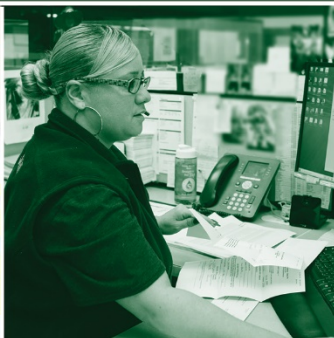
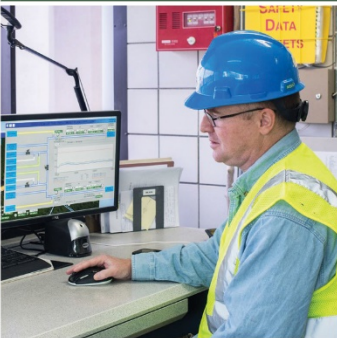





**FY 2022  
PROPOSED  
BUDGET**



**Jaimye Bartak**

Communications Manager

# Welcome

- Please keep your microphones muted
- Questions and answers will be taken following the presentation
- Participants may type questions or comments into the Q&A box at any time, or call in (413-261-6430, conf. ID: 174 005 683#) to speak at the conclusion
- Telephone participants will be called on using the last 4 digits of their telephone number to provide an opportunity to speak
- Spanish translation available / Traducción al español disponible
- Questions or comments can also be emailed to [info@waterandsewer.org](mailto:info@waterandsewer.org) or directed to 413-452-1302 following this event
- If the event is disrupted for any reason, please go to Facebook or Twitter @SpfldWaterSewer for a new link and call-in information



# Who We Are

- Independent, public, regional utility established in 1996
- Governed by a three-member Board of Commissioners appointed by City of Springfield mayor and approved by City Council
- Operate and maintain the largest water and wastewater system in Western Massachusetts
- Provide retail, wholesale, and peak/emergency water and sewer service to 10 communities



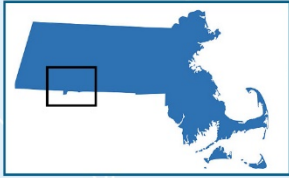
From left to right: Commissioner William Leonard, Commissioner Vanessa Otero, and FY21 Chairman Daniel Rodriguez





