



approved 9/11/23

Town of Carver

North Carver Water District Commission

Posted in accordance with the Provisions of M.G.L. Chapter 30A, Section 20B

Meeting minutes for August 14, 2023, The North Carver Water District Commissioners met, today, at the Carver Town Hall, Meeting Room #3, 108 Main Street, Carver, Massachusetts.

This meeting is also being videotaped and rebroadcast by Area 58 TV.

Attendees: Mike Palimeri, Chairman, Eric Mueller, Vice Chairman; Phil Shannon, Commissioner

Absent:

Also present: Stephen Bachand, Greg and Kim Blanchard from SWSS

Meeting called to order at 5:00 PM, by Mr. Palimeri

Update from Small Water Systems Services –

- Water Operator Report - Kim, Greg and Stephen

Greg –

- We had an issue last night 2 fuses blew that shut the trains down. We caught it in time. Steve and I were on the phone with Suez and got the plan back up and running without issue.
- We are still trying to bring down the Manganese. Mr. Palimeri – What is the level now? Ms. Blanchard - .354 was the last test results. I do not yet have the results from the last water sample. The turnaround from the lab is about 3-4 days. Mr. Palimeri – This is a big improvement. The turnaround was almost two weeks; being down to 3-4 days helps with adjusting chemicals. If you go too quick it could make the problem worse. It's a slow process but we are getting a faster turnaround on lab results.

Mr. Mueller –

How long do you think before it's dialed in? Mr. Bachand – Probably a month. Ms. Blanchard – It is variable as it depends on what is coming out of the ground.

- Outage due to pump shutting down –
Greg – That was a week ago, today. Ms. Blanchard – We received a call from a business in Town that they did not have any water. We stopped what we were doing and Stephen and Greg went to the plant.

Greg – When we got to the plant, the membranes were in standby mode. The plant was critically low with no clear reason. We reset the alarms quickly and were able to restore pressure to the Town. Mr. Palimeri – That never sent an alarm to you, by system design? Mr. Bachand – Correct; the trains were in standby, not in shutdown. Mr. Palimeri – There were a lot of people that were upset and rightfully so. The way that the system is designed is that it doesn't send out an alarm for every single event. We have corrected this situation for the future by putting in a separate alarm control. When installed, it will send an alarm at a specified level on the clear tank. This will let us react before it gets to the level we had last week.

Tara Stone, 10 Lakenham Drive –

We have had three issues since switching back to Carver water. I still have brown stained water, my appliances (toilets, tubs, sinks) are all stained, again. When I attended last month's meeting, you knew but did not let it be known about the Manganese levels. I did get an email, which not everyone gets. We were on Middleboro for a year without issue. When I called SWSS last week; whoever I spoke to had no idea there was an issue. Mr. Bachand – That is correct due to no alarm. Ms. Stone – Are the membranes failing already? Mr. Bachand – No. The water comes in, you have to add chemical to for the membrane to take it out. You can't put in too much chemical or too little chemical in; it needs to be dialed in. Ms. Stone – I understand. Mr. Palimeri – Where fault lies is that the lab was to slow which slowed us on adjusting the chemicals; this has been corrected. Ms. Stone – I feel there should be a regular update to everyone. I am not an expert, but I've read that this is harmful to people (infants and toddlers). How many people and children are going to these restaurants and drinking this water? Why isn't this stated on their doors, why no notices? Ms. Blanchard – The public notice that was issued stated that the manganese levels were above the health advisory level. That public notice stays in place until the levels come back down. The public notice is posted on the Town website. This stays in effect until it is below .3 health advisory level. Ms. Stone – What about the businesses? Mr. Bachand – Each individual business is responsible for posting that. Mr. Palimeri – The Board of Health went out and notified all the restaurants and daycare centers in the Town. Ms. Stone - I feel like nothing is going to change until the business owners make some noise. I am just one resident. Where are the other 112 customers? I keep hearing "The town isn't going to do anything" so they don't bother. Several of us have spoken to the DEP and they told us that whenever the water goes down, or a notice, the residents should call the DEP. They did not have a record of the July 3 incident. Mr. Palimeri – I believe they did. I understand; I am also a water customer; I am here tonight as a member of this Board. Mr. Palimeri – The issue on Monday, Eric and I arrived before SWSS, but we were local; they arrived promptly after. DEP was notified right away. When a citizen or myself calls DEP, you don't know who you are going to speak to. Ms. Stone – The question is, Who can help fix all of these issues? The DEP is saying it's on the water commissioner. Mr. Palimeri – It is. We are now trying to get ARPR funds to help repay the debt to Middleboro and to have a water meter installed between Middleboro and Carver. I am getting pushback from the Selectboard, who feel that the NCWD has money for this. The things that would begin to solve these issues are 1) A series of booster pumps out on the street or 2) A water tower. The money that the NCWD has available will get used just to do an engineering study. The Town has turned their back on this.

