

Watts & Drops

JUNE 2026



Annual Water Quality Report Available

In 2025, LELWD's water quality results for all contaminants were far below the maximum allowable limits, as reported in the 2025 Annual Drinking Water Quality Report now at lelwd.com. For a printed copy, call (978) 540-2222.



LELWD employees, including Connor Reardon, served lunch to the community's seniors in mid-April at Littleton High School. This annual tradition always draws a full house for turkey dinner, raffle prizes, and gift bags.

Outdoor Water Restrictions

Despite recent rain, the state's Northeast Region remains in a critical drought. Per MassDEP, all nonessential water uses are prohibited, including:

- Irrigation of lawns via sprinklers or automatic irrigation systems.
- Washing of vehicles, except in a commercial car wash or as necessary for operator safety.
- Washing of exterior building surfaces, parking lots, driveways or sidewalks, except as necessary to apply surface treatments such as paint, preservatives, stucco, pavement or cement.
- Filling swimming pools.

Learn more at lelwd.com.

2026 Scholarship Winner: Arohan Pathak

Arohan Pathak, a 2026 graduate of Littleton High School, has won the Denise M. Pagacik Scholarship. The \$2,000 scholarship is a merit-based scholarship that rewards a highly motivated high school senior interested in the fields of engineering or environmental sciences.

A Littleton resident, Pathak recently graduated with a 4.4 grade point average. He plans to attend the University of Illinois, Urbana-Champaign this fall to study industrial engineering.

The annual scholarship was created in memory of Denise Pagacik, the late wife of LELWD Commissioner Ivan Pagacik. The scholarship recognizes the positive impact that Denise had on the community by helping Littleton students achieve their career goals.

"In a town like Littleton, where connection and support define the local culture, selflessness is not just an admirable trait, it is a responsibility," Pathak wrote in his scholarship essay. "The legacy of Denise M. Pagacik reflects this principle by showing that true



impact comes from consistently supporting others and stepping up when it matters most."

Drawing on his experience in robotics and Science Cardinal, a not-for-profit he founded to expand access to STEM, Pathak said he's pursuing engineering to make a difference.

"I want to be someone who steps forward when challenges arise and works toward solutions that benefit others. Community selflessness is about the impact we leave on others and the opportunities we create for those who follow."

LWD Files Federal Lawsuit to Recover PFAS Costs

The Littleton Water District has filed a federal lawsuit related to the costs incurred to remove per- and polyfluoroalkyl substances (PFAS) from its drinking water supply prior to the delivery to customers. LWD routinely tests its water quality, and it meets all state and federal drinking water standards.

However, the 2019 discovery of PFAS in the Spectacle Pond well forced construction of the \$20.25 million Whitcomb Avenue Water Treatment Plant to remove PFAS, a manmade pollutant found in the Spectacle Pond drinking water well.

LELWD has invested in treatment monitoring due to the PFAS, and as a result, the drinking water is and has been safe to drink. The lawsuit contends the cost of cleaning up the contamination belongs to the companies whose operations caused it and not with the ratepayers. To read the complaint, visit lelwd.com.



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Office Hours:

Mon. - Thurs. 6:30 a.m. - 4:30 p.m.
Closed Fridays

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LELWD Earns 97% Customer Satisfaction Rating

The results of a customer satisfaction survey show an overall high rating for LELWD, while pinpointing areas for improvement. LELWD achieved a net positive rating of 97.6%, consistent with the 2024 survey findings. What's new is significantly more customers consider themselves an "advocate" of LELWD, with 46% this year compared to 36% in 2024.

Nine out of 10 customers correctly identified LELWD as a municipal utility, and over 97% consider it important for LELWD to remain municipally owned.

Other survey findings included:

- About 95% of customers reported being satisfied with LELWD's customer service. LELWD's customer service satisfaction rate exceeded the national average by 12 points and the statewide average by 3.5 points.
- Among surveyed customers who interacted with LELWD over the last year, 87% reported their questions or issues were resolved the first time, an increase of 4.5% from 2024.
- Nearly 90% of customers indicated they have a "great deal of trust" or "some trust" in LELWD's decision-making regarding the energy portfolio, an increase of 7.4 points over 2024.
- About 88% of customers indicated they trust LELWD's water meets drinking water standards (it does) and is safe to drink (it is), an increase of 8.7% from 2024.
- Fewer water customers reported service disruptions in the past year, with about 82% reporting no disruptions, a nearly 20-point improvement over 2024.

The digital survey was completed by 335 LELWD customers between April 27 and May 26. Conducted by Great Blue Research, Inc., the results have a margin of error of 5.19%.



Public Power Mutual Aid Leads LELWD to North Pacific

Assistant General Manager David Ketchen returned in late May from a three-week, mutual-aid mission to the North Pacific. The Commonwealth of the Northern Mariana Islands, a US Territory whose power grid was devastated by a typhoon, sought technical assistance through the American Public Power Association.

LELWD answered the call and dispatched Ketchen who helped the island's public power provider with the plan to set up temporary power generators and a plan to restore its power plants.

LELWD has a strong commitment to providing mutual aid to fellow public power providers, and on occasion, LELWD has requested assistance. The expense of mutual aid is paid for by the requesting utility. For LELWD, mutual aid provides an opportunity for staff to gain new experiences and professional growth they can apply when they return home.