# System Map

## Major System Components



**Little River Watershed**  
17,485 Acres Total

**Borden Brook Reservoir**  
Primary Water Supply  
2.2 Billion Gallon Capacity

**Cobble Mountain Reservoir**  
Primary Water Supply  
22.5 Billion Gallon Capacity

**Southwick**  
- Wholesale Water

**West Parish Filters Water Treatment Plant**  
Westfield  
100 Million Gallon / Day Capacity

**Westfield**  
- Peak Emergency Water

**Provin Mountain**  
Water Storage Facility  
60 Million Gallon Capacity

**West Springfield**  
- Peak Emergency Water  
- Wholesale Wastewater

**Agawam**  
- Wholesale Water  
- Wholesale Wastewater

**Longmeadow**  
- Wholesale Water  
- Wholesale Wastewater

**Springfield Regional Wastewater Treatment Facility**

Agawam  
67 Million Gallon / Day Capacity

**Chicopee**  
- Peak Emergency Water

**Ludlow**  
- Retail Water  
- 80 Miles of Water Distribution Pipe  
- Wholesale Wastewater

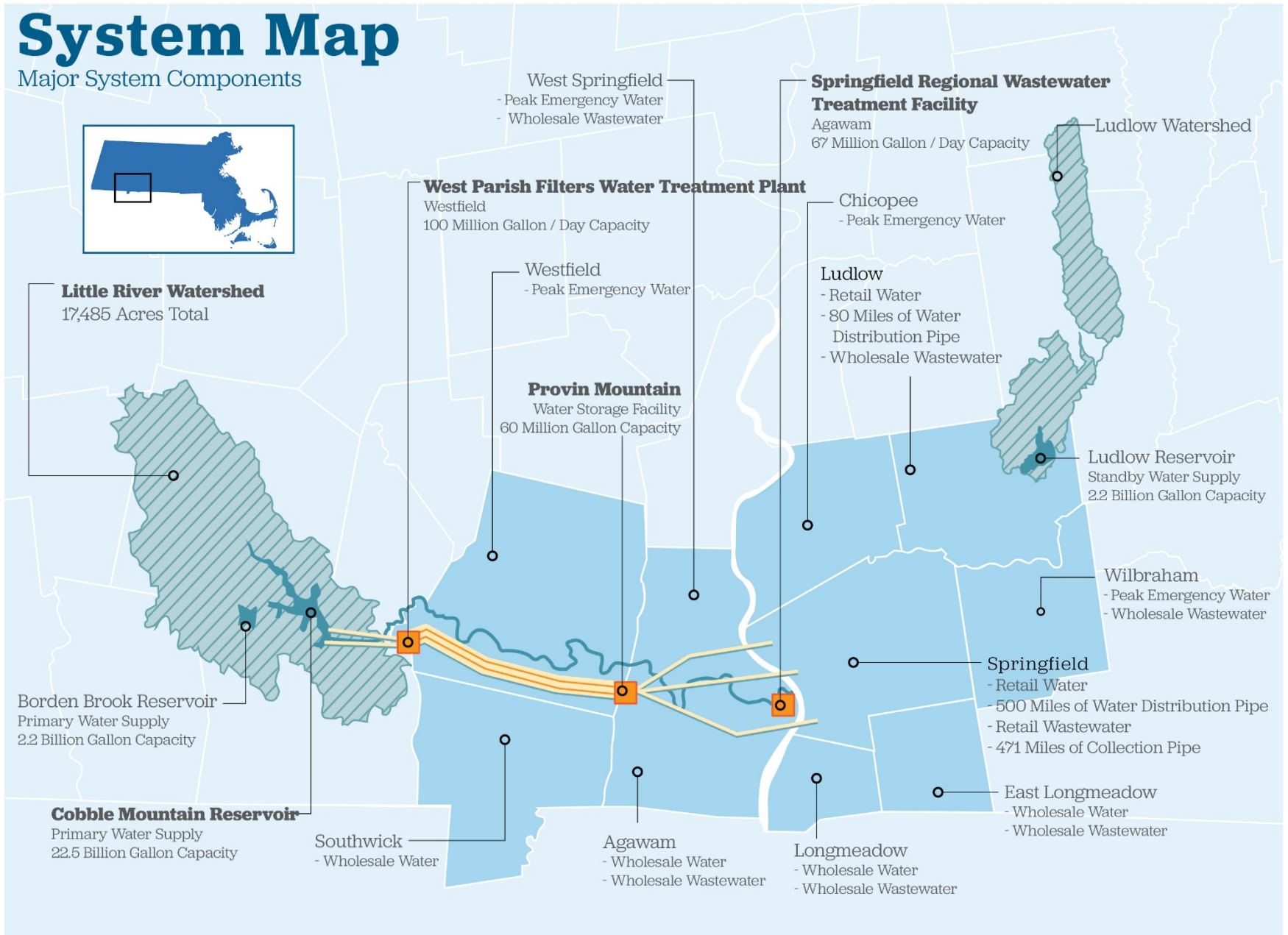
**Ludlow Reservoir**  
Standby Water Supply  
2.2 Billion Gallon Capacity

**Wilbraham**  
- Peak Emergency Water  
- Wholesale Wastewater

**Springfield**  
- Retail Water  
- 500 Miles of Water Distribution Pipe  
- Retail Wastewater  
- 471 Miles of Collection Pipe

**East Longmeadow**  
- Wholesale Water  
- Wholesale Wastewater

**Ludlow Watershed**



# What We Do

## From Raindrop to River

### Reservoirs



- 18,000 acres water supply forest
- 3 reservoirs (1872, 1909, 1930)
- 10 dams (1872-1960)

### Drinking Water Treatment



- 1 treatment plant (1909, 1974)
- 1 power plant (1930)

### Transmission, Storage & Distribution System



- 3 transmission mains (1909, 1928, 1960)
- 3 storage tanks
- 579 miles water pipe
- 6,210 hydrants
- 19,742 valves
- 5 pump stations

# What We Do

## From Raindrop to River

Collection System



- 473 miles sewer pipe

Wastewater Treatment Plant



- 1 treatment plant (1939, 1972)

Connecticut River



- 23 CSOs
- 1 WWTP discharge point

# What We Do

## Protect Public Health, Safety & the Environment

- **Safe Drinking Water Act (1974)**

- 90 Regulated Contaminants
- Stage 2 Disinfection Byproduct Rule (2012)
- Long-Term Enhanced Surface Water Treatment
- Lead & Copper Rule (2020)
- Total Coliform Rule
- Unregulated Contaminant Monitoring
- Contaminant Candidate List

- **DEP**

- Water Management Act (1986)
- PFAS Limits (2020)
- Source Water Protection



- **Homeland Security/EPA/FEMA**

- Risk & Resilience Assessments (2018)
- Emergency Preparedness
- Natural Hazard Mitigation
- Cybersecurity

- **Clean Water Act (1972)**

- NPDES Permit for Drinking Water Plant
- NPDES Permit for Wastewater Plant (2017)
- Biosolids regulations
- CSO Administrative Order
- Nutrient Removal
- CMOM requirements

- **EPA/DEP/ACE**

- Endangered Species Act (1973)
- Wetlands Protection Act (1972)
- NHESP (1990)
- Section 404
- Dam/Levee Maintenance
- PFAS (TBA)
- CSO Notification (DEP – 2021)



**Josh Schimmel**

Executive Director

# Annual Budget Process

## How We Plan for Each Year

### **Step 1: Develop Annual Spending Budget**

- Operations & Maintenance
- Capital projects (20 years out)
- Current and projected debt service

