

2026 Construction Season Kickoff Meeting

SWSC Operations Center
Friday, March 27, 2026,
9:00 AM - 10:30 AM





Welcome & Agenda

- Introductions / Roles
- Applications
- Approved Contractor Requirements
- Construction
- Construction Inspections
- Cross-Connection
- Water Turn-On / Installing Meters
- Springfield DPW
- Questions/Feedback

View of Springfield from Provin Mountain Storage Tanks



Who We Are

- Independent, public, regional utility
 - Providers of essential services to protect public health and safety for 250,000 people
- Governed by 3-member Board of Commissioners appointed by Mayor, approved by City Council
 - Stewards of infrastructure from hilltowns to Belchertown

Introduction

- ▶ Gloria Williams – Field Services Customer Service Manager
- ▶ Nilda Garcia-Diaz – Assistant Customer Service Manager
- ▶ Larry Griffin – Water Distribution Manager

The Commission recognizes:

- Construction schedules are busy and demanding
- Construction work directly impacts the Commission's infrastructure as well as the daily lives of its customers
- Understanding SWSC's clear expectations will help contractors and workers work efficiently and successfully while performing construction activities that affect the water and sewer system

Outcomes of this meeting:

- Resources and materials for future reference
- Key points of contact for questions or assistance
- Clear guidance on the Commission's rules, standards, and procedures

Introduction

Applications

- ▶ Gloria Williams – Field Services Customer Service Manager
- ▶ Nilda Garcia-Diaz – Assistant Customer Service Manager

Various Applications for Water and Sewer Services

Specific types of applications must be submitted to help ensure all work affecting the water and sewer system is properly reviewed, approved, and documented.

Common applications include:

- Residential
- Commercial
- Water and Sewer Main Extension
- Fire Flow Test
- Water Service Discontinuance
- Hydrant Meter Assembly Rentals
- Water Depot
- Fire Line For Sprinkler System
- Emergency Sewer Repair Inspection
- Other

Applications

Important: Application Process Update

- All applications are now processed **online**. Our office is no longer open to the public for in-person submissions.
- Before any work can begin on your project, a completed application must be on file.
- Our customer service team will review **completed applications** within 3 to 5 business days.
- After your application has been reviewed, we will send you a **payment link**.
- Please make your payment promptly and send us a confirmation of your payment.
- Once all documents and payment are received, a **work order** will be forwarded to the Engineering Department for their review.
- The Engineering Department may contact you by email or phone if they have any questions or require additional documents.
- For any updates on your **application status following Applicant's payment of the application fee**, please contact the Engineering Department directly at vafs@waterandsewer.org
- After the Engineering Department completes their review, they will send Gloria and Nilda a **Memo Fee form** to collect all **applicable fees**.
- Once fees are collected, the Engineering Department will issue the memo via email to both the Owner and the Approved Contractor allowing the proposed work, **after submittal of a Work Permit Form to** CFS@waterandsewer.org

Applications

Who Can Submit Applications

Applications May be Submitted By:

- Property Owner
- Designer (with an Owner Authorization Form signed by property owner)
- Contractor (with an Owner Authorization Form signed by property owner)

Applications Process:

- Pay application fees
- Submit all required materials
- Application is reviewed.

Review Process:

- Application information is forwarded to Commission Engineers.
- Engineers review and provide written comments.
- Simple comments may be addressed through email or a phone call.
- For commercial sites, written comments are sent to the project's design engineer.

Applications

Residential Water and Sewer Service Applications

Required Submittals

- Deed
- Application
- Owner Authorization Form (required if you are not the property owner)
- Street Address
- House Number Issuance Form
 - Obtain from Springfield DPW at 70 Tapley Street or
 - Town of Ludlow if you are building in Ludlow
- Plot Plan
 - Submit the original electronic plan provided by Engineer P.E.
 - Plan – show parcel, building footprint, proposed water and sewer service
- Springfield Water and Sewer Approved Contractor

Applications

Commercial Water and Sewer Service Applications

Required Submittals

- Deed
- Application
- Owner Authorization Form (required if you are not the property owner)
- Street Address
- House Number Issuance Form
 - Obtain from Springfield DPW at 70 Tapley Street or
 - Town of Ludlow if you are building in Ludlow
- Civil Site Plans, Plumbing Plans, and Manufacturers' Submittals for Water and Sewer Appurtenances
 - Submit plans and submittals electronically in PDF format
 - Plans must be stamped by a professional engineer licensed in Massachusetts
- Springfield Water and Sewer Approved Contractor

Applications

Review and Processing of Applications

Once the application review is completed by the Engineering Department, a memo and records package will be generated to document the approved work and next steps.

