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

Winchendon Water Department

What is SWAP?

The Source Water Assessment and 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

PWS Name	Winchendon Water Department
PWS Address	109 Front Street
City/Town	Winchendon, Massachusetts
PWS ID Number	2343000
Local Contact	Michael Murphy
Phone Number	(978) 297-0170

Introduction

We are all concerned about the quality of the water we drink. Drinking water 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.

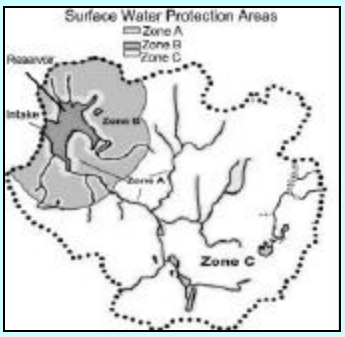
Refer to Table 3 for Recommendations to address potential sources of contamination. Department of Environmental Protection (DEP) staff are available to provide information about funding and other resources that may be available to your community.

This report includes the following sections:

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

What is a Watershed?

A watershed is the land area that catches and drains rainwater down-slope into a river, lake or reservoir. As water travels down from the watershed area it may carry contaminants from the watershed to the drinking water supply source. For protection purposes, watersheds are divided into protection Zones A, B and C.



Section 1: Description of the Water System

Source Name	*Source ID*	*Susceptibility*
Upper Naukeag Lake	2343000-01S	High

The Town of Winchendon obtain its water supply from Upper Naukeag Lake. This supply also serves as the water supply for Town of Winchendon.

The Ashburnham and Winchendon Joint Water Filtration Plant utilizes the proprietary Trident process for water treatment. The plant raw water is gravity fed from Upper Naukeg Lake via a 16 inch ductile iron line that flows into a 7 foot deep sump well. Two identical, alternating 40HP vertical pumps lift the raw water from the independent pump station to the main plant through an 8 inch ductile line.

Sodium carbonate (Soda Ash) is added for pre-filtration pH and alkalinity adjustment. Aluminium Sulfate and cationic polymer is added as coagulant. US Filter Trident filters use up-flow plastic media absorption clarifier for first stage removal of particulates. Sodium Hypochlorite is added as a disinfectant. Zinc Orthophosphate and Sodium Carbonate are added for corrosion control. The Town of Ashburnham adds Sodium Flouride for dental health.

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 are also available on the web at http://www.epa.gov/safewater/ccr1.html.

Glossary
Protection Zones

Zone A: is the most critical for protection efforts. It is the area 400 feet from the edge of the reservoir and 200 feet from the edge of the tributaries (rivers and/or streams) draining into it.

Zone B: is the area one-half mile from the edge of the reservoir but does not go beyond the outer edge of the watershed.

Zone C: is the remaining area in the watershed not designated as Zones A or B.

The attached map shows Zone A and your watershed boundary.

Section 2: Land Uses in the Protection Areas

The protection area for Winchendon is a mixture of residential, protected open space and forest land uses (refer to attached map for details). Land uses and activities that are potential sources of contamination are listed in Table 2.

Key Land Uses and Protection Issues include:

1. Zone A Land Uses
2. Residential land uses
3. Aquatic Wildlife
4. Transportation corridors
5. 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. Zone A Land Uses - The Zone A is the land area within 400 feet of a reservoir and 200 feet of its tributaries. The land uses and activities within the Zone As include: residences with on-site septic systems, above ground and underground storage tanks, roads, recreational activities, and wildlife. Public water systems are responsible for enforcing the prohibition of certain new or expanded land uses within the Zone A, as detailed in 310 CMR 22.20(b).

Zone A Recommendations:

- ✓ Actively monitor new or expanded land uses within the Zone A according to your watershed protocol submitted to DEP.

- ✓ Control stormwater and erosion within the Zone A.
- ✓ Control aquatic wildlife within the Zone A.
- ✓ Work with local emergency response teams to practice containment of spills within the Zone A.
- ✓ Conduct regular inspections of the Zone A for illegal dumping and spills.
- ✓ Install water supply protection area signs around the Zone A.

2. Residential Land Uses – Approximately 10% of the watersheds consist of residential areas. None of the areas have public sewers, and so all use 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. 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.

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, 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.

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.

3. Aquatic Wildlife—Birds, particularly gulls, are attracted to large open bodies of water. Birds may increase coliform levels through the release of fecal matter into the water and may carry other bacteria and viruses. Beaver and muskrat may introduce the pathogens Giardia and Cryptosporidium into water through fecal matter. Because of their constant contact with the water, these aquatic mammals represent a potential threat to drinking water reservoirs. Appendix A contains a DEP fact sheet titled *What You Need To Know About Microbial Contamination*.