### **Step 2: Forecast Annual Revenues**

- Based on past consumption trends

### **Step 3: Identify Gaps in Budget vs. Projected Revenues**

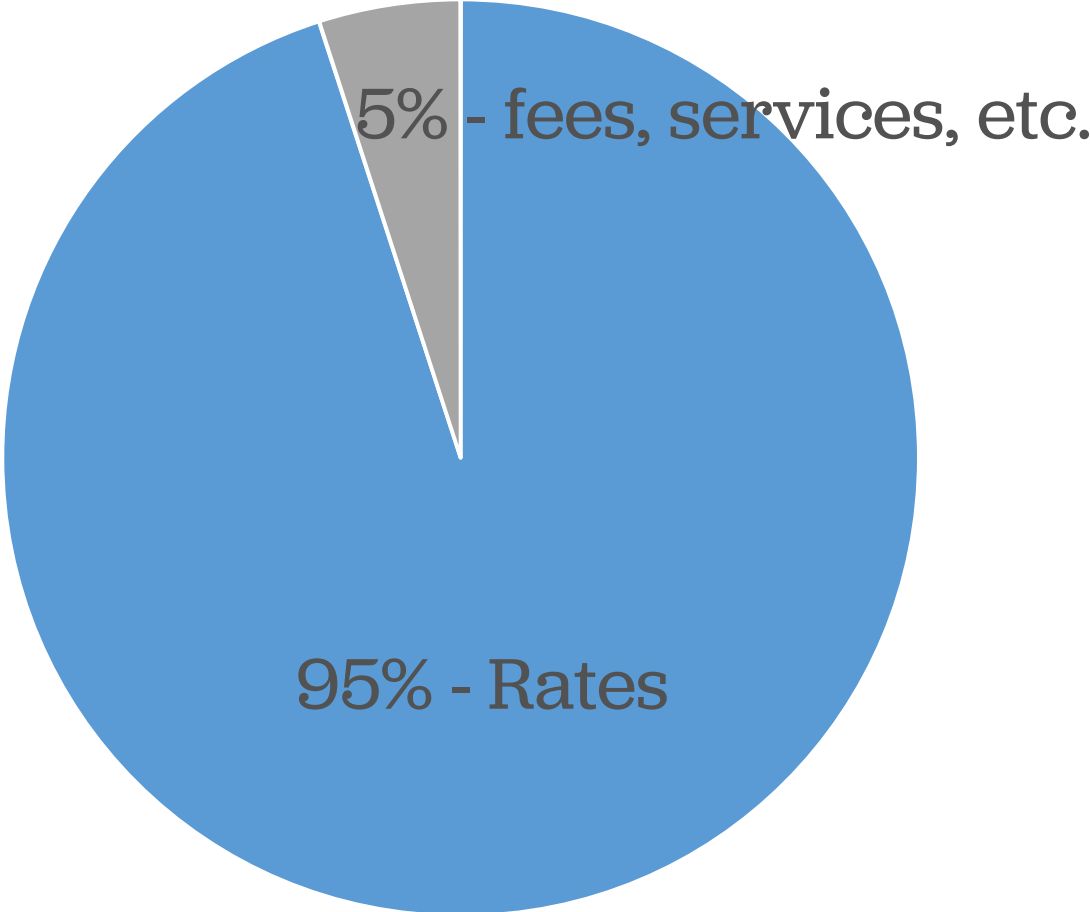
- Maintain target debt service coverage ratios
- Maintain required reserves and adequate working capital