Applicable Fees

Depending on the type of work requested, the following fees may apply:

- **Connection Fees** – For establishing new water or sewer service connections
- **Discontinuance Fees** – For termination or removal of an existing service
- **Inspection Fees** – For required inspections of installations or construction work
- **Tapping Main Fees** – For connecting a new service line to an existing water main

Applications

Review and Processing of Applications

Scheduling Work

- After approval and payment of required fees, work must be scheduled through the JJSOC

Services that may be scheduled include:

- Water Main Taps
- Service Discontinuances
- Construction Inspections
- Water Service Turn-On
- Water Service Shut-Off
- Water Meter Installation
- Backflow Prevention Inspections
- Cross-Connection Inspections

Applications

Approved Contractor Requirements

- ▶ Gloria Williams – Field Services Customer Service Manager
- ▶ Nilda Garcia-Diaz – Assistant Customer Service Manager

Commission Approved Contractor

How to Obtain an Application to Become a Commission-Approved Contractor

- **Online:**

Visit the SWSC website at:

<https://waterandsewer.org/contractors/becoming-an-approved-contractor>

- **Email Requests:**

All application requests and related inquiries should be sent to:

cac@waterandsewer.org

Approved Contractors

Requirements for Contractor Approval

Application Form – Fully completed and submitted

Application Fee – \$250 (for both water and sewer – new contractors)

Renewal Fee – \$100 (for existing contractors)

References – Required as part of the application

Surety Bond – \$10,000 permit bond payable to SWSC

Certificate of Liability Insurance – Must include workers' compensation and auto insurance coverage

Permits – Valid for three (3) years

Bonding Requirements – Contractors are responsible for keeping bonds current at all times

Approval Time Frame – Approximately four (4) weeks for review and processing

Once approved, your company will be added to the Commission Approved Contractors List, which is provided to customers and published on our website.

If you have any questions regarding the application process, please feel free to email cac@waterandsewer.org

Approved Contractors

Permit Renewal & Compliance Requirements

- Please ensure you are regularly checking your email for important notices regarding your permit. Renewal notifications are sent approximately one month prior to the deadline for submitting updated documents and renewing your permit to remain an approved contractor.
- To perform work with the Commission, all required documents must be current and on file.
- If required documents are not submitted, you will not be permitted to begin projects - no exceptions. Contractors with incomplete documentation will be removed from the approved contractors list until all required documents are received.
- Permit renewals are typically processed within one week. This allows time for the review team to evaluate your renewal application and confirm there are no violations on record.
- **Coming Soon:** Contractors will be required to provide a valid Drain Layers License.

Approved Contractors

SWSC Contractor Requirements and Procedures – Part 1

Installation and Service Work Requirements

- All work must be performed **with Commission Inspectors observing** critical steps, especially before backfilling any excavations.

Installation of Water and Sewer Services

- Contractors install new services **under the observation of Commission Inspectors.**
- Inspectors must verify that all work meets Commission standards **before backfilling.**

Basic Water Service Discontinuance

- Performed at the water main in the street.
- Contractor is responsible for:
 - Traffic control and police details, if required
 - Supplying any materials needed to replace a short section of water main with restraint
- Work is observed by a Commission Inspector to ensure compliance.

Approved Contractors

SWSC Contractor Requirements and Procedures – Part 1

Sewer Service Discontinuance

- Contractor cuts and caps the existing sanitary service
- Commission Inspector observes the work and documents records
- Discontinuance location to be determined during Engineering Department review but typically as close to the sewer main as possible.

