



CITY OF FRAMINGHAM

DEPARTMENT OF PUBLIC WORKS | OPERATIONS

OPERATIONS CENTER
100 Western Avenue
Framingham, MA 01702

508-532-6050
water@framinghamma.gov
www.framinghamma.gov

_____ / _____ / _____

Dear Framingham Resident/Business Owner/Property Manager:

The federal government is requiring the City of Framingham to check all water service pipes for lead, before October 16, 2024. Out of over 22,000 properties, less than 200 do not have records with the City. Regrettably, we MUST perform an in-person inspection at your property to update the City's records. We apologize for the inconvenience.

The City of Framingham Department of Public Works (DPW) is collaborating with Green International and SDE Civil + Environmental Engineers (SDE) staff to examine the material of water service pipes connected to the Framingham public water system. **Please call the Framingham Water Service Inspection Appointment Line at 978-392-7462 as soon as possible to schedule a water service inspection.** Someone from our engineering team at Green International will work with you to set up a date and time for an inspection. If you do not reach someone in person, please leave a message. Our team will be back in your neighborhood during the week of:

_____ / _____ / _____ to perform inspections if we do not hear from you.

The inspection team members have passed criminal background checks conducted by the City and have the authority to enter properties for water pipe inspections on behalf of the Framingham DPW. Identification badges issued by the DPW have been provided to the team for easy identification, and they should be visible to you. The inspection should take only a few minutes to complete.

The inspector(s) may photograph your water meter and the water pipes entering and exiting the meter. They will complete an inspection report confirming details about the water service pipes, and may make a sketch of your service line and meter locations.

In the unlikely case that a water service pipe is found to be lead, the City will schedule a convenient time to replace the entire length of lead service pipe at no cost to the property owner.

Overall, the City's water is very safe. Very few properties in Framingham have water service pipes made from lead. You can view Framingham's 2023 water quality report at this link:

<https://www.mwra.com/annual/waterreport/2023results/2023results.htm>

If you have any questions about this project, please contact the Water Department at 508-532-6050.

Sincerely,

Stephanie Tarves, P.E.

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Senior Water & Wastewater Engineer – City of Framingham