



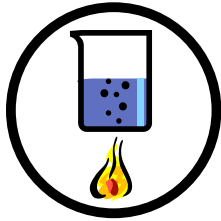
**SPRINGFIELD WATER AND SEWER COMMISSION
P.O. BOX 995, SPRINGFIELD, MA 01101**

**Boil Water Order, MGL c.111, sec 160 by DEP
PWS ID 1281000**

Date: September 12, 2023

FOR IMMEDIATE RELEASE

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**DRINKING WATER WARNING
BOIL YOUR WATER BEFORE USING
Loss of Pressure/Loss of Water Service**

The Springfield Water and Sewer Commission (Commission) routinely monitors water pressure. A major water main break resulted in temporary system pressure loss in some parts of the distribution system. This resulted in insufficient water to maintain safe water pressure or reliable service in parts of our distribution system. The Commission continued to provide filtration and chlorine disinfection throughout this incident.

Massachusetts drinking water standards require public water systems to maintain 20 pounds per square inch (psi) of pressure at each service connection to ensure safe water to our customers. **Loss of pressure can result in suction of water through and into the distribution system and may result in bacterial contamination. As a result, and out of an abundance of caution MassDEP is requiring the issuance of this public notice advising customers in Springfield and Ludlow to boil their water as a precautionary measure.**

This impacts drinking water provided by the Commission in the following locations: **Springfield and Ludlow**

What should I do? What Does this Mean?

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for one minute, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, washing dishes, brushing teeth, and food preparation until further notice. Boiling kills bacteria and other organisms in the water. Boiled water is safe to consume.
- Refer to the MassDEP website for the following information:
Consumer Information on Boil Orders <https://www.mass.gov/guides/drinking-water-boil-orders-and-public-health-orders#tips-for-water-use-during-a-boil-order>
- **Discard all ice, beverages, uncooked foods, and formula made with tap water collected on or after 3 PM on September 12, 2023.**
- **Food establishments** must follow MA DPH procedures and the direction of their local board of health, which may be more stringent than the DPH guide.
- *While no bacteria samples have confirmed the presence of bacteria at this time, **this notice is being issued as a precaution.** However, pressure loss and discolored or turbid water due to breaks or changes in the distribution system may be related to the potential for the presence of disease causing organisms. These organisms include bacteria and viruses. These may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems.*

How did this happen?

A break in a 36" cross country water main in a wooded area off of St. James Avenue caused a significant loss of pressure and/or water loss across the Commission's distribution system in Springfield and Ludlow.



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What is being done to correct the problem?

The Commission has isolated the break and system pressure has been restored across Springfield and Ludlow. The Commission will continue to collect water samples and advise you when you are able to drink the water.

The Commission has issued a reverse 911 message to all of our residents/customers notifying them of the reason for water loss and boil order. We are maintaining chlorine disinfection throughout our distribution system to kill bacteria and viruses that may be present.

We will continue to verify adequate pressure and will collect bacteria samples to confirm adequate water quality in our distribution system so that MassDEP can lift this boil water requirement. We will let you know when the water is safe to drink and the boil water order has been lifted.

For more information, please visit the Springfield Water and Sewer Commission's website at waterandsewer.org or call 413-310-3501.

General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at 1-800-426-4791.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by: Springfield Water and Sewer Commission PWS ID#: 1281000 Date distributed: 9/12/23.

The Commission will advise you when you no longer need to boil your water. We anticipate resolving the problem within 48 hours.

How can I spread the word?

Residents in **Springfield and Ludlow** are advised to please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing notices by hand or mail. Copies of this notice are available by calling (413) 310-3501 or at the following locations: waterandsewer.org

This report contains important information about your community's water quality. Please have it translated.

Este informe contiene información importante sobre la calidad del agua en su comunidad. Por favor pida que alguien se lo traduzca.

Le rapport contient des informations concernant la qualité de l'eau de votre communauté. Faites-le traduire, ou parlez-en à un ami qui le comprend bien.

O relatório contém informações importantes sobre a qualidade da água da comunidade. Traduza-o ou peça ajuda de uma pessoa amiga para ajudá-lo a entender melhor.

Questo rapporto contiene informazioni importanti della qualità dell'acqua della vostra comunità. Traducetelo al più presto possibile o parlatene con un amico che lo capisce benissimo.

Sprawozdanie zawiera ważne informacje na temat jakości wody w twojej miejscowości. Poproś kogoś o przetłumaczenie go lub porozmawiaj z osobą, która je dobrze rozumie.

Đây là những thông tin quan trọng nói về phẩm chất của nước dùng trong cộng đồng địa phương của bạn. Xin hãy chuyển ngữ các thông tin này cho quý vị.

For more information, please contact 413-310-3501 or through e-mail at info@waterandsewer.org. General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at 1-800-426-4791.

This notice is being sent by the Springfield Water and Sewer Commission, Public Water System identification #1281000.