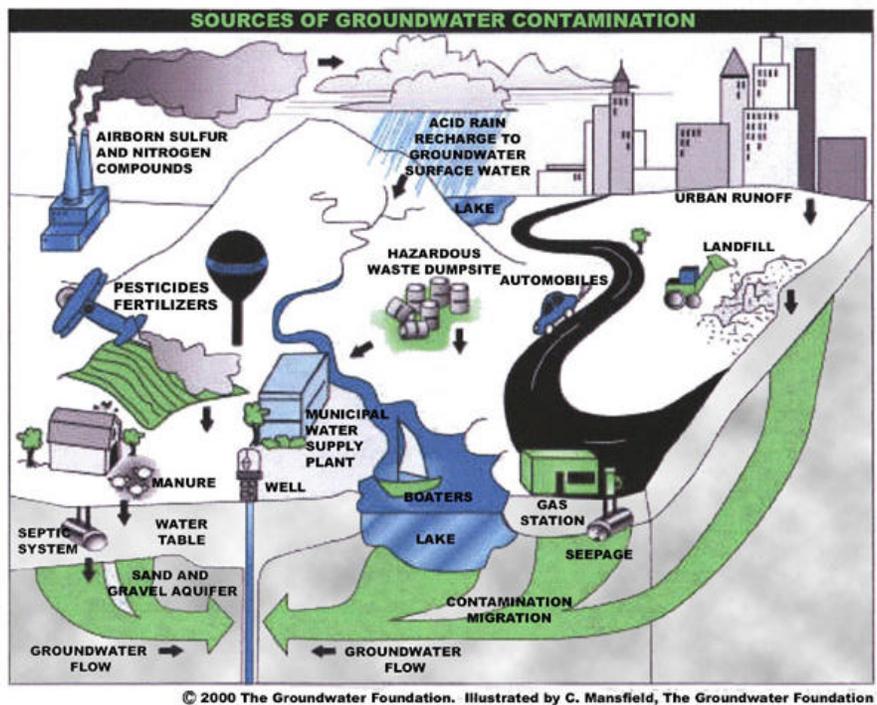
- ✓ Develop a Wellhead Protection Plan. Establish a protection team, and refer them to <http://mass.gov/dep/brp/dws/protect.htm> for a copy of DEP’s guidance, “Developing a Local Wellhead Protection Plan”.
- ✓ Coordinate efforts with local officials to compare local wellhead protection controls with current MA Wellhead Protection Regulations 310 CMR 22.21 (2). Occasionally update local controls to meet changes in current regulations. For more information on DEP land use controls see <http://mass.gov/dep/brp/dws/protect.htm>.

**Benefits  
of Source Protection**

Source Protection helps protect public health and is also good for fiscal fitness:

- Protects drinking water quality at the source
- Reduces monitoring costs through the DEP Waiver Program
- Treatment can be reduced or avoided entirely, saving treatment costs
- Prevents costly contamination clean-up
- Preventing contamination saves costs on water purchases, and expensive new source development

Contact your regional DEP office for more information on Source Protection and the Waiver Program.



Other land uses and activities within the Zone II that are potential sources of contamination are included in Table 2. Refer to Appendix B for more information about these land uses. Identifying potential sources of contamination is an important initial step in protecting your drinking water sources. Further local investigation will provide more in-depth information and may identify new land uses and activities that are potential sources of contamination. Once potential sources of contamination are identified, specific recommendations like those below should be used to better protect your water supply.

## Section 3: Source Water Protection Conclusions and Recommendations

### Current Land Uses and Source Protection:

As with many water supply protection areas, the system Zone IIs contain potential sources of contamination. However, source protection measures reduce the risk of actual contamination, as illustrated in Figure 2. Norfolk is commended for taking an active role in promoting source protection measures in the Water Supply Protection Areas through:

- Adopting a local bylaw that meets DEP's prohibited land uses within a Zone II.
- Purchasing 100± acres around the Gold Street Well.

### Source Protection Recommendations:

To better protect the sources for the future:

- ✓ Inspect the Zone I regularly, and when feasible, remove any non-water supply activities.
- ✓ Educate residents on ways they can help you to protect drinking water sources.
- ✓ Work with emergency response teams to ensure that they are aware of the stormwater drainage in your Zone II and to cooperate on responding to spills or accidents.
- ✓ Partner with local businesses to ensure the proper storage, handling, and disposal of hazardous materials.
- ✓ Monitor progress on any on going remedial action conducted for the known oil or contamination sites.
- ✓ Work with farmers in your protection areas to make them aware of your water supply and to encourage the use of a NRCS farm plan to protect water supplies.
- ✓ Develop and implement a Wellhead Protection Plan.

