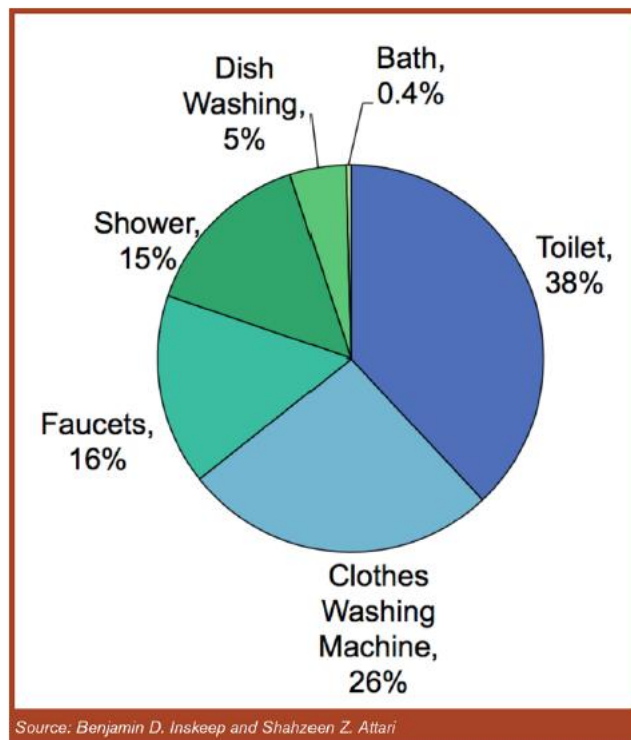




*DPW Director - Doug Small  
General Foreman - Roy Correia*

*Tel. (508)881-0120*

We all use water in many ways that include drinking, bathing, washing and watering our lawns, but water is a limited resource. That is why it is important that we all find ways to conserve water every day. The graph below is from 2014 National data.



## Mission Statement

The Ashland Water Department is charged, with maintaining and providing safe, high quality, uninterrupted water at a reasonable pressure, to meet the health and fire protection needs of the town. The Department must provide this service while meeting various state and federal requirements.

The day to day operations of the water department consist of water main repairs, inspection or repair of hydrants, hydrant flushing, leak detection, water meter installation, water & sewer mark outs, and water station maintenance.

## OUTDOOR WATER CONSERVATION

### Timing is critical.

The best time to water your lawn is early morning (4-6 am). Watering mid-day will result in a high rate of evaporation and sun-burnt grass, and will leave grass vulnerable to disease from mildew and fungus.

### Giving your lawn a rest.

- If your lawn "fades," don't panic. Grass naturally becomes dormant during hot, dry periods. It will revive quickly after a steady rainfall or in cooler weather.
- One inch of water per week (rain plus watering) should be plenty. Never water when it's windy, rainy or very hot. **After heavy rains you may not need to water for 10-14 days.**
- Raise the mower blade level to 2-3 inches or more. Longer grass retains more moisture because it shades the roots. It also encourages deeper rooting, requires less fertilizer and competes better against weeds.
- Never water faster than the soil can absorb it. Avoid puddling and runoff.
- Be sure your hose has a shut-off nozzle. A hose without a nozzle can waste **10 gallons or more per minute!**
- Don't fertilize in the summer. New growth requires more water. Apply in early spring and/or fall.
- Aerating your soil in the spring and fall helps to aid water absorption and retention.
- The best time to plant a new lawn is early spring and early fall.

## Tips for Saving Water Outdoors

From the Massachusetts Drought Management Task Force, the Executive Office of Environmental Affairs, and the Massachusetts Emergency Management Agency

### **Outdoor Water Use**

*Abide by local water use restrictions:*

Local water suppliers know the limits of their system and will enact voluntary or mandatory restrictions accordingly. Always follow the advice or restrictions provided by your local water supplier.

*Stop watering your lawn during drought conditions:*

Most lawns can survive extended dry periods without watering - they will turn brown, but will revive once the rain returns.

