



## 2017 REPORT OF THE WATER COMMISSIONERS

To the Water Users and Citizens of the Town of Dunstable, this is the 2017 Annual Report for the Dunstable Water Department (DWD).

The Board would like to remind residents that you could learn more about the Water Department through our website at [www.dunstable-ma.gov](http://www.dunstable-ma.gov). In addition to our Rules and Regulations, forms, upcoming agendas and meeting minutes, there are additional links that should answer your questions and guide you in better understanding our system.

The Water Department would like to thank David Tully Jr. for his continued support in 2017. David works 6 ½ hours per week for the Water Department.

Service was performed on our system, backflow preventers were tested and hydrants were flushed; all of which are part of our yearly maintenance program.

The Department would like to thank former member Mark Cullen for his service to the Town. Mark resigned from the Board in November of 2017.

Karl Huber is the Water Board's representative on the Master Plan Committee. The Committee has been working on updating the 1999 Master Plan for the Town of Dunstable.

A leak detection completed on our entire system in October revealed no leaks.

The Department of Environmental Protection conducted a Sanitary Survey of our system in 2017. DEP comes to Dunstable every three years to evaluate our procedures, check the system, and review paperwork. The Water Board is working on correcting two items mentioned in the report; updating the staffing plan for contract operations and submitting a plan with a timeframe for replacing or repairing the leaking and corroded hydro-pneumatic tanks.

The Board along with the Town Administrator, the Department of Environmental Protection and the engineering firm Wright-Pierce have been working diligently to resolve the issue of replacing the aging hydro-pneumatic tanks, rehabilitating well #1 and replacing some water mains.

The roof on the hydropneumatic station was repaired in the fall.

The Dunstable Water Department would like to remind residents on **Town Water** of our policy on delinquent accounts. The Rules and Regulations state, "Water may be shut off for non-payment of bills or disregard of rules." Invoices w/interest are mailed monthly to late accounts. Each spring, three "Shut off Notices" are sent (by mail, by certified mail and hand delivered by the Constable) to inform residents that their water may be shut off in May/June.

Any water customer that would like to be notified when the department experiences an interruption in service, emergency or important notifications are urged to send their e-mail address to: [CMann@dunstable-ma.gov](mailto:CMann@dunstable-ma.gov)

Questions? Please feel free to contact us at 978-649-4514 x230. Our office hours are: Monday 1pm-6:00pm, Tuesday & Thursday 8:00am-3:00pm, Wednesday 12-5. The Water Board generally meets the 4<sup>th</sup> Tuesday of the month. The public is invited. Thank you for your continued support.

Respectfully,

Karl Huber - Chairman  
David Tully Jr.

Scott Wilkins – Commissioner  
Cheryl Mann – Secretary

David Hardman – Associate Member