Ms. Stone – What can we do? Mr. Palimeri - Customers need to go before the Selectboard and demand help. We have about 100 residential customers with approximately 4-5 per household; that is roughly 500 people in Town that are affected, where are they? Ms. Stone – We have been buying bottled water due to our water quality. I am back to scrubbing the toilet every other day. Mr. Palimeri – Every time a change happens it will happen again. You start moving sediment through the system again. Last week's issue probably started it back up again. Mr. Bachand – If the system put out enough pressure it would only be an issue for 30 minutes. Especially your road; you are at the end of the line and you are a dead-end. If we could open up a hydrant and clean it out, you would only notice it for 30 minutes and the issue would be gone. The existing system doesn't have that kind of pressure. Mr. Palimeri – That brings us back to booster pumps and/or a water tower. Ms. Stone – I am on Town water because my water was contaminated. The Town is failing us! Mr. Palimeri - Virtually every residential customer is due to contaminated wells from landfills. Middleboro was our water department until about 2010. The RDA stepped in and created the NCWD. When we look to the Town for help and they aren't willing and say it is the districts problem; it's frustrating. Our rates are high, with low pressure. Ms. Stone – Yes, and we can't cook with it or drink it. Mr. Palimeri – We will continue to address issues as they arise. Come next year, at Town Meeting, I will be asking for every bit of money we have in reserve and then start the process of moving forward with looking into a water tower, booster pump(s) or something that can help. Ms. Stone – You need a backup plan; people in this Town are mostly well water and will not want to come up with money on that. I will be happy to help and bring this issue up. Mr. Palimeri – Some of the Town employees say we should just hook back up to Middleboro. We can't do that, there are too many issues with that. Now we are dealing with the meter situation with Middleboro; this will help with being accurate on how much water the Town of Carver uses, should we need them again. Ms. Stone – We understand that problems happen; but we went a whole year without issue and now have many issues again. There have been some improvements; everyone knows who to call now. Mr. Palimeri – Use the numbers you received in the letter; do not use what comes up when you google the NCWD. Also, a lot of emails are not opened. If you are really concerned about your water, you need to open your emails. Ms. Stone – When the bills go out, there should be stuffers in there with numbers and status updates. Mr. Palimeri – Yes, we are going to do that on the next mailing. As soon as we are below that .3 level, we will send out a customer wide email. At that point, the public notice will end. Ms. Stone – How harmful are these levels? A gallon of water a day? Ms. Blanchard – The EPA has to issue health advisory limits for these secondary contaminants. They are unregulated by the state of Massachusetts, but the EPA does have suggested numbers. Some studies have been done that show negative effects. One of the posts that went out gave an age range. Children under the age of 1 year shouldn't be drinking this water for more than 10 days. It could have neurological effects. As there are insufficient studies, It is still unregulated contaminant by the state. Ms. Stone – So we just shouldn't drink the water? Ms. Blanchard – Yes, it is suggested that you not drink the water and to talk to your health care provider to discuss what the danger is to you, with your specific health concerns. Ms. Stone – We paid for water during the time we received Middleboro water; shouldn't that go toward the bill? Mr. Palimeri – No, we had to pay all our other bills, utilities, membranes, etc. It was never really discussed how the water usage was going to be paid. The only thing we knew was the rate (1.5 X's the Middleboro resident rate).

– Review DEP Sanitary Survey -

Ms. Blanchard – The DEP conducted this survey of the facility. They look at the plant and how it functions; how the wells are protected, the history of the plant, how the materials coming out

of the ground are managed. Overall, they are happy. The report is one of the shorter ones I have seen.