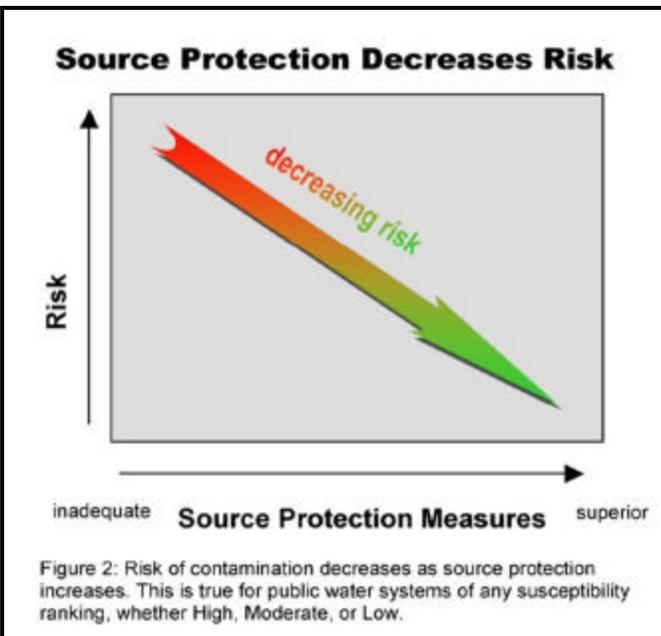
### Conclusions:

These recommendations are only part of your ongoing local drinking water source protection. Additional source protection recommendations are listed in Table 3, the Key Issues above and Appendix A.

DEP staff, informational documents, and resources are available to help you build on this SWAP report as you continue to improve drinking water protection in your community. The Department's Wellhead Protection Grant Program and Source Protection Grant Program provide funds to assist public water suppliers in addressing water supply source protection through local projects. Protection recommendations discussed in this document may be eligible for funding under the Grant Program. Please note: each spring DEP posts a new Request for Response for the grant program (RFR).

### What are "BMPs?"

Best Management Practices (BMPs) are measures that are used to protect and improve surface water and groundwater quality. BMPs can be structural, such as oil & grease trap catch basins, nonstructural, such as hazardous waste collection days or managerial, such as employee training on proper disposal procedures.



Other grants and loans are available through the Drinking Water State Revolving Loan Fund, the Clean Water State Revolving Fund, and other sources. For more information on grants and loans, visit the Bureau of Resource Protection's Municipal Services web site at: <http://mass.gov/dep/brp/mf/mfpubs.htm>.

The assessment and protection recommendations in this SWAP report are provided as a tool to encourage community discussion, support ongoing source protection efforts, and help set local drinking water protection priorities. Citizens and community officials should use this SWAP report to spur discussion of local drinking water protection measures. The water supplier should supplement this SWAP report with local information on potential sources of contamination and land uses. Local information should be maintained and updated periodically to reflect land use changes in the Zone II. Use this information to set priorities, target inspections, focus education efforts, and to develop a long-term drinking water source protection plan.

### Potential Source of Contamination vs. Actual Contamination

The activities listed in Table 2 are those that typically use, produce, or store contaminants of concern, which, if managed improperly, are potential sources of contamination (PSC).

It is important to understand that a release may never occur from the potential source of contamination provided facilities are using best management practices (BMPs). If BMPs are in place, the actual risk may be lower than the threat ranking identified in Table 2. Many potential sources of contamination are regulated at the federal, state and/or local levels, to further reduce the risk.

**Table 2: Land Use in the Protection Areas (Zones I and II)**

For more information, refer to Appendix B: Regulated Facilities within the Water Supply Protection Area

Activities	Quantity	Threat*	Zone II #/ Source ID#	Potential Source of Contamination
<b>Agricultural</b>				
Manure Storage or Spreading	1	H	118, 340	Improper handling of manure (microbial contaminants)
Nurseries	1	M	340	Leaks, spills, improper handling, or over-application of fertilizers, pesticides, and other chemicals
<b>Commercial</b>				
Railroad Tracks And Yards	1	H	340	Over-application or improper handling of herbicides, leaks or spills of transported chemicals and maintenance chemicals; fuel storage
<b>Residential</b>				
Fuel Oil Storage (at residences)	numerous	M	118, 340	Spills, leaks, or improper handling of fuel oil
Lawn Care/ Gardening	numerous	M	118, 340	Over-application or improper storage and disposal of pesticides
Septic Systems/ Cesspools	numerous	M	118, 340	Microbial contaminants, and improper disposal of hazardous chemicals
<b>Miscellaneous</b>				
Aboveground Storage Tanks	1	M	340	Spills, leaks, or improper handling of materials stored in tanks
Composting Facilities	1	L	118	Storage and improper handling of organic material, animal waste, and runoff
Stormwater Drains/ Retention Basins	numerous	L	118, 340	Debris, pet waste, and chemicals in stormwater from roads, parking lots, and lawns
Transmission Line Rights-of-Way	1	L	340	Construction and corridor maintenance, over-application or improper handling of herbicides

