

Update on Drinking Water Taste & Odor Issues in Gardner, Massachusetts

July 22, 2026



The Crystal Lake Water Treatment Facility (99 Heywood Street, Gardner, Massachusetts) is an ultra-filtration facility that treats roughly 3 million gallons of drinking water per day for customers in the City of Gardner.

Crystal Lake is a spring-fed lake that serves as the primary source of drinking water for Gardner. Seasonal changes in temperatures and natural turnover of the lake can cause aesthetic issues impacting taste and odor.

The water in the Gardner system has met and continues to meet all regulatory standards.

A secondary source of drinking water is in the process of being brought online. The Snake Pond Treatment Facility will support the Gardner water system in an effort to improve water taste and odor.

Furthermore, additives in the raw water from the Crystal Lake Water Treatment Facility will be added to try to mitigate taste and odor impacts.