Approved Contractors

SWSC Contractor Requirements and Procedures – Part 2

Restoration Responsibilities

Contractor restores impacted areas to meet DPW standards:

- Roadway
- Treebelt
- Sidewalk

Basic Water Main Tap

- Commission performs the actual tap.

Contractor provides

- Traffic control and police details, if required
- Materials for the tap (tapping saddle, tapping sleeve, and valve)
- Proper shoring for the excavation

Additional Requirements

For new water mains or water services larger than 2 inches, Contractor is responsible for:

- Pressure testing
- Disinfection
- Flushing

Approved Contractors

Professional Responsibility & Compliance

- Our goal is **protecting the water and sewer infrastructure and ensuring quality work for the community.**
- At times, the Commission may need to identify when its rules and regulations have not been followed.
- When violations occur, we expect **prompt cooperation in correcting them**, particularly when it involves the **repair or replacement of defective work.**
- *If defective work is not repaired or replaced within the required timeframe, new permit requests may be placed on hold until the issue is resolved.*

Approved Contractors

SWSC Contractor Restrictions and Prohibited Activities

Contractors are **prohibited from performing the following actions** unless specifically authorized by SWSC:

Operating Main or Service Valves

- Contractors may **not operate main valves or service valves** on the water system

Opening Fire Hydrants

- Hydrants **cannot be opened without prior Commission approval**
- A **Hydrant Meter Assembly Rental** must be arranged through the Commission before use

Residential Water Service Repairs or Replacements

- Contractors **can and often have to repair or replace residential water services**

Commercial Water Meter Pits

- Contractors **may not enter commercial water meter pits**

These restrictions are in place to protect the integrity of the water system, ensure public safety, and comply with Commission regulations. Violations may result in disciplinary action or revocation of contractor approval.

Approved Contractors

Permits and Approvals Required for Construction Work

Contractors must obtain the necessary permits and approvals before performing any work.

Department of Public Works (DPW) Permits

- Trenching Permit – Required for all excavations in public streets or rights-of-way
- Street Occupancy Permit – Required for any work that blocks or occupies public streets or sidewalks

DigSafe

- Contractors must have a valid DigSafe number for any excavation
- The Commission is a registered participant in DigSafe and must be notified of planned work

Conservation Commission

- Required if work occurs near a wetland, river, or lake
- Ensures compliance with environmental protection regulations

Approved Contractors

Permits and Approvals Required for Construction Work

Other Approvals (as applicable)

- Building Department – For construction affecting structures
- Planning Department – For projects that impact land use or zoning
- City Council – Special permits may be required for certain types of work

Contractors are responsible for identifying and obtaining all necessary permits prior to starting work. Failure to do so may result in project delays or penalties.

Approved Contractors

10 Minute Break

Break

Constructi on

- ▶ Ken Vedovelli – Water Distribution Superintendent
- ▶ Cariel Wilkinson – Senior Customer Service Representative

Commission-Only Operations

Operations on the water system that may be performed by Commission Approved Contracts **strictly limited**

On capital projects and main extensions:

- Commission Approved Contractors are allowed to operate valves and hydrants they install as well as make taps prior to the SWSC's acceptance of those assets.
- Once those assets are energized and connected to our system we require that a Commission Representative observe such operations.

Outside of the project work above only authorized Commission personnel may operate:

- Water Main Gates
- Water Service Gates
- Fire Hydrants

Work Restricted to Commission Construction Crews:

- Tap a public water main
- Discontinue water service at the water main
- Perform work on a public water main
- Make initial connections to an existing water main

These restrictions are in place to ensure **system integrity, public safety, and regulatory compliance**. Contractors must **coordinate with Commission personnel** whenever any of these tasks are required.

Construction

Construction Scheduling – Part 1

Site Readiness

- If you are not on site and the excavation is not open and ready for the crew, you will be assessed a \$75 fee for not being prepared – *no exceptions*

Scheduling Your Construction Project

To schedule your construction project, you must submit the following documents:

- Work Permit
- DigSafe Number
- Permit from Springfield DPW

These documents must be submitted before an appointment can be scheduled.