*If you water your lawn, water only as needed:*

Frequent light watering can actually weaken your lawn by encouraging shallow roots that are less tolerant of dry periods. Water your lawn only as needed, generally no more than once or twice a week. A good test is to walk across the lawn. If the grass springs back up, it does not need to be watered.

*Timing is critical for lawn watering:*

The best time to water your lawn is early morning (4 to 6 AM). Avoid watering at mid-day to prevent high evaporation and sun-burned grass.

*Use shut-off nozzles on hoses and automatic shut-off devices on irrigation systems:*

Unattended hoses can use 10 gallons or more per minute. Use shut-off nozzles to save water. Also, if you have an in-ground irrigation system, use a rain shut-off device that prevents the system from operating during rainstorms.

*Capture and reuse rainwater:*

Use cisterns or rain barrels to capture rainwater from downspouts for use in your yard. A lid, mesh fabric or several drops of baby oil on the surface will prevent mosquitoes from breeding.

*Keep your blades sharp and high:*

Keep your mower blades sharp to prevent tearing of grass and raise your lawn mower's blade to 2 1/2". Longer grass provides shade for the roots and helps reduce water loss.

*Use plants that need less water:*

There are many varieties of low water use plants that can withstand dry summers and that actually thrive in drier soil.

*Plan and design your garden for efficient outdoor watering:*

Be aware of the various shade and moistures zones in your yard and plan your gardens and plantings accordingly.

*Mulch to keep roots cool and moist:*

Mulch can serve as a ground cover that reduces water evaporation from the soil while reducing the number of weeds that compete for soil moisture.

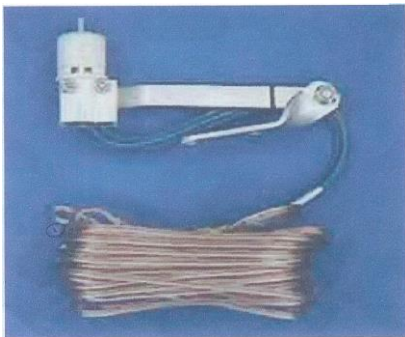
## Automatic sprinklers

- Automatic sprinkler systems often use 20-30% more water than hand-held hose watering.

### **Features to look for when selecting an automatic sprinkler system.**

- At least 3 independent programs to allow for watering different parts of the yard on different days.
- Run times from 1 to 30 minutes.
- Odd, even, weekly and interval program capability. Rain sensor shut-off device capability.

### **What is a rain sensor?**



A rain sensor is a device or switch that overrides the automatic irrigation system when rainfall occurs. The sensor shuts off a system if it is operating during a rain shower, or is scheduled to run the following day and it has recently rained. It will also return the system to its regular operation during normal weather conditions. This logical "don't water when it's raining" device can save from 25-40 percent in outdoor water use and reduce your water bills. If you have an automatic irrigation system without a sensor. You may install the sensor yourself or have a certified irrigation contractor install it. Per the Town water – by law, on or before July 1, 2016 all irrigation systems shall be equipped with rain gauges and programmable timers set to operate the irrigation system within the hours allowed under the water use restrictions. On or before July 1, 2017 all irrigation systems shall have a separate meter and black flow device.

## Low water-use plants

There are many varieties of low water-use plants that can not only withstand dry summers, but actually thrive in drier soil. Remember: all newly planted trees, shrubs, and flowers initially need water to get established. But once established drought tolerant plantings can survive without extra watering.

### Trees

Amur Maple, Austrian Pine, Japanese Black Pine, Cornelian Cherry, London Plane, and White Oak.

## Shrubs

Broom, Flowering Quince, Junipers, Cinquefoil, Butterfly Bush, Rose-of-Sharon, Winterberry, and Mugo Pine (dwarf).

## Ground Cover

Bearberry, Creeping Lilly-turf, Violets, and Snow-in-Summer.

## Perennials

New England Aster, Common Blanketflower, Moonbeam, Purple Coneflower, Lavender, Sedum (Acre, Red Carpet, Ruby Glow, Stoliniferum, Spectabile), Daylily, Yarrow, "The Pearl", and 'Summer Pastels'.

## Annuals/ Biennials

Cosmos, Gazania, Marigold, Portulaca, Strawflower, and SweetWilliam.

