



**SPRINGFIELD WATER AND SEWER COMMISSION
P.O. BOX 995, SPRINGFIELD, MA 01101**

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FOR IMMEDIATE RELEASE

Frozen Water Service Pipes

The Springfield Water and Sewer Commission is receiving a high volume of calls from customers with frozen water service pipes. The Commission thaws these pipes for customers in Springfield and Ludlow for a charge. Due to the volume of calls requesting assistance with frozen service pipes, there is currently a backlog of appointments to thaw services. Crews are responding as quickly as possible.

A water service pipe is the underground pipe that connects a property to the public water main pipe in the street. The Commission owns all public water mains, hydrants, valves, water connections and associated appurtenances, as well as the water meter. The property owner owns the water service pipe. Costs related to the maintenance of the water service pipe are the property owner's responsibility.

Residents can prevent frozen water service pipes by running a cold water faucet in the home constantly (the size of a pencil lead). It is especially important to run the water continuously if your water service pipe has frozen in the past.

We appreciate the patience of customers while we manage this high volume of service calls. Customers of the Springfield Water and Sewer Commission may contact our Customer Service Office at 413-310-3501 with questions.

END