### **Step 4: Establish Rates Accordingly**



# Revenue Sources

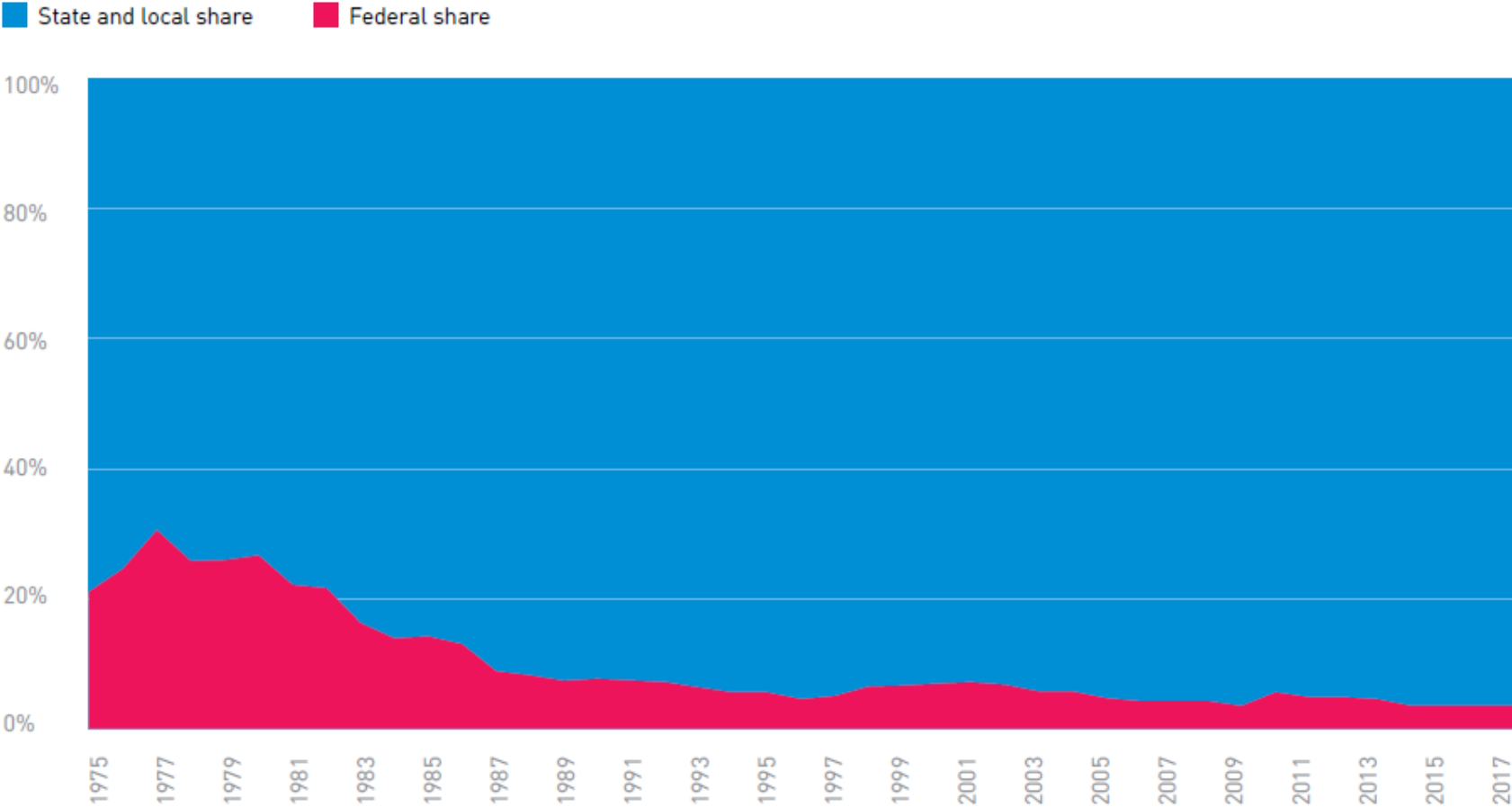
By Type



# Funding Sources

## Decline of Federal Funding

Federal vs. State and Local Share of Water Capital and O&M Investment: 1975–2017<sup>25</sup>



Source: ASCE and The Value of Water Campaign. (2020). The Economic Benefits of Investing in Water Infrastructure. Retrieved from [http://www.uswateralliance.org/sites/uswateralliance.org/files/publications/VOW%20Economic%20Paper\\_0.pdf](http://www.uswateralliance.org/sites/uswateralliance.org/files/publications/VOW%20Economic%20Paper_0.pdf).



# Financial Impact of Pandemic

## Lost Revenue

- Reduction in commercial, industrial & institutional consumption (spring 2020)
- Wholesale consumption remained close to historic averages
- Lost revenue >\$4.25 million in FY20

## Demand/Usage Rebound – First Quarter FY21

- Retail consumption resumed to above-average during summer months
- Wholesale usage remained slightly higher than historic averages

## Increase in Receivables

- Increasing receivables trend beginning July 2020
- Peak receivables balance at \$9 million (double the 3-year average)
- Customers impacted by pandemic

# Customer Assistance Programs

## Immediate Response to Customer Needs

- Suspension of Shut-off Program & Late Fees

## Payment Plans

- Traditional and Expanded (outstanding + current over scheduled time period)
- Equal Installment Option (fixed amount on scheduled dates)

## Customer Assistance Program (CAP)

- Supports low-income, single-family homeowners with SWSC water and/or sewer accounts
- One-time, annual account credit of \$125, utilizing Low Income Heating and Energy Assistance Program (LIHEAP) eligibility

## Senior, Disabled, Disabled Veteran Discounts

- Annual discount of \$75 (administered as \$6.25 monthly credit)

## Leak Surveys & Adjustments

- Provide 1 free in-home leak survey to residential customers
- One-time leak abatements up to \$500

# Federal Customer Assistance

## Emergency Water and Wastewater Assistance

- Consolidated Appropriations Act of 2021 - \$638M (nationwide)
- American Rescue Plan Act of 2021 - \$500M (nationwide)
- Emergency assistance to low-income households for water/sewer bills
- Likely to be administered through state LIHEAP agencies
- *Commission in active discussions with MA Dept. of Housing & Community Development about how to facilitate/expedite dispersal of funding*



