



## NOTICE TO ALL WATER CUSTOMERS



December 11, 2018

### CHLORINE ODOR AND TASTE OF TOWN DRINKING WATER

Dear Water Customer,

The Town's new water treatment plant facility has been fully operational since early October 2018. The plant utilizes biological filters to remove manganese and other minerals and contaminants from the Town's water supply. This treatment method is a substantial improvement over the previous process and uses less chemicals overall and different chemical compositions of the components we continue to use.

You may have noticed over the past few months a chlorine taste or odor in the water. Compounding factors have led to these conditions, the full details of which can be found in the document entitled "Water Treatment Plant Update" on the Water Department's web page located at <https://shrewsburyma.gov/287/Water-Sewer>. During these early months of operations, the water conditions are acclimating to the new treatment processes; and changes are leading to the odor and chlorine taste. We anticipate full acclimation will take up to an additional six months, June 2019.

The Town tests and monitors all aspects of the water system including the residual level of chlorine in the system to ensure safe drinking water standards are met and that progress is being made which will lead to the elimination of the chlorine taste and odor. It is important to note that the chlorine taste and odor does not mean chlorine levels are too high. Although it seems counterintuitive when odor and taste are present the residual level of chlorine is lower than its optimal level. We have heard from some residents that water that has passed through a pitcher or refrigerator-based charcoal filter has less or no odor even if water in their home has those characteristics when drawn straight from the tap.

The Town of Shrewsbury Water Department appreciates the opportunity to serve our customers and it is expectation that this transition will be completed as smoothly as possible. We thank all of our customers for their patience and understanding as we aim to achieve our goal of improved and consistent water quality throughout our community. Please do not hesitate to contact the Water Department at 508-841-8506 if you have any questions throughout this process.

Sincerely,

Robert Tozeski

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