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We would like to address the recent concerns regarding brown water complaints that have been reported. The discoloration you are experiencing is primarily due to the naturally occurring minerals, iron and manganese, found in our groundwater supply.

Please be assured that we are actively working to improve our water quality. Plans are underway to construct new treatment facilities for iron and manganese, in conjunction with our efforts to address PFAS contamination, similar to the successful initiative implemented at our East Street wells. Currently, we are in the pilot study and design phase of this project. As part of the pilot study, we have been conducting continuous operations at our Worcester Street well to gather accurate data necessary for the design of the new facilities.

Once the design is complete, the project will enter the bidding and approval process with the Massachusetts Department of Environmental Protection (DEP). We anticipate that construction may begin in late 2025, although a definitive timeline will only be determined once construction commences.

In the meantime, we will continue to perform hydrant flushing when feasible and will limit reliance on the Worcester Street well. However, given the temporary offline status of the Trinity Avenue well due to similar issues, we must utilize our remaining water sources to meet the increased demand during the summer months.

We appreciate your patience and understanding as we work diligently to enhance the quality of our water supply. Should you have any further questions or require additional information, please do not hesitate to contact us.

The Grafton Water District