

BOARD OF WATER COMMISSIONERS MEETING MINUTES

Date: March 3, 2022

Time: 4:30 PM

Location: Norwell Water Dept.
345 Main Street, Norwell

Present: Fred St. Ours, Peter Dillon, and Jason Federico

Guests: Olivia Roberts, Kevin Roberts, Ralph Rivkind, Lois Barbour, Steve Lynch, Bonnie Holmes, Joy Lavery, Paul Savoy, Geralyn Valencius, Gerry Gomer, and Nick Warendorf

Prepared by: Donna Snow

1. The Board met with Jason Federico relative to the upcoming Consumer Confidence Report, PFAS action plan and anticipated water fill stations. The water fill stations should be implemented before May 1st. The locations discussed included: Pine Street, Main Street & Grove Street; and the Cushing Center. Jason Federico recommended a new company to publish the 2021 CCR, this vendor would make sure everything is compliant with all the checks and balances in place. Fred St. Ours is not worried about the look, more interested in the content. Jason Federico explained the cost is reflected in the assurance that all legal requirements are met. Fred St. Ours said he is fine with it for this year and Peter Dillon also agreed to move forward.
2. Residents attended tonight's meeting from High Street, Leonard Lane, Riverside Drive, Brigantine Circle, Ridge Hill Rd, Germaine Road, and Lincoln Street.
3. Residents and members from the Zoning Board of Appeals met regarding water pressure concerns and other related matters. The Board received a letter Monday of this week outlining concerns. Fred St. Ours thanked everyone for coming to the meeting and provided introductions. Fred St. Ours gave a brief overview of High Street stating it is the highest elevation in Town @ 200 ft above sea level. Fred St. Ours indicated the water pressure in the High Street area is no worse than it was 20 years ago. Fred St. Ours explained we must supply the water for the 40B project but assured residents that if everyone flushed a toilet at the same time there would not be a loss in water pressure. The real concern for the water department is lawn irrigation which can account for as much as an entire complex would use in a 24-hour period. Water restrictions are targeted at lawn watering; the priority is to have water available for essential needs like firefighting and domestic use. Both Peter Dillon and Fred St. Ours advised two water mains exist on High Street; one is an 8" main and the other is a 12" water main. Fred St. Ours also explained that a water tank is available for firefighting purposes, he explained however fire flow tests conducted showed it is the lowest water pressure in Town. Fred St. Ours explained the tank can be managed to improve pressure at different intervals during the day. Fred St. Ours informed residents that the water mains are in excellent condition, they are inspected

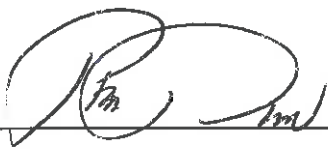
during excavations and the condition of the pipe is visible at that time. Fred St. Ours stated we do not need to start replacing mains now and Peter Dillon explained Scituate had an entirely different situation where their water mains are exposed to salt water. Norwell's water mains however are in fresh water and Scituate did not replace the infrastructure over time. Fred St. Ours advised leak detection is done routinely in Norwell, a company is hired to go through the town to identify leaks for the Department. One resident was curious about the location of the tank, Peter Dillon advised it is located on Phillips Drive. Residents were curious to know how the Water Department addressed situations where people were watering during restrictions. Peter Dillon advised fines are issued but the first occurrence is a warning. Fred St. Ours explained in the summer, residents can use the water faster than it can be replaced. Peter Dillon advised that 900,000 gallons a day is what we typically use and explained all of South Street is currently offline at this time. Peter Dillon stated historically Memorial Day is the highest water consumption day and usually prompts the Department to implement restrictions. A resident noted the fines for watering during restrictions are so low that it does not deter people, the Board agreed and noted the first fine is \$50 and the second fine is \$100. Water billing is charged based on tiered usage so those who use the most water are billed at a higher rate. Residents were interested to know the results of the hydrant data logging that was done on High Street. It was noted that the results are above 35 psi(pounds square inch), Peter Dillon explained that tank management is the way in which the residents can expect to see improvement. Jason Federico further explained when the tank fills pressure drops, changes need to be made to ensure that water pressure does not dip below a certain threshold. Residents reported that the pressure is barely above 30 psi and has not been adequate for years. One resident was told by field staff that they cannot increase pressure as it would burst pipes and it had been suggested to alter when showers are taken, both of which are not acceptable solutions. Jason Federico gave examples to illustrate how the booster pump can be calibrated to the desired pressure. Residents asked how soon this could happen? Jason Federico stated we need to consult with our SCADA experts to set these controls with specific parameters. Lois Barbour asked about global warming and recommended working with the Conservation Commission. Peter Dillon noted they work with the North and South River Watershed Association. Some discussion was held pertaining to well water, Fred St. Ours opinion is that it does not draw water away from the Town's water supply. Peter Dillon explained the basin for well water and Town water is not the same water, but many people will argue differently. Several residents are seeking improved communication, Fred St. Ours agreed in the past the Department could work with the media to share information with residents but now that has been replaced with social media platforms. The Department has met with residents in the past several months and plans to include an insert in the upcoming April billing which will provide additional information relative to PFAS and other topics that residents are interested in. Peter Dillon explained the

