


**From:** Roberta Mahoney [RMahoney@townofnorwell.net](mailto:RMahoney@townofnorwell.net)   
**Subject:** FW: High Street water pressure and volume  
**Date:** September 20, 2021 at 11:42 AM  
**To:** Lois [REDACTED] William Lazzaro [REDACTED] Steve Lynch [REDACTED]  
**Cc:** Phil Brown [REDACTED] Ralph J. Rivkind [REDACTED] Daniel M. Senteno [REDACTED]  
Nicholas Dean [REDACTED]

RM

Forwarding email as requested below,

Lois-this note is at the bottom of the letter

*Roberta, I would also like to request that this correspondence be incorporated in the minutes of the Public Hearings of the Zoning Board of Appeals so that it is a matter of public record.*

Roberta Mahoney  
Administrative Aide  
Norwell Zoning Department  
345 Main Street  
Norwell, MA 02061

Monday-Thursday 11:00am – 4:00pm

781-659-8018  
[rmahoney@townofnorwell.net](mailto:rmahoney@townofnorwell.net)



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**From:** Olivia Roberts <[ozroberts@comcast.net](mailto:ozroberts@comcast.net)>  
**Sent:** Friday, September 17, 2021 10:54 AM  
**To:** John McInnis <[johnmcinnis@comcast.net](mailto:johnmcinnis@comcast.net)>  
**Cc:** Donna Snow <[dsnow@townofnorwell.net](mailto:dsnow@townofnorwell.net)>; Roberta Mahoney <[RMahoney@townofnorwell.net](mailto:RMahoney@townofnorwell.net)>  
**Subject:** Re: High Street water pressure and volume

Hi John.

Sorry for the delayed reply, thanks for your email. This is to confirm that you will not, despite a formal request from the residents on High Street, be testing the residential properties at the same time you will be testing the water pressure from the hydrants.

The residents have repeatedly expressed concern regarding the ongoing water situation, even before the onset of hearings for the proposed 56-unit, 90 bedroom housing project at the intersection of High Street and Route 53. Points are still the following:

- 1) Chair notes received from the Zoning Board of Appeals on 8/4/2021 stated, with regards to concerns about the above project, that NO WATER PRESSURE COMPLAINTS were previously received by the Water Department. That has not been the case and the issues are ongoing.
- 2) You stated that High Street historically has the LOWEST WATER PRESSURE IN TOWN. The pressure is around 35 psi despite the fact that 40 psi is the minimum set by MassDEP. We maintain that the water pressure is insufficient and has been for the 20 years we have lived here. You have agreed to test the water pressure but only in the hydrants and not a representative sample of the residential properties.
- 3) The town of Norwell has been under a water ban going on SIX MONTHS, starting with a tier 4 ban in APRIL, We are still at a tier 3 ban at this writing. A project of this size will further adversely affect the already low water pressure and available water volume.
- 4) The Norwell Water Department just sent out a notification regarding elevated levels of PFAS6 at the South Street Treatment Plant and that the following, among other measures, is being done:
  - a) Washington Street Well #8 has been taken out of service.
  - b) South Street Well #1 output has been greatly reduced.

The residents impacted by this project are further alarmed regarding the above. What discussions have there been regarding these latest developments and again, how is this project even being considered given climate issues, water constraints and elevated levels of PFAS6?

Please advise on the above and specifically why existing residents of an already compromised area of town should be expected to bear the burden of this massive, oversized and invasive project.

Donna and Roberta, if you would again forward this letter to all members of the Board of Water Commissioners and the Norwell Zoning Board of Appeals it would be appreciated. Roberta, I would also like to request that this correspondence be incorporated in the minutes of the Public Hearings of the Zoning Board of Appeals so that it is a matter of public record.

Thanks again for your help.

Olivia Roberts  
105 High St  
Norwell, MA 02061

**From:** [johnmcinnis@comcast.net](mailto:johnmcinnis@comcast.net)  
**Sent:** Monday, September 13, 2021 12:07 PM  
**To:** 'Olivia Roberts'  
**Cc:** Donna Snow  
**Subject:** RE: High Street water pressure and volume

Hi Olivia,

The hydrant pressure testing we plan to conduct on High Street during the next several weeks will be representative of the residential water pressure on High Street. Off course there are exceptions. We will touch bases with you and

have a dialogue when we have the hard data.

Jack

John R. McInnis  
Water Superintendent  
781-659-7924

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**From:** Olivia Roberts <[REDACTED]>  
**Sent:** Monday, September 13, 2021 9:15 AM  
**To:** [johnmcinnis@comcast.net](mailto:johnmcinnis@comcast.net)  
**Cc:** Donna Snow <[dsnow@townofnorwell.net](mailto:dsnow@townofnorwell.net)>; [rmahoney@townofnorwell.net](mailto:rmahoney@townofnorwell.net)  
**Subject:** Re: Grove Street water pressure and volume

Hi Jack,

Thanks for reviewing my email at the Water Board meeting. That's wonderful to hear but I am hereby formally requesting that you also test the residential properties located along High Street at the same time. Concerns with just testing the hydrants are as follows:

- 1) As residents we would like to get a fair and accurate assessment of what we are actually receiving for the water pressure we pay for.
- 2) We don't get our water for showers, dishes, laundry and drinking from the hydrants.
- 3) I sincerely hope that the erratic water pressure that we have been living with, in some cases for decades, is not the same pressure that goes to the hydrants. If that is the case, if there is a fire emergency, we could be in trouble.
- 4) I am not an engineer but wouldn't the pipe work that goes to the hydrants be bigger than what is going to the residences?