- They are making the NCWD conduct an Emergency response training, with key personnel in Town. This is already something the district is familiar with doing as it has already happened, it just needs to be formalized.
- Cybersecurity is also a focus. The EPA has a program that they will conduct an assessment for free. They will be doing ours on 8/22/23, SWSS will be on site. They will assess any risks and provide recommendations.
- Table C items – Recommendations, not mandates
 - Leak detection survey
 - Develop a hydrant maintenance program
 - Professional storage tank inspection and cleaning once every 5-10 years.
 - A few clerical things on reports
 - Computer system update – Currently running on Windows 10 and will need to be upgraded
 - DEP would like quarterly updates on the Middleboro/Carver meter
 - Screening over outside vents
 - Testing the emergency eye wash station
 - Annual master meter calibration – Mr. Palimeri – During Middleboro negotiations, I noticed historically we have been about 40k per day; the meter is telling us 26K. There is a huge difference in calculations. Ms. Blanchard – Which meter? Mr. Palimeri – What is the report that goes to DEP annually that talks about water usage? Ms. Blanchard – ASR, Annual Statistical Report. Mr. Palimeri - That is the information I used to come up with my number to Middleboro. Some device is reading the water usage incorrectly. Ms. Blanchard – We can facilitate calibration of the master meter. Mr. Palimeri – Yes, we can repair or replace it.

Ms. Blanchard –

- The more email addresses I can get will help with the public notification(s) and ensure that the most people are getting the information.
- Maybe we can clarify with the customers on who to talk to for what issue (water quality, reimbursement for bottled water, etc.)
- Can you remove Mike Woollums name from the website?

Bills Payable:

*Motion to pay the bills in Batch #1, in the amount of \$ 6,250.00: Mr. Mueller
Second: Mr. Shannon*

Discussion: Contractual monthly fee from SWSS for the NCWD

Approved: Unanimous (3-0)

*Motion to pay the bills in Batch #2, in the amount of \$6,693.10: Mr. Mueller
Second: Mr. Shannon*

Discussion: Phone, electric, office help. Per Kim Blanchard, Analytical bills will be paid by SWSS

Approved: Unanimous (3-0)

DISCUSSION

- Discussion on Credits/reimbursement to customers due to plant start up, June 1, 2023

Mr. Palimeri – People have been reaching out to SWSS about reimburse for bottled water and other costs since we came back online. Mr. Mueller – I am fine with that as long as receipts are provided. Mr. Palimeri – As a customer, I agree with filters and bottled water; but I feel like something else should be done. Mr. Mueller – We do have to look at something, as a Board, to take a little burden off the homeowners. Mr. Palimeri – I would recommend giving a credit for the quarter or a percentage on the next billing cycle. Mr. Mueller – Yes, the quarter. Let's talk with Sue Moquin before the next meeting. Mr. Palimeri – Sue won't have the usage numbers. Mr. Mueller – We can just get rough estimate on what the quarterly revenue generation from the meters is, before the next meeting. Mr. Palimeri – that we can do. Amanda gave me some numbers; there was supposed to be something on expected revenue in our packet. Mr. Mueller – We will get numbers before our next meeting.

Email to Jill re: reimbursement. 32 Santana Way, customer provided receipts

*Motion to reimburse Nicole Furcinitti, 32 Santana Way in the amount of \$107.58: Mr. Mueller
Second: Mr. Shannon
Approved: Unanimous (3-0)*

Minutes: July 10, 2023:

*Motion to approve the minutes of July 10, 2023 as written: Mr. Mueller
Second: Mr. Shannon*

Discussion:

Approved: Unanimous (3-0)

Correspondence:

Mr. Palimeri -

- Emails, phone calls, texts and emails about water issues.
- A Homeowner reached out on prices for whole house filtration system or hooking up to the NCWD; they have chosen the whole house filtration.

Public Comments –

All statements made during the Citizen's Participation Public Comment Period should be kept to a maximum of five minutes per person

Board Members Comments:

- Mr. Mueller – Good meeting tonight.
- Mr. Palimeri –
 - I was at a meeting with Route 44 Development. I did let them know that as things are today, we do not have a way of providing water for fire suppression.
 - I will be attending the Selectboard meeting tomorrow re: ARPR funds.
- Mr. Shannon - I apologize, I will not be able to finish out my term with this Board as I will be moving. My last day in Carver will be 9/15/23.

Topics not reasonably anticipated by the Chairman, 48-hours in advance of the posting of this agenda:

Nothing tonight

Next Meeting:

- Our next meeting will be held on September 11, 2023 at 5:00 PM.

Adjournment:

*Motion to adjourn was made at 6:15 PM: Mr. Palimeri
Second: Mr. Mueller
Approved: Unanimous (3-0)*