



HOUSATONIC WATER WORKS COMPANY

SINCE 1897

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Housatonic Water Works Addresses Seasonal Manganese Issue

We are committed to providing you with the highest quality water at Housatonic Water Works Company. We have recently received inquiries from customers regarding discolored water. We want to remind our valued customers that this is a seasonal issue, with the last occurrence during the summer of 2022. Climate change has affected many utilities globally, particularly in the Northeast, leading to seasonal discoloration due to manganese.

As many of our customers may already know, we have taken proactive steps to tackle this issue, including completing a successful pilot study on green sand filtration. This successful study has given us confidence in our chosen solution. We are pleased to inform you that the Massachusetts Department of Environmental Protection has approved using this technology to remove manganese from our water supply, a significant step towards resolving this issue.

In June 2023, Housatonic Water Works filed a rate case to address necessary upgrades, including implementing the green sand filtration system. We await approval from another state agency, the Department of Public Utilities, to grant a rate increase to finance these critical improvements. Installing the manganese green sand filtration system is our top priority.

“We understand that discolored water is a significant concern for our customers. Rest assured, we are working diligently to resolve this issue and enhance the quality of our water supply,” said James Mercer. “If residents are concerned about manganese in their drinking water, they should refer to housatonicwater.com for information from the Massachusetts Department of Environmental Protection.” Additionally, we want to clarify that the discoloration issue results from manganese, which differs significantly from magnesium. A local news source incorrectly reported that magnesium was the cause of the discoloration.

We sincerely thank our customers for their patience and continued support as we strive to implement these essential improvements. We understand that this issue may be concerning, and we want to assure you that we are unwavering in our commitment to resolving it.

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