Construction

Construction Scheduling – Part 1

Scheduling Notice

- A minimum of 48 hours notice is required to schedule your appointment
- Nilda or Gloria will process your request within that timeframe
- You will receive an email confirmation once your request has been received
- A second email will be sent asking you to confirm the scheduled date and time

Construction

Construction Scheduling – Part 2

Appointment Availability

- If we are unable to accommodate your requested date or time, we will offer alternative dates and times

Dig-Safe Requirements

- Ensure your DigSafe ticket is current
- DigSafe tickets older than 30 days will not be accepted
- Work will not be scheduled until a new Dig-Safe number is provided if the existing one has expired

Approved Contractors Only

- Do not subcontract work to non-approved contractors
- All work must be performed by a Commission (SWSC) Approved Contractor

Construction

Water Service Discontinuance – Small Services – Part 1

Scheduling Notice

- A minimum of 48-hour notice is required to schedule your appointment
- Customer Service will process your request within that timeframe
- You will receive an email confirmation once your request has been received.

Scheduling Water Service Discontinuance

To schedule you must submit the following documents:

- Work Permit
- Dig-Safe Number
- Permit from Springfield DPW

DigSafe Requirements

- Ensure your DigSafe ticket is current
- DigSafe tickets older than 30 days will not be accepted
- Work will not be scheduled until a new DigSafe number is provided if the existing one has expired

Construction

Water Service Discontinuance – Small Services – Part 2

Approved Contractor Only

- Do not subcontract work to non-approved contractors
- All work must be performed by a Commission Approved Contractor

2" and under Service

- Contractor to excavate and expose service at the main
- Provide trenching and shoring to make site safe
- Commission will remove the service at the main corporation
- Commission will install cap of correct size provide by the contractor
- Contractor will backfill and compact restore roadway

Construction

Water Service Discontinuance – Large Services – Part 1

Scheduling Notice

- A minimum of 48-hour notice is required to schedule your appointment
- Customer Service will process your request within that timeframe
- You will receive an email confirmation once your request has been received.

Scheduling Water Service Discontinuance

- To schedule your water service discontinuance you must submit the following documents:
 - Work Permit
 - DigSafe Number
 - Permit from Springfield DPW
- These documents must be submitted before an appointment can be scheduled.

Construction

Water Service Discontinuance – Large Services – Part 1

DigSafe Requirements

- Ensure your DigSafe ticket is current
- DigSafe tickets older than 30 days will not be accepted
- Work will not be scheduled until a new DigSafe number is provided if the existing one has expired

Approved Contractors Only

- Do not subcontract work to non-approved contractors
- All work must be performed by a Commission (SWSC) Approved Contractor

3” and Larger

- Discontinuance requires the Commission to perform a main shut down
- Contractor must coordinate the timing with the Commission to minimize the impact to other customers temporarily put out of water
- Commission performs water main shut down

Construction

Water Service Discontinuance – Large Services – Part 2

Contractor Provides

- Traffic control and police details
- Contractor to excavate and expose service at the main
- Provide trenching and shoring to make site safe
- Provide all materials needed to repair the main – test pit needed to determine all parts required
- Backfill, compact, restore roadway

Commission Construction Crew Provides

- Shut down main
- Cuts existing water service out of the main
- Installs main pipe, couplings and rodded restraint depending on field conditions

Construction

Building Demolition Requirements

Residential Demolitions

Contractors must complete the following steps:

- Apply for Water and Sewer Service Discontinuance
- Pay all applicable memo fees
- Schedule a Basic Discontinuance – Water Service
- Schedule a Sewer Discontinuance Inspection – Sanitary Service

Commercial Building Demolitions

Require additional review and coordination.

- Apply for Water and Sewer Service Discontinuance
- Provide a layout for the demolition project
- Submit plans for site redevelopment if applicable

Site Redevelopment

If the project includes replacing or rehabilitating an existing building, additional requirements may apply.

- Requirements will vary depending on the scope of the project.

