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TOWN OF GREAT BARRINGTON MASSACHUSETTS

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BOARD OF HEALTH

September, 2025

Instructions for customers of HWWC on how to Report Brown Water:

On July 15, 2025 Housatonic Water Works signed an Administrative Consent Order (“ACO”) with the Department of Environmental Protection (“DEP”). The ACO requires HWW, among other things, to report every complaint received to the DEP in a monthly Status Report. If you would like to review this ACO and recent Status Reports, you can do so here:

[Housatonic Water Works: Information & Resources | Great Barrington, MA](#)

Below are some instructions to ensure your report reaches the Dept. of Environmental Protection:

1. If possible, make your complaint in writing, via email. If you can't make your complaint in writing, we advise that you also notify the Health Department. Our phone numbers are listed above.
2. You will want to include the following recipients in your email;
 - Mr. James Mercer: housatonicwater@gmail.com
 - Town Health Department: rjurczyk@townofgbma.gov
 - Board of Health Chair Person: lanoue33@gmail.com
 - Dept. of Environmental Protection Staff: Soloe.Dennis2@mass.gov
3. This is not required, but if you are able to attach photographs to supplement your report, this is helpful.
4. When HWW receives your complaint, the Company make ask that you fill out an informational questionnaire. We can understand how this additional information would be helpful to HWW, however it is not required that you fill it out. So if this questionnaire is prohibitive for you to registering your complaint with HWW, feel free to skip it.