# Unprecedented Need for Investment

## Converging Factors

- Aging infrastructure
- System reliability
- Unfunded state/federal mandates
- Climate change resiliency
- Advancing regulations
- Cybersecurity



The Tell

## Climate change means public utilities will need billions in upgrades over the next decade, report says

Last Updated: May 12, 2021 at 6:05 a.m. ET

First Published: May 11, 2021 at 1:23 p.m. ET

By [Andrea Riquier](#)

3

Climate change models may not capture the full extent of the uncertainty: witness the Texas winter storms



*“...utility systems are depreciating faster than they are receiving needed investment.”*





# Innovative Financing Solutions

## Unprecedented State and Federal Loans

### **Water Infrastructure Finance and Innovation Act (WIFIA)**

- \$251 million secured in FY21 for 31 FY22 - FY26 Projects
- SWSC match of \$296 million = **\$547 million in system investment**
- Administered by EPA; flexible repayment terms
- Extremely competitive program – ONLY utility in MA to receive

### **Drinking Water and Clean Water State Revolving Fund**

- \$47 million secured in FY21 for three FY22 Projects
- Approx. \$200 million in SRF matching funding (FY20-FY22)
- Administered by MassDEP
- Competitive, low-interest, 20-year loan with some loan forgiveness



# Innovative Financing

## What This Means for Ratepayers

- ✓ **Significant savings in borrowing costs**
  - \$20M over 20 years (SRF) + some loan forgiveness
  - \$60M over 30 years (WIFIA)
  - Reduces pressure on future rate increases
  
- ✓ **Accelerated project schedule (WIFIA)**
  - Compresses 20-year capital plan into 5 years
  - Consistent regulatory compliance & risk resilience
  - Better reliability & resiliency, sooner
  
- ✓ **Financial Flexibility and Rate Stability**
  - WIFIA has innovative repayment terms
  - Provide flexibility to substitute other financing sources
  - Retain ability to respond to future legislative aid programs