Aquatic Wildlife Recommendations:

- ✓ Monitor wildlife populations in and around reservoirs.
- ✓ Where necessary, discourage and control aquatic wildlife. See http://mass.gov/

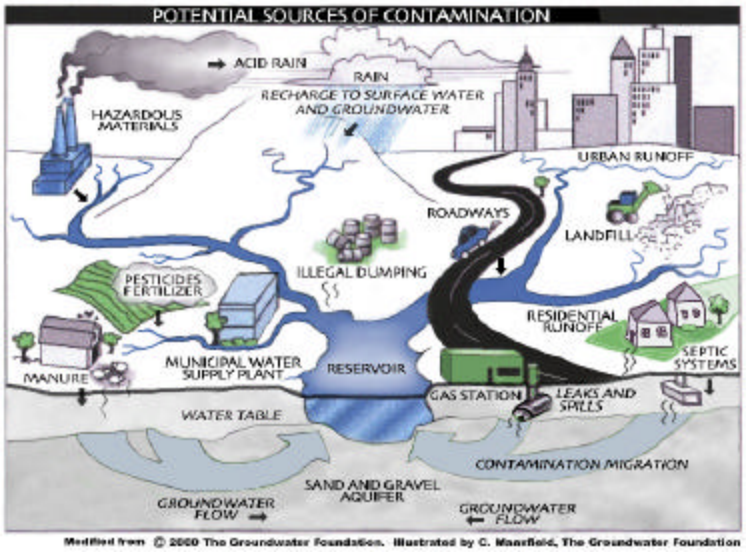


Figure 1: Sample watershed with examples of potential sources of contamination

dep/brp/dws/protect.htm for guidance and permits.

4. Transportation Corridors - Local roads are common throughout the protection areas of the reservoir. Roadway construction, maintenance, and typical highway use can all be potential sources of contamination. Accidents can lead to spills of gasoline and other potentially dangerous transported chemicals. Roadways are frequent sites for illegal dumping of hazardous or other potentially harmful wastes.

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 contaminants from automotive leaks, maintenance, washing, or accidents.

Transportation Corridor Recommendations:

- ✓ Regularly inspect watershed for illegal dumping and spills.
- ✓ Work with local emergency response teams to ensure that any spills within the protection areas can be effectively contained.
- ✓ Work with the Town and State to have catch basins inspected, maintained, and cleaned on a regular schedule. Regular street sweeping reduces the amount of potential contaminants in runoff.
- ✓ If storm drainage maps are available, review the maps with emergency response teams. If maps aren't yet available, work with town officials to investigate mapping options such as the upcoming Phase II Stormwater Rule requiring some communities to complete stormwater mapping.

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.

5. Protection Planning – Protection planning protects drinking water by managing the land area that supplies water to a reservoir. Currently, the does not have water supply protection controls that meet DEP's Surface Water Protection regulations 310 CMR 22.20 (b) and (c). A Surface Water Supply Protection Plan coordinates community efforts, identifies protection strategies, establishes a timeframe for implementation, and provides a forum for public participation. Ashburnham Water Department has a DEP-approved Surface Water Supply Protection Plan for Upper Naukeag Lake. There are resources available to help communities plan for protecting drinking water supply reservoirs.

Protection Planning Recommendations:

- ✓ Implement your Surface Water Supply Protection Plan and keep it up to date. 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 Surface Water Supply Protection Plan".
- ✓ If there are no local controls or they do not meet the current regulations, adopt controls that meet 310 CMR 22.20 (b) and (c). For more information on DEP land use controls see http://mass.gov/dep/brp/dws/protect.htm.
- ✓ Work with town boards to review and provide recommendations on proposed development

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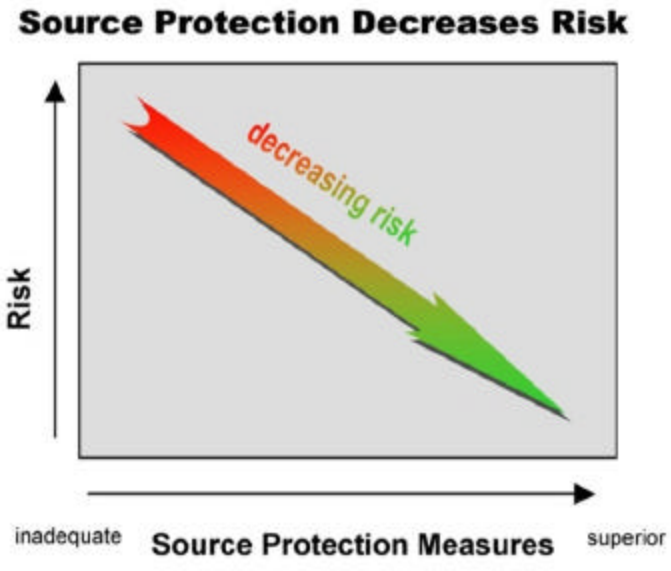

Figure 2: Risk of contamination decreases as source protection increases. This is true for public water systems of any susceptibility ranking, whether High, Moderate, or Low.

