



PRESS RELEASE

August 6, 2025

Housatonic Water Works Launches Water Discoloration Reporting Initiative and Releases Survey Results on Water Filtration

Housatonic Water Works, in partnership with the Massachusetts Department of Environmental Protection (MassDEP) and the Great Barrington Board of Health, is launching a new initiative to better understand and address water discoloration in the Housatonic system.

Residents experiencing discolored water should report their observations by filling out a short intake form available on the company's website. The information gathered will assist the company and its partners in tracking patterns, pinpointing affected areas, and enhancing overall water quality throughout the distribution system.

"We're committed to transparency and collaboration," said James J. Mercer, treasurer of Housatonic Water Works. "By working with MassDEP and the Board of Health, we hope to get a clearer picture of the scope of the issue."

To report water discoloration, complete the intake form available at housatonicwater.com ([link to form](#)) and email the finished form to housatonicwater@gmail.com. Results will be posted on our website weekly starting the week of August 11, 2025.

Survey Results on Water Quality & Filtration Systems Now Available

In a related effort, Housatonic Water Works has announced the results of a Water Quality and Filter Effectiveness Survey conducted this spring. The survey—created and shared in partnership with MassDEP and the Great Barrington Board of Health—gathered feedback from customers about the frequency and severity of water discoloration, as well as their experiences with various home filtration systems.

A summary of those findings is now available ([click here](#)) and will be included as an insert in customers' August water bills.