# WIFIA

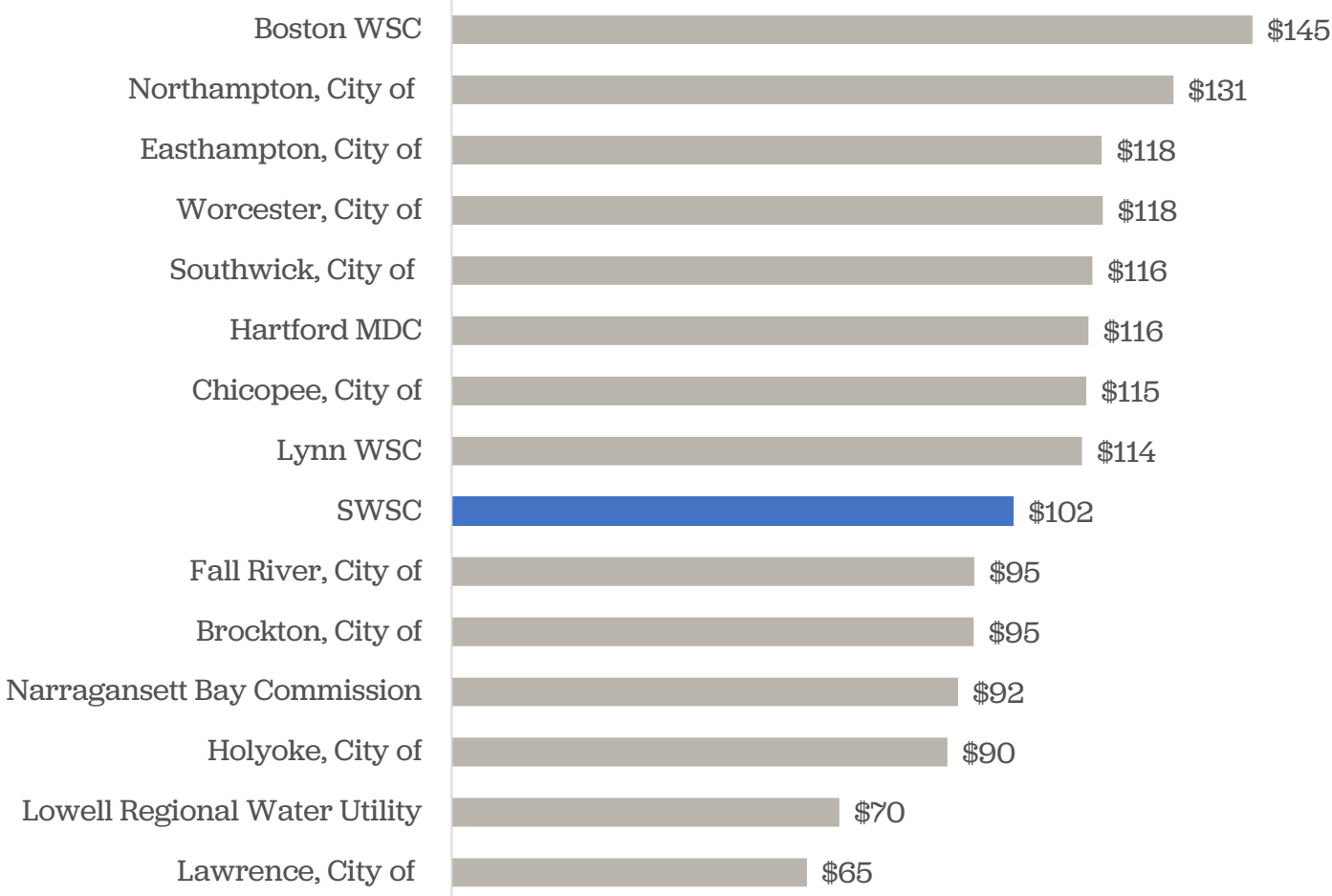
## Why This is a Good Deal

Condition	FY22	FY23	FY24	FY25	FY26	FY27
Rate increase <u>without</u> WIFIA	9.5%	9.5%	9.5%	9.5%	9%	9%
Rate increase <u>with</u> WIFIA	5.9%	6.75%	6.5%	6%	5%	4.5%
Difference in rate increase	<b>-3.6%</b>	<b>-2.75%</b>	<b>-3%</b>	<b>-3.5%</b>	<b>-4%</b>	<b>-4.5%</b>

- Result: 33% reduction in FY22 rate increase



# Rate Comparisons 2021



Monthly Combined Bill (10 HCF)



# Financial Planning

## Key to Rate Stability

- **Sound Financial Policies and Practices Provide:**
  - ✓ Budget discipline
  - ✓ Controlled flexibility for the unexpected
  - ✓ Strong financial rating
  - ✓ Reduced borrowing costs & competitiveness for limited resources
- **Proactive project planning ensures:**
  - ✓ Maximized ratepayer dollars
  - ✓ Value
- **Unprecedented Investment Addresses:**
  - ✓ Aging and failing infrastructure
  - ✓ Existing and future regulatory compliance
  - ✓ System modernization, climate change & cybersecurity
  - ✓ Risk reduction & increased reliability



# Capital Projects

## Infrastructure Upgrades for FY22-FY26

- 54 new capital projects proposed for FY22 appropriations
- 49 projects to start in FY22; remaining to advance over next five fiscal years
- **Full, detailed FY22 Capital Improvement Budget & FY22–FY24 CIP available at:**

<https://waterandsewer.org/swsc-issues-proposed-fy22-budget/>



Springfield Water And Sewer Commission

Thursday, April 22, 2021  
10:00:39 AM

### Three Year Capital Improvement Program for Fiscal Years 2022 - 2024 Including One Year Capital Program Budget for Fiscal Year 2022

#### Proposed Three Year CIP Plan

WATER SUPPLY & TRANSMISSION			2022 CAPITAL PROGRAM BUDGET	2023 - 2024 CAPITAL PROGRAM	
PROJECT ID	PROJECT NAME	SOURCE OF FUNDS	FY 2022	FY 2023	FY 2024
004-0003	Land Acquisition	Revenues/Reserves	\$0	\$100,000	\$100,000
004-0007	Dam Maintenance/Variou Locations	Revenues/Reserves	\$521,000	\$50,000	\$190,000
004-0034	Penstocks Repairs Inspections	Revenues/Reserves	\$318,270	\$0	\$0
004-0035	Penstocks Repairs Construc	WIFIA	\$2,500,000	\$0	\$0
004-0036	Culvert Replc & Slope Repairs @ Borden Brook	Revenues/Reserves	\$32,000	\$0	\$0
004-0037	Boat Ramp @ Cobble Mtn & Borden Brook	Revenues/Reserves	\$150,000	\$0	\$0
005-0026	Treatment System Assessment & Design	Revenues/Reserves	\$100,000	\$100,000	\$100,000
005-0027	Water Treatment System Improvements	Revenues/Reserves	\$200,000	\$200,000	\$200,000
005-0077	42" Raw Water Conduit Repair	Revenues/Reserves	\$500,000	\$0	\$0
005-0078	42 in. Raw Water Conveyance ReDsgn & ReConst	WIFIA	\$4,475,000	\$0	\$0
005-0079	WPF Bulk Chem & Chlr Room Constr	WIFIA	\$1,451,900	\$0	\$0
005-0087	WPF Lagoon Cleaning Constr	WIFIA	\$4,140,000	\$0	\$0
005-0098	Conduit Hydropower on 42" RWC & Elec Upgrades Dsgn	Revenues/Reserves	\$287,500	\$0	\$0
005-0099	Conduit Hydropwr Turbine 42" RWC & Elec Ugdr Const	WIFIA	\$14,456,000	\$0	\$0
005-0100	WPF Facility Improvements Dsg & Constr WIFIA	WIFIA	\$122,639,999	\$0	\$0
06A-0014	Transmission System Rehabilitation	Revenues/Reserves	\$100,000	\$100,000	\$100,000



