

Housatonic Water Company – Water Discoloration Monitoring and Sampling Program

Housatonic Water Company is committed to ensuring the safety and quality of our community's water supply. We have established a formal program to monitor, document, and respond to reports of water discoloration within our distribution system.

Complaint Documentation

- All water discoloration complaints will be recorded using a standardized complaint form.
 - The form will include:
 - Customer location
 - Quadrant location (based on our nine-quadrant distribution map)
 - Discoloration severity rating (1 = lowest, 5 = highest)
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Sampling Plan

- Our sampling program reflects the geographic diversity of complaints received.
 - If three or more water discoloration complaints are reported in a single quadrant, Housatonic Water Company will initiate targeted water sample collection in that section of the distribution system.
 - Sampling and laboratory analysis will be performed by an independent third-party vendor.
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Reporting of Results

- Laboratory test results will be submitted simultaneously to:
 - Massachusetts Department of Environmental Protection
 - Great Barrington Board of Health
 - Housatonic Water Works Company
- A log of all water discoloration reports throughout the system is maintained and updated weekly on our website to reflect the most recent complaints received.
- Lab testing results will also be posted .

Additional Information

To support customer understanding of service areas:

- A map of the distribution system shows the quadrant boundaries.
 - A list of streets contained within each quadrant provides detailed reference information.
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Commitment to Customers

We value transparency and public health. Customers are encouraged to report any instances of water discoloration immediately.

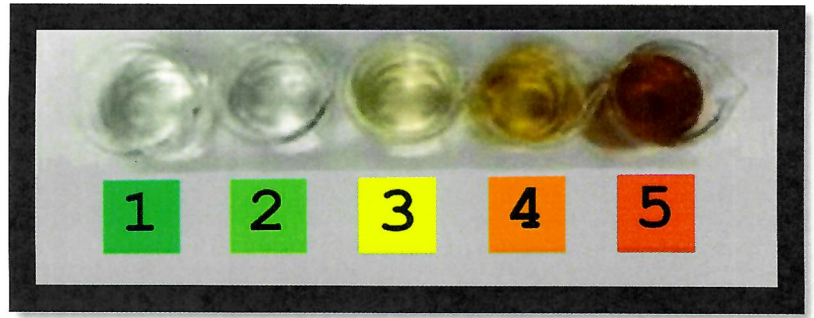
For questions or to report water discoloration, please contact:
Housatonic Water Company

413.528.1780

housatonicwater@gmail.com

Water Discoloration Log

August 1-22, 2025



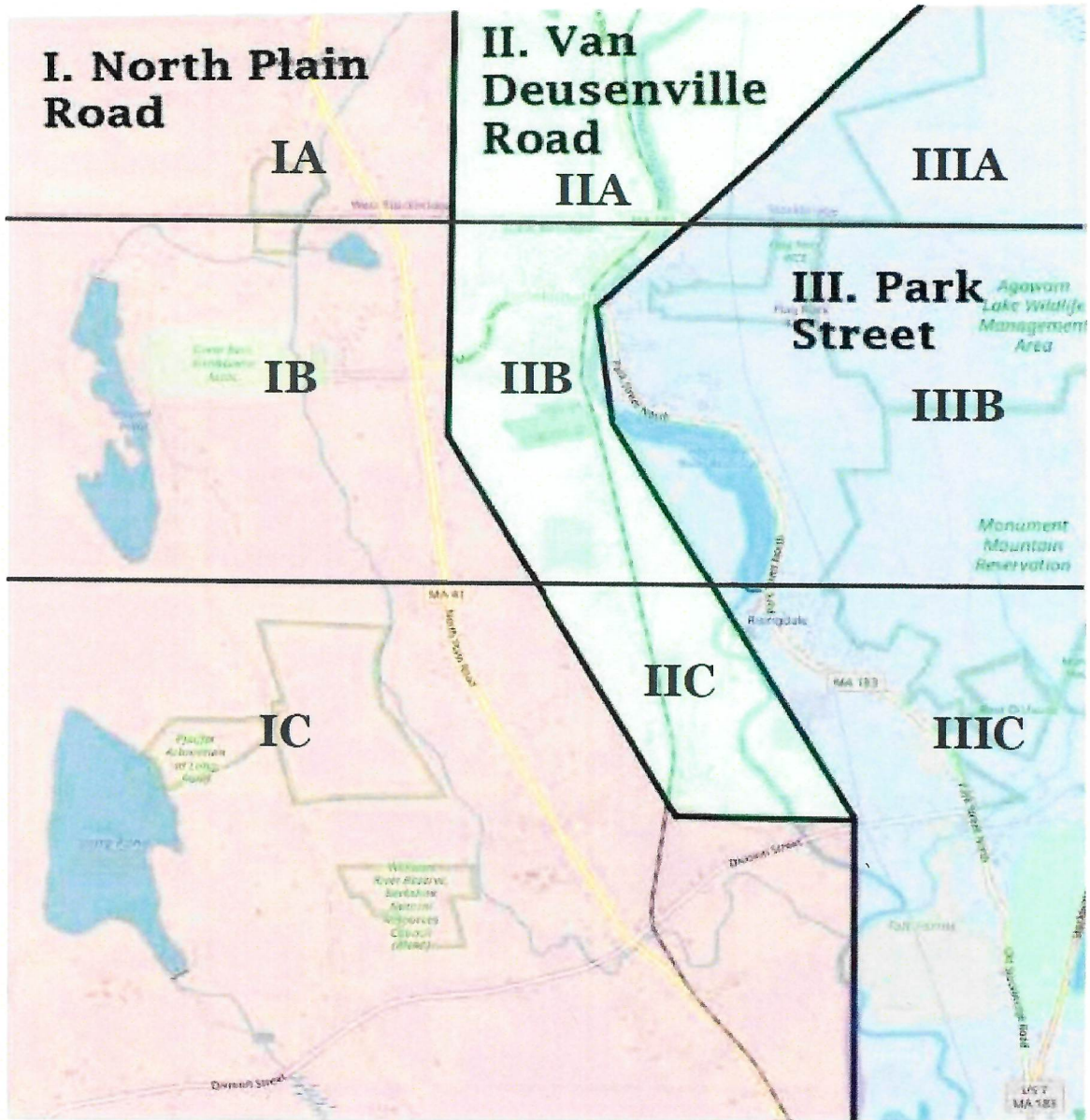
Date	Quad	Street	Color (1-5)	Test ? (Y/N)
Aug 1				
Aug 2				
Aug 3				
	IB	North Plain Road		
Aug 4				
	IB	North Plain Road		
Aug 5				
	IB	North Plain Road	5	
	IB	Main Street	2	
Aug 6				
	IB	North Plain Road	5	Y
Aug 7				
	IIB	Christian Hill Road	4	
Aug 8				
Aug 9				
Aug 10				
Aug 11				
Aug 12				
	IIB	Main Street	4	Y
	IC	Division Street		
Aug 13				