Required Documentation

- The Springfield Building Department Demolition Form must be submitted to the Commission for review and sign-off before demolition work can proceed.

Construction

Constructi on Inspection S

- ▶ Dave Szymczakiewicz – Engineering Manager

Engineering Inspectors

Schedule Commission Inspections

- Contractors must schedule inspections with 48 hours notice

Inspection Appointment Windows

- You will be assigned the next available 2-hour inspection window
 - 8 AM – 10 AM
 - 10 AM – 12 PM
 - 1 PM – 3 PM

Be Prepared

- You must be ready for the inspector during the scheduled window

No Backfilling Before Inspection

- If the work is backfilled before the inspection, you will be required to excavate the area again for inspection

Construction Inspections

Engineering Inspectors

Materials Compliance

- All materials used must meet the Commission's Material Specifications

Approved Contractors Only

- Do not subcontract work to any non-approved contractors. All subcontractors must be Commission (SWSC) Approved Contractors

DigSafe Requirements

- Ensure your DigSafe ticket is current -**Tickets over 30 days old will not be accepted**
- No work will be scheduled until a new DigSafe number is provided if the old one is expired
- The Commission's Engineering Department Inspectors confirm and record that water and sewer infrastructure installations and repairs conform to the Commission's Rules and Regulations, Guidelines and Policies, and Materials Specifications. These documents are available for download at waterandsewer.org. All Commission Approved Contractors are expected to be familiar with and abide by these documents. Commission Approved Contractors shall be held responsible for all corrective measures if the installation or materials are determined to be nonconforming. Substandard or nonconforming work and safety issues are recorded by the Commission's Inspectors. Commission Approved Contractors risk revocation of their Commission Approved Contractor status if substandard or nonconforming work and safety issues are observed.

Construction Inspections

Cross- Connection Inspection

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- ▶ Jeff Vedovelli – Cross Connection Control Program (CCCP) Coordinator

Cross Connection Overview

A cross connection occurs when a drinking water line is connected to equipment, a chemical system, or any water source of questionable quality, creating a risk of backflow contamination into the drinking water system. The department's role is to ensure water quality for public safety.

Services Provided

Inspections

- Annual Inspections for Hydrant Meter Assemblies
- Auxiliary Meters Inspection
- Domestic Water Lines
- Fire Lines
- Hydrant Meter Assembly Rental Backflows

Backflow Prevention

- Backflows for Fire Lines – ensuring fire protection systems do not contaminate potable water

Cross-Connection Inspections

Cross Connection Helpful Tips



Residential Cross Connection Hazards

What Is A Cross Connection?

Cross Connections are points in a plumbing system where safe drinking water is connected to a contaminated source of drinking water.

What Is Backflow?

Backflow (water that travels backward) is the undesirable flow of contaminated water that enters a consumer's drinking water line or the public water supply. Backflow occurs when there is a loss of water pressure.

Public Safety And Cross Connections

The Massachusetts Department of Environmental Protection requires all public water suppliers to maintain an ongoing Cross Connection Program that involves public education, outreach and onsite inspections.

Common Locations Of Cross Connections

All plumbing systems have the potential of a cross connection. **The most common type of cross connection is the garden hose as it's easily connected to the safe drinking water supply and used for a variety of potentially dangerous applications.**

Other Common Locations Of Cross Connections

- Outdoor faucets
- Wash Basins and sinks
- Swimming Pools
- Underground irrigation systems
- Boilers



Helpful Tips To Prevent Cross Connections

Purchase hose bibb vacuum breakers and install on all outdoor and indoor threaded faucets. These will provide backflow prevention for garden hoses and protect the public water supply.



A hose bibb vacuum breaker, and a hose bibb vacuum breaker attached to a faucet.

Helpful Tips To Prevent Cross Connections

- Keep the ends of hoses clear of all possible contaminants such as chemical sprayers.
- Do not submerge hoses in buckets, pools, tubs, sinks or ponds.



Responsibilities of Property Owners

Property owners are responsible for properly maintaining their plumbing system so that the drinking water in the home and surrounding neighborhood is not contaminated.