# West Parish Filters Facility Improvements

## Design & Construction

**\$122,639,999 – WIFIA**

- **New treatment processes to meet modern drinking water standards**
  - 80 million gallon dissolved air flotation clarification facility will reduce HAA5 to compliance levels
  - Upgrades to existing 1974 rapid sand filters
  - Construction of new rapid sand filters
  - Elimination of 1920s slow sand filters



- ✓ ***Elimination of current regulatory compliance issues***
- ✓ ***More efficient, modern treatment operations***
- ✓ ***Resilience to fluctuations in raw water quality***



# West Parish Filters Bulk Chemical & Storage Room

## Construction

**\$1,451,900 – WIFIA**

- **Improves safety of chemical feed & storage systems**
  - Replaces chlorine piping that is at the end of its service life
  - Provides new chlorine scales
  - Provides bulk storage for a new coagulant



- ✓ **Modern safety protections**
- ✓ **More efficient operations**





# Raw Water Conveyance

## Repair, Design & Construction

**\$4,475,900 – WIFIA**

**\$500,000 – Revenue**

- **Provides redundancy to raw water conveyance system**
  - Replacement of 42” valve due to failure
  - Pipeline section and joint repairs and replacement
  - Replace the hydraulic outlet structure



- ✓ ***Increases system redundancy & resiliency***
- ✓ ***Restores failing infrastructure***



# In-Line Hydropower

## Design & Construction

**\$14,456,000 – WIFIA**

**\$287,500 – Revenue**

- **Utilizes gravity to generate modern green power**
  - Will replace existing, aging 1930 power station
  - Generates green electricity from water pressure within 42” pipeline at WPF
  - Meets future treatment plant power needs



- ✓ ***Replaces end-of-life infrastructure***
- ✓ ***Provides supplemental revenue***
- ✓ ***Increases energy efficiency & climate resiliency***



# Wastewater Grit Removal Improvements

## Design & Construction

**\$28,151,825 – WIFIA**

- **Improves removal of solids from treatment process**
  - Converts two gravity thickeners to grit removal tanks
  - Upgrades existing grit cyclones



- ✓ ***Improves treatment efficiency & prolongs life of equipment***
- ✓ ***Improves safety conditions***
- ✓ ***Reduces odors***





# Biological Nutrient Removal Upgrade

## Design & Construction

**\$25,891,351 – SRF**

- **Upgrades removal process for nitrogen & phosphorus**
  - Upgrades aeration system with latest control technology and diffuser heads
  - High-efficiency equipment will provide significant energy savings



- ✓ ***Responds to evolving EPA regulations***
- ✓ ***Renews end-of-life infrastructure***
- ✓ ***Increases treatment efficiency & effectiveness***



# WWTP Electrical System Improvements

## Design & Construction

**\$5,579,643 – SRF**

**\$4,000,000 – WIFIA**

- **Replaces 1970s electrical system at wastewater treatment plant**
  - New primary electrical feeds, control panels, switchgear
  - New primary & secondary power distribution cables
  - Adds new emergency generator



- ✓ ***Adds resiliency in case of power failures***
- ✓ ***Renews end-of-life infrastructure***



# Locust Transfer Conduit

## Design & Construction

**\$23,689,897 – SRF**

- **Connects Main Intercepting Sewer with new York Street Pump Station**
  - Rehabilitates 1,000 feet of existing Locust Street Sewer
  - Connects to new York Street Pump Station
  - Part of Phase 3 of CSO Abatement Plan as approved by EPA



- ✓ ***Adds redundancy and system reliability***
- ✓ ***Renews end-of-life infrastructure***
- ✓ ***Enhances environmental protection***
- ✓ ***Supports regulatory compliance***





