



TOWN OF HANOVER  
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*Joe Colangelo*  
*Town Manager*

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### Hanover Water Quality Information

Public water supplies nationwide are heavily regulated under the Federal Safe Drinking Water Act to ensure that the water that flows from the customer's tap is free of harmful contaminants and safe to drink. The federal regulations are administered nationally by the Environment Protection Agency and in Massachusetts by the Mass Department of Environmental Protection (MassDEP). MassDEP regularly reviews the operations of local water suppliers to ensure compliance with the regulations. For more information about these programs, the Town recommends visiting the EPA website at <https://www.epa.gov/ground-water-and-drinking-water>

The Town of Hanover strives to deliver the highest quality of water possible to its residents and businesses every day. Raw well water is high in naturally occurring iron, manganese, turbidity, color, and sometimes bacteria and, therefore, is treated in one of Hanover's three water treatment plants to remove these contaminants before the water is pumped to the customers' homes.

Hanover DPW personnel perform thousands of tests per year to optimize treatment processes and ensure the plants are functioning at the highest possible level. In addition, personnel submit samples on a regular basis to third party testing laboratories to ensure that the Town's water meets Federal and State standards. The results of all tests are regularly reviewed by plant operators and senior DPW managers. In-house test results are regularly posted on the Hanover DPW's Open Data Project webpage (<http://www.hanoverdpw.org/DPWopendata.shtml>)

In addition to full treatment and regular testing, the DPW performs system flushing of the water distribution system in the spring and fall to help control sediments that build up over time and which are usually the cause of discolored water, especially in late summer and early spring, or after a fire or water break. Periodic system flushing is a best management practice employment by water systems nationwide to control these sediments and minimize customer complaints.

When complaints do occur, the DPW follows up on these complaints to better understand and correct the cause. The Town encourages residents to notify us when water is discolored as it is often the only indication that additional system flushing is needed.

Concerns can be communicated via telephone (781-826-3189) or via email ([water@hanoverdpw.org](mailto:water@hanoverdpw.org)).

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