



TOWN OF RANDOLPH
INC. 1793

TOWN OF RANDOLPH DEPARTMENT OF PUBLIC WORKS

41 South Main Street • Randolph, MA 02368
Telephone (781) 961-0940 • Fax (781) 961-0945

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER Regulatory Requirements Not Met for Randolph-Holbrook Water Board, PWS ID 4244001

Effective June 26, 2023, the Randolph-Holbrook Water Board (the Board) entered into an Administrative Consent Order with Penalty (ACOP) with the Massachusetts Department of Environmental Protection. The ACOP addressed the Board's failure to adhere to certain regulatory requirements at the Randolph-Holbrook Water Treatment Plant (Plant) at certain times in 2020 and 2021. Specifically, from January 15, 2020 through January 4, 2021, the Plant was periodically operated by a drinking water operator whose license to operate the plant had expired. Additionally, from November 12, 2020 until March 12, 2021, individual filter turbidimeters were not operational at the Plant. The Plant was equipped with a "combined" filter turbidimeter, but the regulations also require each individual filter to be monitored for turbidity. Even though these were not emergencies, as our customers, you have a right to know what happened and what we did to correct these situations.

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. From November, 2020 into March, 2021 we did not monitor individual filters for turbidity, although the combined filter turbidity was monitored and no problems were indicated by the monitoring results.

Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease causing organisms. These organisms include bacteria, viruses, and parasites, which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. Since the combined turbidity remained within acceptable levels, there is no indication that there was a problem with the water quality.

What should I do?

There is nothing you need to do at this time.

What is being done?

New individual filter turbidimeters were installed on March 12, 2021. Management has taken the following steps to ensure the plant is staffed by properly licensed operators: An Interim Plant Manager has been hired who will ensure that a licensed operator is assigned to all shifts.

For more information, please contact Paul Scott, Interim Randolph DPW Superintendent at 781-607-4721 or Town Hall, 41 South Main Street, Randolph, MA 02368 or Keith Natasia, Holbrook DPW Superintendent at 781-767-1800 or by Mail at 50 North Franklin Street, Holbrook, MA 02343

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by Randolph-Holbrook Water Board. PWS ID#: 4244001

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