



**HOUSATONIC WATER WORKS COMPANY**  
SINCE 1897

**Press Release**

**April 30, 2025**

**MassDEP, Great Barrington Board of Health, and Housatonic Water Works Launch Customer Water Quality Survey**

The Massachusetts Department of Environmental Protection (MassDEP), in cooperation with the Great Barrington Board of Health and Housatonic Water Works, is conducting a customer survey to better understand issues related to water quality in the Housatonic service area.

The [survey](#) seeks to gather data on the geographic distribution, frequency, and intensity of discoloration in the water supply and assess the effectiveness of home filtration systems currently used by some residents.

Surveys will be sent out to all customers of record for Housatonic Water Works on May 1, 2025.

The survey can be completed either online or by returning the hard copy to MassDEP—please complete only one survey per household, either electronically or on paper. A QR code will be included with the survey to make digital submission easy and convenient.

# MASSDEP Housatonic Water Works Survey

MASSDEP in cooperation with the Great Barrington Board of Health and Housatonic Water Works is conducting the following survey to better understand the geographic distribution, frequency, and intensity of manganese discoloration in the water supply. This survey is also evaluating the effectiveness of filtration systems that some residents currently have in use. This survey may be completed online at the internet address below or by using your smart phone camera to activate the survey via the QR code, also below. This survey can also be completed via paper copy and mailing it to MassDEP Data Management Group, 436 Dwight Street, Springfield, Massachusetts 01103. Please only complete one survey (either electronic or paper copy) per address.

<https://app.smartsheet.com/b/form/c98376893cfe4ebf97ee271ee992032b>

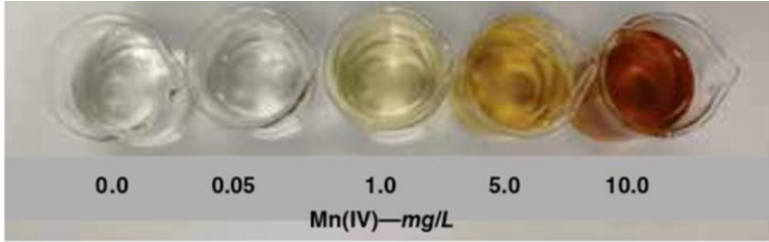


Name: \_\_\_\_\_

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

Phone Number: \_\_\_\_\_

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

1. Have you experienced discolored water at your residence located within the Housatonic Water Works service area?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Are you currently experiencing discolored water?	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. Have you experienced discolored water in the last year?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>4. Please rate the discoloration from 1 to 5 with 1 being no discoloration, 2 being slightly discolored and 5 being deeply discolored.</p>  <p>Mn—manganese</p>	<p><input type="checkbox"/> 1 <input type="checkbox"/> 2</p> <p><input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5</p>

5. Does your house have a “point of use” (filter attached directly to the tap) filter for manganese?	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. If yes, is it effective?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Sometimes
7. Does your house have a whole home filter for manganese?	<input type="checkbox"/> Yes <input type="checkbox"/> No
8. If yes; is it effective?	<input type="checkbox"/> Yes <input type="checkbox"/> No

9. How many days per year do you generally experience discolored water?  0  1  
 5  6 – 10  11- 20  21 – 30  31 – 40  41-50  greater than 50
10. If you experience discolored water, during which months is the water discolored (check all that apply)?  
 January  February  March  April  May  June  July  August   
 September  October  November  December
11. If you have a water filter, when did you install the filter?  No filter present  prior to  
2018  2018  2019  2020  2021  2022  2023  2024  2025
12. If you have a water filter, what was the approximate cost of the filter unit including installation?  
 not applicable  less than \$600  \$601 - \$1000  \$1001 - \$2000  \$2001 - \$3000  \$3001 – \$4000  greater than \$4000
13. If you have a water filter, what is the routine annual cost for maintenance of the filter?  
 0 - \$100  \$101 - \$200  \$201- \$300  \$301 – 400  \$401 – \$500  greater than \$500
14. Please describe the type of filter purchased/installed (brand, model number, location purchased):\_\_\_\_\_

15. If the filter is a **cartridge** unit please identify the type of cartridge used (brand, model number): \_\_\_\_\_

16. How often do you change the filter?  
\_\_\_\_\_

17. Additional Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_