Activities	Quantity	Threat*	Zone II #	Potential Source of Contamination
<b>Miscellaneous</b>				
Transportation Corridors	2	M	118, 340	Accidental leaks or spills of fuels and other hazardous materials, over-application or improper handling of pesticides
Water Supply Protection Area % that is Sewered = 0%				
<b>Notes:</b> <ol style="list-style-type: none"> <li>When specific potential contaminants are not known, typical potential contaminants or activities for that type of land use are listed. Facilities within the watershed may not contain all of these potential contaminant sources, may contain other potential contaminant sources, or may use Best Management Practices to prevent contaminants from reaching drinking water supplies.</li> <li>For more information on regulated facilities, refer to Appendix B: Regulated Facilities within the Water Supply Protection Area information about these potential sources of contamination.</li> <li>For information about Oil or Hazardous Materials Sites in your protection areas, refer to Appendix C: Tier Classified Oil and/or Hazardous Material Sites.</li> </ol> <p>? <b>THREAT RANKING</b> - The rankings (high, moderate or low) represent the relative threat of each land use compared to other PSCs. The ranking of a particular PSC is based on a number of factors, including: the type and quantity of chemicals typically used or generated by the PSC; the characteristics of the contaminants (such as toxicity, environmental fate and transport); and</p>				

## Section 4: Appendices

- A. Protection Recommendations
- B. Additional Documents on Source Protection

### Additional Documents:

To help with source protection efforts, more information is available by request or online at [mass.gov/dep/brp/dws](http://mass.gov/dep/brp/dws) including:

- Water Supply Protection Guidance Materials such as model regulations, Best Management Practice information, and general water supply protection information.
- MA DEP SWAP Strategy
- Land Use Pollution Potential Matrix
- Draft Land/Associated Contaminants Matrix

#### For More Information

Contact Anita Wolovick in DEP's Wilmington Office at (978) 661-7768 for more information and assistance on improving current protection measures.

Copies of this report have been provided to the public water supplier, board of health, and the town.

#### What is a Zone III?

A Zone III (the secondary recharge area) is the land beyond the Zone II from which surface and ground water drain to the Zone II and is often coincident with a watershed boundary.

The Zone III is defined as a secondary recharge area for one or both of the following reasons:

- The low permeability of underground water bearing materials in this area significantly reduces the rate of groundwater and potential contaminant flow into the Zone II.
- The groundwater in this area discharges to a surface water feature such as a river, rather than discharging directly into the aquifer.

The land uses within the Zone III are assessed only for sources that are shown to be groundwater under the direct influence of surface water.

**Table 3: Current Protection and Recommendations**

Protection Measures	Status	Recommendations
<b>Zone I</b>		
Does the Public Water Supplier (PWS) own or control the entire Zone I?	<b>YES</b>	Follow Best Management Practices (BMP's) that focus on good housekeeping, spill prevention, and operational practices to reduce the use and release of hazardous materials.
Is the Zone I posted with "Public Drinking Water Supply" Signs?	<b>YES</b>	Additional economical signs are available from the Northeast Rural Water Association (802) 660-4988, or at <a href="http://www.neruralwater.org">http://www.neruralwater.org</a>
Is Zone I regularly inspected?	<b>YES</b>	Continue daily inspections of drinking water protection areas. Pay special attention to fenced areas, lighting, and signs of forced entry into well houses and pump stations.
Are water supply-related activities the only activities within the Zone I?	<b>YES</b>	Continue monitoring for non-water supply activities in Zone Is.
<b>Municipal Controls</b> (Zoning Bylaws, Health Regulations, and General Bylaws)		
Does the municipality have Wellhead Protection Controls that meet 310 CMR 22.21(2)?	<b>YES</b>	The Town's bylaw meets DEP's requirements for wellhead protection. Refer to <a href="http://www.state.ma.us/dep/brp/dws/">www.state.ma.us/dep/brp/dws/</a> for model bylaws and health regulations, and current regulations.
Do neighboring communities protect the Zone II areas extending into their communities?	<b>NO</b>	Request that municipal officials in Wrentham develop land use restrictions that meet 310 CMR 22.21(2).
<b>Planning</b>		
Does the PWS have a Wellhead Protection Plan?	<b>NO</b>	Develop a wellhead protection plan. Follow "Developing a Local Wellhead Protection Plan" available at: <a href="http://www.state.ma.us/dep/brp/dws/">www.state.ma.us/dep/brp/dws/</a> .
Does the PWS have a formal "Emergency Response Plan" to deal with spills or other emergencies?	<b>YES</b>	Supplement plan by developing a joint emergency response plan with fire department, Board of Health, DPW, and local and state emergency officials. Coordinate emergency response drills with local teams.
Does the municipality have a wellhead protection committee?	<b>NO</b>	Establish a committee with representatives from citizens' groups, neighboring communities, and the business community.
Does the Board of Health conduct inspections of commercial and industrial activities?	<b>YES</b>	Continue with Norfolk's inspections. For more guidance see "Hazardous Materials Management: A Community's Guide" at <a href="http://www.state.ma.us/dep/brp/dws/files/hazmat.doc">www.state.ma.us/dep/brp/dws/files/hazmat.doc</a>
Does the PWS provide wellhead protection education?	<b>SOME</b>	Currently, outreach is done through bill stuffers and the annual Consumer Confidence Report. Increase residential outreach through school programs, Drinking Water Week activities, and coordination with local groups. Aim additional efforts at commercial and municipal uses within the Zone II.