



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

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Contact: Jaimye Bartak
Communications Manager
Springfield Water and Sewer Commission
250 M Street Extension
Agawam, MA 01001
Tel: (413) 452-1302
Email: jaimye.bartak@waterandsewer.org

FOR IMMEDIATE RELEASE

**Springfield Water and Sewer Commission Announces
Real-Time Water Main Break Notification Map
Informs Customers on Location and Status of Water Main Breaks**

As cold weather sets in on the area, the Springfield Water and Sewer Commission (Commission) is pleased to announce a new real-time map that will inform customers of water main breaks in Springfield and Ludlow.

The new map, which is located on the Commission's website at <http://waterandsewer.org/education-and-community/water-main-breaks/>, will help customers know if an unexpected disruption in their water service – or other disruptions such as lower pressure, the presence of Commission trucks, or discolored water – is due to a water main break in their area.

The map provides information to customers about the status of water main breaks throughout the Commission's drinking water distribution system in Springfield and Ludlow. As soon as a Commission foreman arrives on site and brings the immediate situation under control, they will enter the location and expected time of water service restoration into the Commission's electronic work order system, which will synchronize with the map on the website. Customers can continue to refresh the map for updated information on the restoration of water service. In addition, the same system also generates an



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automated notification to local officials and critical customers such as hospitals so they may react accordingly.

The map is being made available at the beginning of the cold weather season, which is when the majority of water main breaks occur annually. While it is often difficult to pinpoint the exact cause, shifts in soils due to seasonal temperature changes and other undetectable factors can contribute to a water main break. The age of infrastructure is also frequently a factor. Approximately 53% of the Commission's water distribution system in Springfield and Ludlow is over 50 years old. The Commission tracks and analyzes the location and frequency of water main breaks in order to prioritize infrastructure upgrades.

Customers may call the Commission's Operations Center at **413-310-3501** to report a suspected water main break 24 hours a day, 7 days a week.

END