## Indoor Water Saving Tips

- Indoor water savings can lower water and wastewater (sewer) costs
- Wash only full loads of laundry in your washing machine or full loads of dishes in your dishwasher.
- Turn the water off. Minimize faucet use when shaving, brushing teeth and washing dishes. Replace older bathroom faucet nozzles (aerators) with new ones that are rated at 1.5 gallons per minute, or less.
- Shorten your shower by one minute. Cut back on your shower time and you will rack up big savings in water and energy. If you really want to try and save water, limit your shower time to five minutes or less. Also, install a water-saving showerhead that uses 2.5 gallons per minute.
- Avoid flushing the toilet unnecessarily. Dispose of tissues and other similar waste in the trash rather than the toilet.
- Take showers instead of baths. A bathtub holds up to 50 gallons of water- much more than a normal shower would use. (A typical shower uses less than 20 gallons.)
- Don't pre-rinse dishes. Check to see if your dishwasher can clean dishes without pre-rinsing them. Most new dishwashers don't require pre-rinsing.
- Reuse clean household water. Collect all the water that is wasted while waiting for the hot water to reach your faucet or showerhead. Use this to water your houseplants or outdoor planters.

- Store a pitcher of water in your refrigerator instead of letting the tap run while you wait for cool water to flow.

## Did you know??

Dripping, trickling or oozing faucets can waste several hundred gallons of water a week, depending on the size of the drip. Worn-out washers are the main cause of these leaks.

### Leaks waste a lot of water!

A single dripping faucet can waste 75-100 gallons of water per week, depending on the rate of flow.

A slow, steady drip waste 75 gallons per week

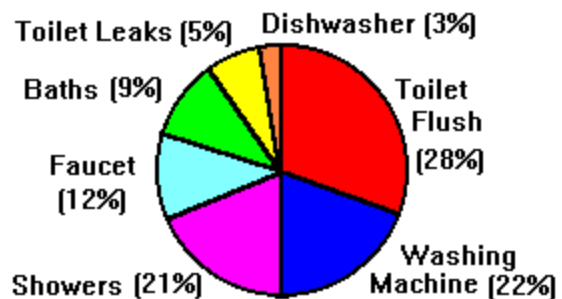
A fast drip wastes 200 gallons per week

A steady stream wastes 1,000 gallons per week.



Typical Household water use.

### Percent Water Consumption



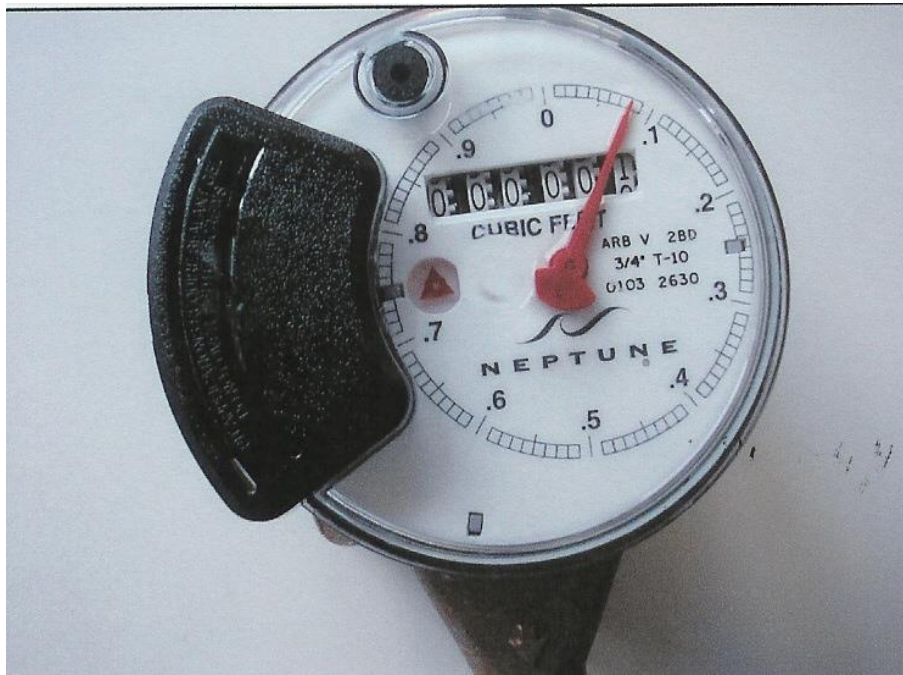
## Water Meter Leak Detection

### Method 1

Turn off all water taps inside and outside your home. Record the meter reading and return in two to three hours to check for movement. If the meter reading has changed, you may have a leak.