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 Watershed

Activities	Quantity	Threat*	Potential Source of Contamination
Residential			
Fuel Oil Storage (at residences)	Several	M	Fuel oil: spills, leaks, or improper handling
Lawn Care / Gardening	Several	M	Pesticides: over-application or improper storage and disposal
Septic Systems / Cesspools	Several	M	Hazardous chemicals: microbial contaminants, and improper disposal
Miscellaneous			
Aquatic Wildlife	Few	H	Microbial contaminants
Cemetery	One	L	Over-application of pesticides: Leaks spills, improper handling, historic embalming fluids
Transportation Corridor	One	H	Fuels and other hazardous materials: accidental leaks or spills; pesticides: over-application or improper handling
Medical Facility	One	L	Biological, chemical, and radioactive wastes: spills, leaks, or improper handling or storage

Table Notes:

1. 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.
2. 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.
3. For information about Oil or Hazardous Materials Sites in your protection areas, refer to Appendix C: Tier Classified Oil and/or Hazardous Material Sites.

*** THREAT RANKING** - 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 the behavior and mobility of the pollutants in soils and groundwater.

For More Information

Contact Josephine Yemoh-Ndi in DEP's Worcester Office at (508) 849-4030

for more information and assistance on improving current protection measures.

Copies of this report have been provided to the public water supplier and town boards.

within your water supply protection areas. To obtain information on build-out analyses for the town, see the Executive Office of Environmental Affairs' community preservation web site, http://commpres.env.state.ma.us/.

Other land uses and activities within the protection areas 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 watershed contains potential sources of contamination. However, source protection measures reduce the risk of actual contamination, as illustrated in Figure 2. The water supplier is commended for taking an active role in promoting source protection measures in the Water Supply Protection Areas.

Source Protection Recommendations:
To better protect the sources for the future:

- ✓ Inspect the Zone A 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 watershed and to cooperate on responding to spills or accidents.
- ✓ Continue to implement your Surface Water Supply Protection Plan.

Top 5 Reasons to Develop a Local Surface Water Protection Plan

❶ Reduces Risk to Human Health

❷ Cost Effective! Reduces or Eliminates Costs Associated With:

- Increased monitoring and treatment
- Water supply clean up and remediation
- Replacing a water supply
- Purchasing water

❸ Supports municipal bylaws, making them less likely to be challenged

❹ Ensures clean drinking water supplies for future generations

❺ Enhances real estate values – clean drinking water is a local amenity. A community known for its great drinking water in a place people want to live and businesses want to locate.

Additional Documents:

To help with source protection efforts, more information is available by request or online at www.state.ma.us/dep/brp/dws including:

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

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 Source Protection Grant Program provides 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 (RFR) for the grant program.

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

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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 watershed. Use this information to set priorities, target inspections, focus education efforts, and to develop a long-term drinking water source protection plan.

Section 4: Appendices

A. Protection Recommendations
B. Additional Documents on Source Protection

Table 3: Current Protection and Recommendations

Protection Measures	Status	Recommendations
Zone A		
Does the Public Water Supplier (PWS) own or control the entire Zone A?	**NO**	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 A posted with "Public Drinking Water Supply" Signs?	**YES**	Additional economical signs are available from the Northeast Rural Water Association (802) 660-4988.
Is the Zone A regularly inspected?	**YES**	Continue inspections of drinking water protection areas.
Municipal Controls (Zoning Bylaws, Health Regulations, and General Bylaws)		
Does the municipality have Surface Water Protection Controls that meet 310 CMR 22.20C?	**NO**	Refer to www.state.ma.us/dep/brp/dws/ for model bylaws, health regulations, and current regulations.
Do neighboring communities protect the water supply protection areas extending into their communities?	**NO**	The protection area does not extend into any other community.
Planning		
Does the PWS have a local surface water supply protection plan?	**YES**	Continue to implement your surface water supply protection plan. Follow "Developing a Local Surface Water Supply Protection Plan" available at: www.state.ma.us/dep/brp/dws/.
Does the PWS have a formal "Emergency Response Plan" to deal with spills or other emergencies?	**YES**	Augment 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 watershed protection committee?	**NO**	Establish committee; include representatives from citizens' groups, neighboring communities, and the business community.
Does the Board of Health conduct inspections of commercial and industrial activities?	**NO**	For more guidance see "Hazardous Materials Management: A Community's Guide" at www.state.ma.us/dep/brp/dws/files/hazmat.doc
Does the PWS provide watershed protection education?	**NO**	Aim additional efforts at commercial, industrial and municipal uses within the watershed.