Water Discoloration Log

August 1-22, 2025

Aug 14			
Aug 15			
	1B	North Plain Road	
Aug 16			
Aug 17			
Aug 18			
Aug 19			
Aug 20			
	1B	Crimson Lane	4
Aug 21			
Aug 22			
Aug 23			
Aug 24			
Aug 25			
Aug 26			
Aug 27			
Aug 28			
Aug 29			
Aug 30			
Aug 31			

Distribution Map



I A – North Plain Road - Great Barrington Road

From #279 to #317

Including side streets:

- Long Pond Road
 - Robin Road
 - Water Street (in West Stockbridge)
-

I B – North Plain Road

From #273 to #415

Including side streets:

- Brookside Court
 - Comstock Lane
 - Crimson Lane
 - Linda Lane
 - Wyantenuck Street
-

I C – North Plain Road

From #231 to #271

#54 Division Street to #165 Division Street

Including side streets:

- Grant Lane
 - Lucky Lane
 - Wright Lane
-

II A – Van Deusenville Road- High Street

From #7 to #64

II B – Van Deusenville Road-Core of Town (1011 Main Street to 1099 Main Street)

Including side streets:

- Cottage Street
 - Depot Street
 - Fairview Street
 - Forrest Street
 - Hart Street
 - Highland Street
 - Kirk Street
 - Meadow Lane
 - Meadow Street
 - North Street
 - Oak Street
 - Pine Street
 - Pleasant Street
 - Prospect Street
 - Ryan Terrace
 - South Street
 - Front Street
-

II C – Van Deusenville Road

From #10 to #97

Including side streets:

- Nolan Drive
 - Williams Street
-

III A Park Street- Glendale Road

From #50 to #62

Including side streets:

- Apple Street
 - Housatonic Court
 - North Housatonic Court
-

III B – Park Street

From #302 to #430

Including side streets:

- Bernard Gibbons Drive
 - Chestnut Ridge
 - Cone Avenue
 - Grove Street
 - Mountain View Avenue
 - Waubeck Street
-

IIIC – Park Street

From #298 to #115

Including side streets:

- Maple Street
- Ramsdell Road
- Spruce Street
- Walnut Street

Housatonic Water Company – Water Discoloration Monitoring and Sampling Program

The Housatonic Water Company is committed to ensuring the safety and quality of our water supply. If you experience discolored water, please either call us at (413) 528-1780 or complete this intake form and email it to housatonicwater@gmail.com.



Housatonic Water Works Company Water Discoloration Intake Form

Date: _____

1. Name: _____

2. Address: _____

3. Type of Residence:

☐ Single-family ☐ Multi-family ☐ Apartment ☐ Other: _____

4. Known Plumbing:

Service Line Materials (check all that apply):

☐ Copper ☐ Plastic (PVC/PEX) ☐ Galvanized Iron ☐ Unknown

☐ Other: _____

Interior Plumbing Materials (check all that apply):

☐ Copper ☐ Plastic (PVC/PEX) ☐ Galvanized Iron ☐ Unknown

☐ Other: _____

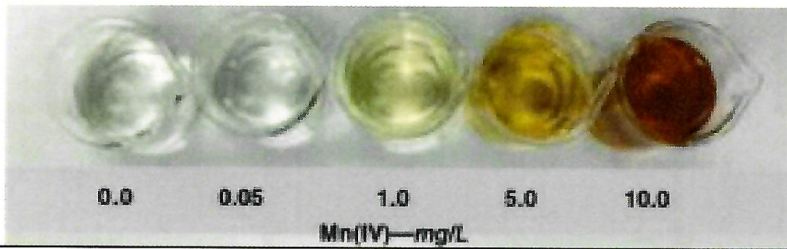
5. Frequency of Discolored Water in 2025

How often have you experienced discolored water this year?

6. Approximate Dates of Occurrence (if known):

7. Water Appearance

Please circle the photo below that most closely resembles the color of the water you observed:



Example: A: Clear B: Light Yellow C: Orange D: Brown E: Dark Brown

Additional Comments (optional):