### Method 2

your meters have a small **red triangle** on the meter face, designed to detect even small leaks. If this red triangle is moving when you have all water off inside and outside your home, you may have a leak.



### Method 3

Turn off all the water taps inside and outside your home. Aim flashlight at the flash light icon and the meter will turn on. Look for any movement in the digits while the water is turned off.



Common sources of leaks are a toilet that is running, a constant drip in a sink or outdoor faucet, a loose or dripping washer connection, a home water treatment unit, an evaporative cooler unit, or a sprinkler system.

### **Shutting off Water at Your Meter**

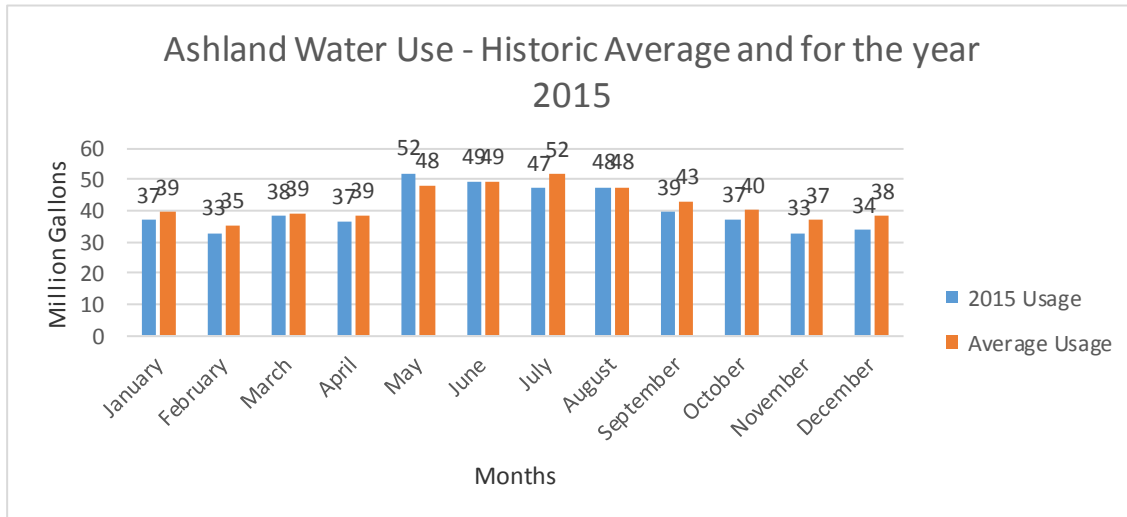
If you need to shut off the supply of water to your house (to repair a leak, etc.) there is usually a shutoff valve right at the water meter. The water meter shutoff valve typically looks like a brass handle located on the pipe connected to the water meter. Often this handle will have an arrow stamped into the top indicating the direction of flow. To shut off the water supply, turn the handle 90 degrees. You can check to make sure that the water is off by operating a faucet or hose bib. To restore the water supply to your home, simply turn the handle back to the position you found it.





## Water Meter Shutoff valve

Your water meter can usually be found in the cellar or basement, or somewhere near your other utilities



Outdoor water uses increase water consumption during spring and summer by 40-50 percent. Landscape watering and car washing are the two main outdoor water uses responsible for creating this demand for water. This increase in demand for water comes at a time of year when there is less water naturally available in the environment due to warmer temperatures and plant uptake.

## Water Saver kits

Free water saver kits are available to all Ashland residents while supplies last. You can pick them up at the Ashland Department of Public works 20 Ponderosa Rd. Please fill out the form below to request a Water saver kit.

