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CITY OF CAMBRIDGE • EXECUTIVE DEPARTMENT

Robert W. Healy, City Manager *Richard C. Rossi, Deputy City Manager*

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August 4, 2003

To the Honorable, the City Council:

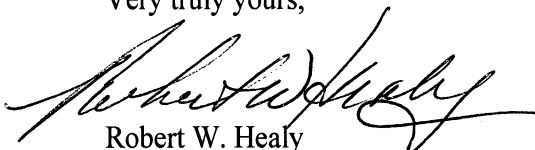
In response to Awaiting Report Item Number 03-74, regarding a report on complaints of discolored drinking water on Upland Road and on what efforts exist to notify resident about the annual flushing of hydrants by the Fire Department, please be advised of the following:

Typically each year during the months of May and June the Fire Department in cooperation with the Water Department test the Fire Hydrants for functionality. The efforts used to notify residents and businesses of the annual hydrant testing program is as follows:

- 1) Advertise in the Chronicle and Tab Newspapers prior to the start of the program. This includes a map, test schedule and phone numbers to call for daily test locations (Fire Department) and water quality complaints (Water Department).
- 2) Announcement on Cable TV. This includes the schedule and a number to call for information on the daily testing schedule (Fire Department).
- 3) Notice of the fire hydrant maintenance program in the water and sewer bills.
- 4) Fire Department notifies local residents with a "P.A. system" at 8:30 a.m. before they start in each area they will be testing. They also go beyond the test area to ensure notification. They do not start testing until after 9:00 a.m. each day.
- 5) Letters go out to laundromats before the program is started each year.

Neither the Fire nor Water Departments received any complaints about discolored water on Upland Road during the hydrant-testing program. The typical scenario, for a discolored water complaint, would be to ask about the status of the problem, it's duration and so on, then send a person to check/confirm the problem at the property and then run a fire hydrant to clear up the discolored water problem. Usually there is a stock of "red-B-gone", a stain remover that is given out to people who have had their clothes stained by rust colored water.

Very truly yours,



Robert W. Healy
City Manager

RWH/mec

5227

Consent Agenda #13

Transmitting communication from Robert W. Healy, City Manager, relative to **Awaiting Report Item Number 03-74**, regarding a report on complaints of discolored drinking water on Upland Road and on what efforts exist to notify resident about the annual flushing of hydrants by the Fire Department.

In City Council August 4, 2003

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