For More Information About The Springfield Water And Sewer Commission's Cross Connection Control Program Contact:

*Joseph Mancuso:
413-787-6206 x215*



www.waterandsewer.org

Water Turn-on / Installing New Meters

- ▶ Gloria Williams – Field Services Customer Service Manager
- ▶ Nilda Garcia-Diaz – Assistant Customer Service Manager

Water Meter Installation – Residential

Meter Size

- Most residential properties are installed with a 1” water meter

Inspection Requirements

- All water and sewer inspections must be completed before the meter can be installed and water service activated
- A licensed plumber for the project must install all required fittings prior to the inspection

Scheduling the Meter Installation

- Water meters will not be installed on the same day as the inspection
- Appointments are required for meter installation
- Someone must be present at the property to meet the Commission staff

**Water Turn-on/New
Meters**

Water Meter Installation – Residential

How to Schedule

To schedule the meter installation and water service activation:

- Contact JJSOC Customer Service 413-310-3500
- Provide at least 48 hours advance notice

Service Installation

- Commission staff will:
 - Install the water meter
 - Turn on the water service

**Water Turn-on/New
Meters**

Water Meter Installation – Commercial

Meter Size

- Most commercial properties are installed with a 1” to 12” meter

Inspection Requirements

- All inspections must be completed before the meter can be installed and water service activated
- A licensed plumber for the project must install all required fittings prior to the inspection.
- All backflow prevention devices must be installed by Contractor
- Inspected and approved by Commission Cross Connection Manager before meter will be set

Scheduling the Meter Installation

- Water meters will not be installed on the same day as the inspection.
- Appointments are required for meter installation.
- Someone must be present at the property to meet the Commission staff.

**Water Turn-on/New
Meters**

Water Meter Installation – Commercial

How to Schedule

To schedule the meter installation and water service activation:

- Contact JJSOC Customer Service at 413-310-3500
- Provide at least 48 hours advance notice for 1” meter
- One week advance notice for 1.5” to 12” meter

Service Installation

- Springfield Water and Sewer Commission (SWSC) staff will:
- Install the water meter
- Turn on the water service

**Water Turn-on/New
Meters**

Hydrant Meter Assembly Rental

Public Hydrant Use

- Public hydrants may only be used if the contractor has rented a Hydrant Meter Assembly from the Commission

Requirements to Rent a Hydrant Meter Assembly

- Completed Application
- Hydrant location
- Dates of intended use
- Hydrant tag number
- Requested hydrant meter assembly size
- Application fee

**Water Turn-on/New
Meters**

Hydrant Meter Assembly Rental

Notification Requirements

- Contractors must notify the Commission daily before operating a hydrant.
- Required information:
 - Hydrant number
 - Location
 - Contact person name
 - Company name
 - Phone number

Application and Notification Request for Hydrant Use

- (413) 310-3500
- DL_CFS@waterandsewer.org

**Water Turn-on/New
Meters**

WATER FILL STATION REQUIREMENTS

Application Requirements

- Completed Application
- Driver Information
- Truck Information
- License Plate
- Load Capacity
- Application Fee

Request Application

- (413) 310-3500
- cfs@waterandsewer.org

Water Fill Station Location

JJSOC Water Fill Station

Address: 71 Colton St., Springfield, MA 01109

Hours: Open 24/7 – Call Box For Access At Quincy St., Gate

Phone: (413) 310-3500

How to Access the Water Fill Station

You will need:

- Access ID
- Customer PIN

These credentials are typically provided after your application is approved and fees are paid.