I believe at one point my husband was told that the pipe work going to the homes was old and if the pressure was increased they could burst.

Please confirm that you will also test the residences on High Street along with the hydrants. Given the magnitude of this project, and the continuing issues residents have expressed with water pressure and availability, I would have assumed that would have been the top priority.

Donna and Roberta, if you would again forward this letter to all members of the Board of Water Commissioners and the Norwell Zoning Board of Appeals it would be appreciated.

Thanks again for your help.

Olivia Roberts  
105 High St  
Norwell, MA 02061

**From:** [johnmcinnis@comcast.net](mailto:johnmcinnis@comcast.net)  
**Sent:** Friday, September 10, 2021 11:02 AM  
**To:** 'Olivia Roberts'  
**Cc:** Donna Snow  
**Subject:** RE: Grove Street water pressure and volume

Hi Olivia,

The Board and I reviewed you email of 9/8/21. The Water Department will be taking pressure readings from hydrants on High Street over the next several weeks. We will make all data available to you, once we complete our study.

Jack

John R. McInnis  
Water Superintendent  
781-659-7924

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**From:** Olivia Roberts <[ozroberts@comcast.net](mailto:ozroberts@comcast.net)>  
**Sent:** Thursday, September 9, 2021 9:35 AM  
**To:** [johnmcinnis@comcast.net](mailto:johnmcinnis@comcast.net)  
**Subject:** Re: Grove Street water pressure and volume

Hi Jack,

Thanks for getting back to me and I look forward to hearing from you after tonight's water board meeting. Have a good day.

Olivia

Sent from my iPhone

On Sep 9, 2021, at 9:19 AM, [johnmcinnis@comcast.net](mailto:johnmcinnis@comcast.net) wrote:

Hello Olivia,

I have received your email today, and will forward it to the ZBA and the Board of Water Commissioners. The Board has a meeting this evening and your email will be discussed.

Jack

John R. McInnis  
Water Superintendent  
781-659-7924

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**From:** Olivia Roberts [REDACTED]  
**Sent:** Wednesday, September 8, 2021 7:13 PM  
**To:** [johnmcinnis@comcast.net](mailto:johnmcinnis@comcast.net)  
**Cc:** Donna Snow <[dsnow@townofnorwell.net](mailto:dsnow@townofnorwell.net)>; [rmahoney@townofnorwell.net](mailto:rmahoney@townofnorwell.net)  
**Subject:** Re: Grove Street water pressure and volume

Dear Mr. McInnis,

Thank you for your reply. Your comment that High Street historically has the LOWEST WATER PRESSURE IN TOWN is duly noted. However we take exception to your contention that the water pressure on High Street is generally 50 to 60 psi. We have never had water pressure that high nor do we ever go above 40 psi which, as you noted, is the minimum set by MassDEP. My husband actually took a water pressure reading at around 2 PM today, hardly peak usage, and it was 35 psi which is where it is most of the time. I have attached a picture of the actual meter reading for your reference. We again maintain that the water pressure on this street is grossly insufficient and has been for the 20 years we have lived here.

With regards to your letter to the ZBA stating your concerns relative to the High Street project, we reviewed it before we wrote our letter of August 30th, 2021. Taken with your below reply we are even more alarmed. We would appreciate answers to the following concerns:

- 1) If the water pressure on High Street is the lowest in town, why is this project even being considered for this location? We are already fighting a constant battle with water pressure and pipes that are old and in need of repair; there are at least FIVE places where the street has been jackhammered to get to and shore up the aging pipe system.
- 2) I know that neighbors of mine have written to you about the same issue; some have had water pressure issues for several decades. Irrespective of what was done in 1990 (30 years ago) the situation still exists and is only getting worse.
- 3) In my letter of August 30th I echoed your comment about the increase in production needed for this project and got no response from you regarding the

production needed for this project and get no response from you regarding the strain this would put on the town:

Not only would water demand for this project represent a 1.0% increase over current production (as per your 7/26 project comments) but Norwell started the 2021 season with a Tier 4 Water Ban in APRIL.

This summer has been one of the rainiest summers on record and we STILL had a Tier 4 water ban starting in APRIL. Those of us who have lived here for decades have put considerable investments in lawns, landscaping and trees and cannot water them in a water ban. Yet this project will not only take up the current available water but will use more that the town doesn't have. How is this project even being considered given the current climate issues and water constraints?

Please advise on the above and specifically why existing residents of an already compromised area of town should be expected to bear the burden of this massive, oversized and invasive project.

Donna and Roberta, if you would again forward this letter to all members of the Board of Water Commissioners and the Norwell Zoning Board of Appeals we would very much appreciate it.

Thanks for your help.

Olivia and Kevin Roberts  
105 High St  
Norwell, MA 02061

**From:** [johnmcinnis@comcast.net](mailto:johnmcinnis@comcast.net)  
**Sent:** Thursday, September 2, 2021 1:08 PM  
**To:** [REDACTED]  
**Cc:** Donna Snow  
**Subject:** Grove Street water pressure and volume

Hello Olivia and Kevin,

High Street historically has the lowest water pressure in the Town. Static water pressure on High Street is generally 50 psi to 60 psi, which is above the minimum of 40 psi set by MassDEP. In 1990 a 1 MG storage tank was built on Philip drive, off Longwater Drive. A booster pumping station with both low and high capacity pumps was built as part of the tank project. Lastly, a 12" water main was installed to augment the existing 8" water main in place. The 12' water main was installed from the Hanover Town line to Queen Anne's corner. All water services were renewed.

Recently I did send a comment letter to the ZBA stating my concerns relative to the

High Street project.

John R. McInnis  
Water Superintendent  
781-659-7924