**Kits Include:**

2 toilet leak detector tablets.



1 Low flow shower head

1 low flow kitchen aerator



low flow bathroom sink aerator



1 toilet flapper kit



MASSACHUSETTS WATER RESOURCES AUTHORITY  
**Water Conservation Fixture & Literature  
Request Form**

**INSTRUCTIONS:** Free water conservation fixture kits and educational information brochures are available for residents, municipalities, housing authorities, housing managers, environmental groups, etc. located within the MWRA service area. To see if your city/town is located within the MWRA service area, check the list of communities below/on reverse side. For more information: [mwra.com](http://mwra.com)

**Print this form, fill it out, and return to MWRA:**

BY FAX: Attention Elaine Donahue, Project Manager – Fax Number 617-788-4888

By US Postal Mail: Elaine Donahue, Project Manager, MWRA  
Charlestown Navy Yard  
100 First Avenue  
Boston, MA 02129

By SCAN and E-Mail to: [elaine.donahue@mwra.com](mailto:elaine.donahue@mwra.com)

**FOR INDIVIDUAL CUSTOMERS, HOMEOWNERS, & PRIVATE HOUSING MANAGERS**

Requester's Name: \_\_\_\_\_ Daytime Phone #: \_\_\_\_\_

Street Address: \_\_\_\_\_ City/Town & Zip Code: \_\_\_\_\_

Installation Property Address:  same as above; if different: \_\_\_\_\_

Number of Living Units/Apartments: \_\_\_\_\_

How Many? Bathrooms: \_\_\_\_\_ Toilets: \_\_\_\_\_ Showers: \_\_\_\_\_ Kitchens: \_\_\_\_\_

How did you learn about free MWRA water conservation materials?

Local water department;  Water bill insert;  MWRA staff

Media: (television, newspaper, newsletter, etc.);  Other, please specify: \_\_\_\_\_

**SIGNATURE (required):** I certify that the above information is true. I will install the fixtures provided in a timely manner. I give the MWRA permission to verify that the fixtures have been installed.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**FOR COMMUNITIES, HOUSING AUTHORITIES, OR ENVIRONMENTAL GROUPS**

Community/Group Name: \_\_\_\_\_

Requester/Contact Person Name: \_\_\_\_\_ Daytime Phone #: \_\_\_\_\_

Address: \_\_\_\_\_

Quantity of **Indoor** Water Conservation Educational Brochures (Bill Insert Sized): \_\_\_\_\_

Quantity of **Outdoor** Water Conservation Educational Brochures (Bill Insert Sized): \_\_\_\_\_

Quantity of **Water Conservation Kits** (50 maximum per order): \_\_\_\_\_

Water Conservation Kits consist of: Low Flow Showerhead (2.0 gpm or less)  
Bathroom Faucet Aerator (1.5 gpm)  
Kitchen Faucet Aerator (1.5 gpm)  
Installation Instructions & Dye Tablets (to detect toilet leaks)

# FAQ (Frequently Asked Questions):

**Q:** Why is my water brown?

**A:** Your water is brown due to tiny rust particles made of iron. Under normal conditions, these particles lie undisturbed on the bottom of the pipes. When a disturbance occurs such as a water pipe break, it causes the water in the pipes to flow much faster than normal, which in turn, causes rust particles to be picked up off the bottom of the pipe and carried into the water. This can happen due to a broken water main, a fire in the neighborhood, or anything that causes the water in the pipes to move faster.

**Q:** Why does the water look milky?

**A:** The most probable cause of milky water is air in the water lines. This may be caused by water main repair, low pressure, temperature changes, or overheating of water in the hot water heater.

This concern can be resolved by either the customer flushing their water lines (faucets) if the problem persists call the water department.

**Q:** I see water bubbling on the surface of the street. Who should I contact?

**A:** Please contact the Water Department at 508-532-7964 or email at [rcorreia@ashlandmass.com](mailto:rcorreia@ashlandmass.com). After hours call Ashland Police Department Business line 508-881-1212.