consumer confidence reports are coming in the end of June. Peter Dillon explained the Water Department has information on the Town website and Norwell water Facebook page. Peter Dillon gave an overview on PFAS noting every town has this issue. Fred St. Ours explained one well is slightly over the state limit but once it is blended with the other wells it becomes below the 20ppt contaminant level. The way to remove PFAS is to filter the water with GAC (Granular Activated Carbon), and we need approximately 2.9 million dollars to implement this solution. The vessels are going to be ordered before Town meeting due to delays in the supply chain. The conversation reverted back to discussing low water pressure. Residents asked why is the water pressure being maintained at the very low side of what is considered acceptable? The system can be calibrated to sense water usage, so the tank level is maintained since the summer months do currently pose a problem when demand is high. A resident explained this Town has many wonderful reasons to live here and explained we should make the necessary improvements to rectify this situation. Lois asked if we could impose a moratorium on water connections. Peter Dillon explained when we reach out to DEP regarding low water supply their reaction is to tell people to stop watering their lawns by imposing restrictions. Peter Dillon explained the department is looking for additional well sites and possibly another water source behind Town Hall. Peter Dillon explained there was a study to determine how we can bring water to the South Shore – the funding is there, but only 10 million gallons is available. Lois is pleased with the reception from the Board at tonight's meeting and asked a few additional questions about article requests, Peter Dillon advised articles are needed for well exploration and equipment.

4. The Board met with Mr. Warendorf who is a Lincoln Street resident. Mr. Warendorf provided a brief overview of his home which was built in 1969, he explained the location of a French drain on his property. In December he was advised by Highway Director, Glenn Ferguson that he had a possible leak on his property with water flowing into the roadway. The Water Department did provide a list of contractors, but he was advised not to call Steve Adams as he is semi-retired. Mr. Warendorf went through the list and none of the contractors were available to assist. Glenn Ferguson made the recommended for Invernizzi. The resident was told by the Water Foreman that Invernizzi was a landscaper and could not do the work. Mr. Warendorf states that one of the field staff for the Water Department asked if the water was coming from the drain on side of house. Mr. Warendorf noted that the Foreman told the contractor where to dig on the property and found it unusual that the holes were not anywhere between curb stop and his connection to the house. After days of digging no leak was found. Mr. Warendorf explained one of the water staff instructed the contractor to shut off the curb stop while he went on break and the curb stop was broken as a result. Mr. Warendorf stated he had to referee arguing between the contractor and the Water Foreman. The resident is surprised that the line could

not be identified and was told by the Water Foreman that they do not identify water lines on private property, Peter Dillon noted dig safe will not do it either. Mr. Warendorf was perplexed that when there is a leak on private property that the Town should have a mutual interest in locating and repairing the leak. He stated he however never had any drop in pressure and only has the word of the foreman that a leak existed. Mr. Warendorf is not 100% convinced there was even a leak and recalled the Foreman tossing metallic tape in the hole when pipe was exposed but it was not placed with due diligence. Fred St. Ours understands the situation was frustrating and that the resident paid \$4,500 but no leak was found or repaired. Mr. Warendorf advised his stone wall was torn apart in the process of digging in search of a leak. Mr. Warendorf understands he owns the line and fronts the expense but questioned why a device is not on hand to help identify leaks since both the resident and the Town have an interest in identifying the source of the leak. Fred St. Ours asked to visit the home, Peter Dillon agreed when water table drops, they could visit the home. Steve Adams is planning to assist the resident with his title 5 inspection. The resident wants definitive response whether there is a leak or not and wants the Board to own some of the responsibility for a giant hole in his yard with no leak found. Mr. Warendorf is listing the home in the spring. Fred St. Ours explained the Foreman was upset that the contractor broke the curb stop. Mr. Warendorf feels the foreman's temper derailed the project. Fred St. Ours wants time to speak to Steve Adams and will consider how they may possibly defray some costs. John Hoadley could not identify a leak. Invernizi got a leak detection person but also could not find a leak. Mr. Warendorf did advise a sink hole exists in his yard between the path from the house to curb stop. Fred St. Ours stated if no leak is found he feels responsible for the invoice. The Water Foreman had originally recommended replacing the entire service which is a 50 year old pipe. If a leak exists, the resident is comfortable with the amount he has paid. Jason Federico proposed replacing entire service with Steve Adams rather than searching yard again for a leak. It was decided to visit the location and confer with all parties for next steps.

Fred St. Ours made a motion to adjourn the meeting at approximately 6:50 PM, seconded by Peter Dillon.

Accepted:  Date: 4/7/22