Water Turn-on/New Meters

Springfield DPW

- ▶ Patrick Garrity – Civil Engineer, Springfield DPW
 - DPW Excavation and Occupancy Permits
- ▶ Andrew Krar – Civil Engineer, Springfield DPW
 - Site Plan Reviews

Street Occupancy Permit

Must be a Licensed Contractor in the City of Springfield

- Covers any excavation within the Public Way
- Location map or sketch of excavation area
- Requires 72 hours notice unless emergency
- Emergency conditions may invalidate the original permit date
- DPW must be notified immediately to modify the existing permit or issue a new permit
- Failure to notify DPW may result in an additional charge for the contractor
- The contractor shall not allow the original street occupancy to expire before the work area is completely clear of material or equipment

DigSafe

- All excavations occurring in the City of Springfield require DigSafe notification to be completed
- No permit will be processed without DigSafe
- Dig safe must be current and valid

Springfield DPW

Street Occupancy Permit

Police Officers

- Whenever required as a condition of the street occupancy permit police officers for traffic and/or pedestrian control must be furnished at the expense of the permittee

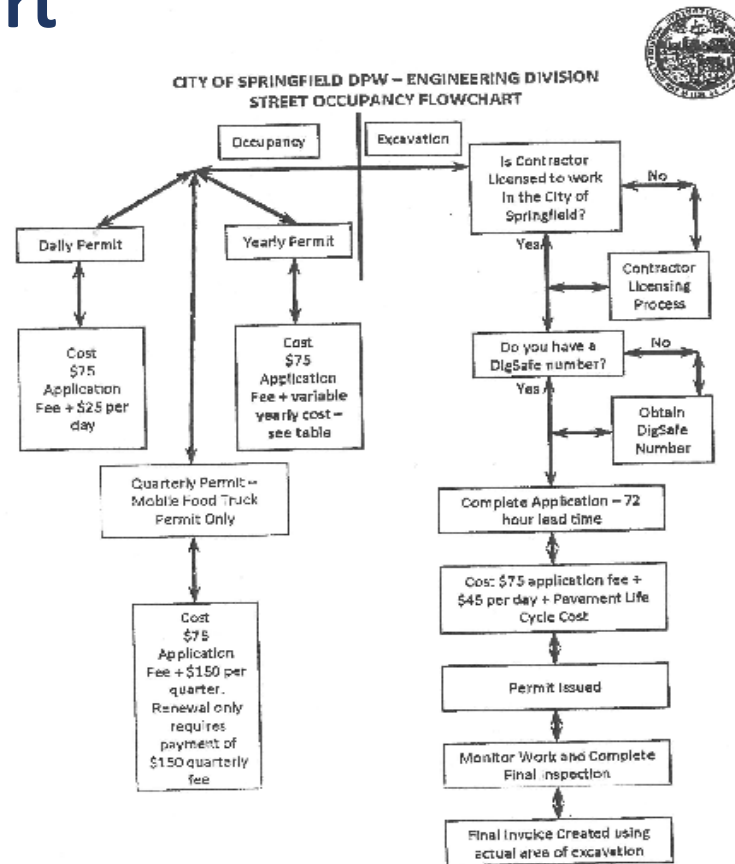
Winter Permit Restrictions

- Excavation of roadway surfaces will not be permitted generally during the period of December 1 of current year to April 1 of following year, City of Springfield to announce when moratorium is lifted
- Any emergency excavation that is required must include DPW notification, emergency dig safe, and permit submission
- Temporary winter patching must be maintained by the contractor throughout the winter season

Jackie's Law

- If you are trenching 3' or more, a trench permit is required on private property. If it is less than 3', a permit is not required.

Street Occupancy Flow Chart



Questions & Wrap Up

- ▶ Gloria Williams – Field Services Customer Service Manager

Contact Information

Applications / Hydrant Meter Assembly Rental / Scheduling Inspections / Water Depot

- Gloria Williams - SWSC Customer Service Manager

gloria.williams@waterandsewer.org

- Nilda Garcia-Diaz - SWSC Assistance Customer Service Manager Field Service Administration

nildal.Garcia-diaz@waterandsewer.org

Engineering / Memos / Construction Inspectors

- Dave Szymczakiewicz Engineering Manager,
dave.szymczakiewicz@waterandsewer.org

Cross Connection / Backflow

- Joe Mancuso

joe.mancuso@waterandsewer.org

- Jeff Vedovelli

jeffrey.vedovelli@waterandsewer.org

Meter Installation / Water Service Shut Off and Turn On

- Customer Service Department

cfs@waterandsewer.org

Thank you!