**Q:** Why has my water pressure dropped?

**A:** If you notice lower than normal water pressure, please contact the Water Department at 508-532-7964 or email at [rcorreia@ashlandmass.com](mailto:rcorreia@ashlandmass.com). After hours call Ashland Police Department Business line 508-881-1212.

**Q:** I'm moving / selling my home, what do I need to do?

**A:** Before you move you need to call the water billing at 508-532-7952 or email at [cyancey@ashlandmass.com](mailto:cyancey@ashlandmass.com) in order to set up a final water reading appointment. The final water bills need to be paid at the Collector's office at 101 Main Street, Ashland, MA. Please note that only cash and bank checks are accepted.

**Q:** How often do I get billed for water and sewer?

**A:** Four times a year. Every quarter.

**Q:** Why is my water bill higher than normal?

**A:** You may have a leaky faucet or toilet. If you can't find a leak you can call the Water Department for a free water leak survey.

**Q:** I'm planting a tree, installing a fence, or digging on my property. Do I need to call the Water Department?

**A:** Yes, so we can mark the locations of your water & sewer services. You must also call **Dig Safe 1-888-344-7233** before digging.  
**1-888-DIG-SAFE**

**Q:** I have a broken water pipe, where is my water shut off valve?

**A:** Most water shut off valves are located at the water meter. Most Water meter valves are located in the basement in the front part of the house. If you can't turn off your water call the Water Department.

**Q:** I am installing siding on my house. Can I remove the water reader on the house?

**A:** NO. Please call the water department to have it removed before the siding is installed and also schedule a time for the meter to be replaced when you're finished with the new siding.

**Q:** Who do I call for water/sewer bill questions?

**A:** You can contact the Water department at 508-532-7952 or email at [cyancey@ashlandmass.com](mailto:cyancey@ashlandmass.com)

**Q:** Where do I pay my water/sewer bills / clarify questions about the payment?

**A:** The water and sewer bills can be paid at the Collector's office located on the first floor of the Town hall, 101 Main Street, Ashland MA-01721. You can contact the Collector's office for method of payment at 508-881-0100, Ext 7109

**Q:** What are the current water and sewer rates?

**A:** For the year 2015-2016, the water rates that were effective starting February 2015 are:

## **ASHLAND** **WATER & SEWER RATES**

**NOTE: New Rates effective February 1, 2015**

Rates are per 100 cubic feet

<b>Service</b>	<b>Base Fee</b>	<b>1<sup>st</sup> 999</b>	<b>Next 3,000</b>	<b>Next 5,000</b>	<b>Excess over 9,000</b>
Water	\$16.00	\$2.96	\$3.38	\$5.01	\$6.21
Sewer	\$16.00	\$11.29	\$12.25	\$13.63	\$16.93
Irrigation	\$16.00	\$6.21	\$6.21	\$6.21	\$6.21

*All new meters must be inspected by Ashland Water & Sewer Department before activation.*

**Q:** What are the equivalent gallons for a cubic foot?

**A:** There are 7.48 gallons of water in a cubic foot of water. To convert gallons to hundred cubic feet, divide the total gallons by 748. To convert cubic feet to gallons, multiply the cubic feet by 748.

**Q:** How do you calculate my sewer charges?

**A:** Sewer charges are based on water usage. If you use 10 HCF of water, you will be billed for 10 HCF in sewer.

**Q:** How much do water and sewer connections cost?

**A:** Please call the DPW at 508-532-7940 OR email at [dpw@ashlandmass.com](mailto:dpw@ashlandmass.com) for current connection costs and permit rates or email

**Q:** Who can fix my water meter?

**A:** Meters are maintained by the Town of Ashland for single family and multi family homes. Please call the Department of Public Works, Water Department at 508-532-7952 to schedule a repair appointment. Also ask for the Water Meter Replacement Program for more information.

**Informative Links:**

[www.mwra.com](http://www.mwra.com)

[www.newwa.org](http://www.newwa.org)

[www.awwa.org](http://www.awwa.org)

[www.nerainbarrel.com](http://www.nerainbarrel.com)

[www.state.ma.us/dep](http://www.state.ma.us/dep)