# Water Distribution System Renewal

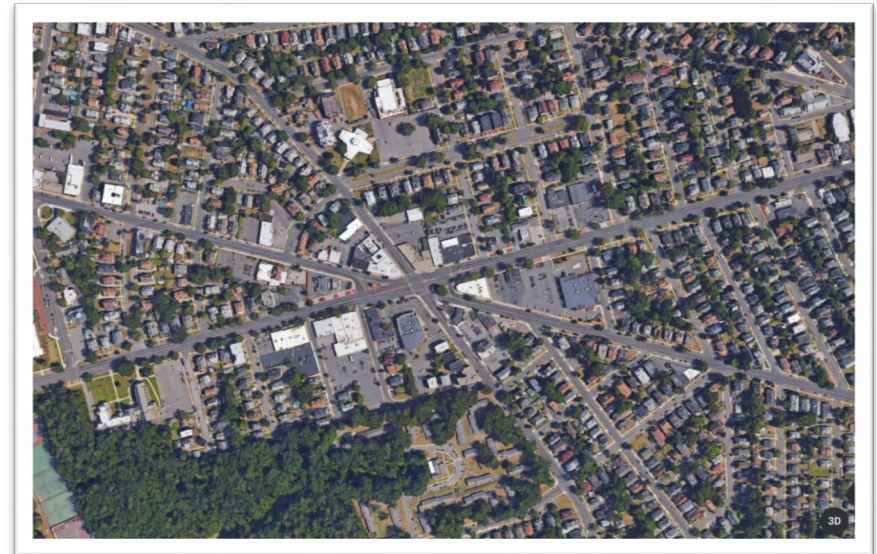
## Design & Construction

**\$930,000 – Revenue (Assessment & Design)**

**\$400,000 – Revenue (Rehabilitation)**

- **Funded annually for water distribution upgrades**
  - Evaluations, planning, surveys & design
  - FY22 includes pilot pipe joint & leak detection program
  - Annual main rehabilitations prioritized based on asset management program

- ✓ ***Replaces end-of-life infrastructure***
- ✓ ***Prioritizes funding***
- ✓ ***Improves system reliability***



# Collection System Cleaning, Assessment & Design

## System Maintenance & Repairs

**\$2,287,500 – Revenue**

**\$1,000,000 – Revenue**

- **Regular ongoing assessment of collection system**
  - Strategic cleaning/jetting of collection system
  - Identify & prioritize issues
  - Design pipe and manhole rehabilitation and replacement



- ✓ ***Renews end-of-life infrastructure***
- ✓ ***Enhances environmental protection***
- ✓ ***Directs funding to most critical areas***



# Meter Replacements

## Ongoing Maintenance

**\$500,000 – Revenue**

- **Replace meters on regular rotating basis**
  - Remove meters at their end-of-life
  - Commercial and residential
  - Piloting smart meter models



- ✓ ***Upgrades end-of-life equipment***
- ✓ ***Ensures accuracy***





# Hydrant Replacements

## Ongoing Maintenance

**\$100,000 – Revenue**

- **Replace hydrants to preserve fire protection**
  - Replace damaged and obsolete hydrants
  - Replacements prioritized based on systematic inspections



- ✓ ***Protects public safety***
- ✓ ***Upgrades end-of-life equipment***



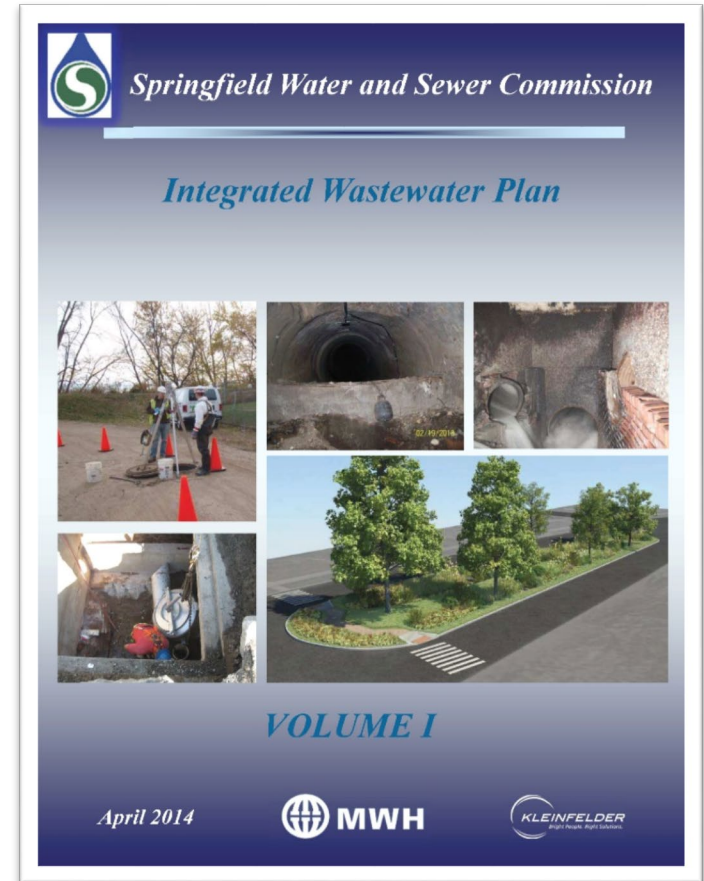
# Integrated Plan Update

## Regulatory Compliance

**\$350,000 – Revenue**

- **Update to meet regulatory compliance**
  - Re-prioritize projects to account for latest conditions and work already completed
  - Directs investment in combined sewer overflow (CSO) remediation to meet EPA Administrative Order
  - Balances CSO projects with other pressing needs

- ✓ **Prioritizes and balances investment**
- ✓ **Supports regulatory compliance**
- ✓ **Promotes environmental protection**



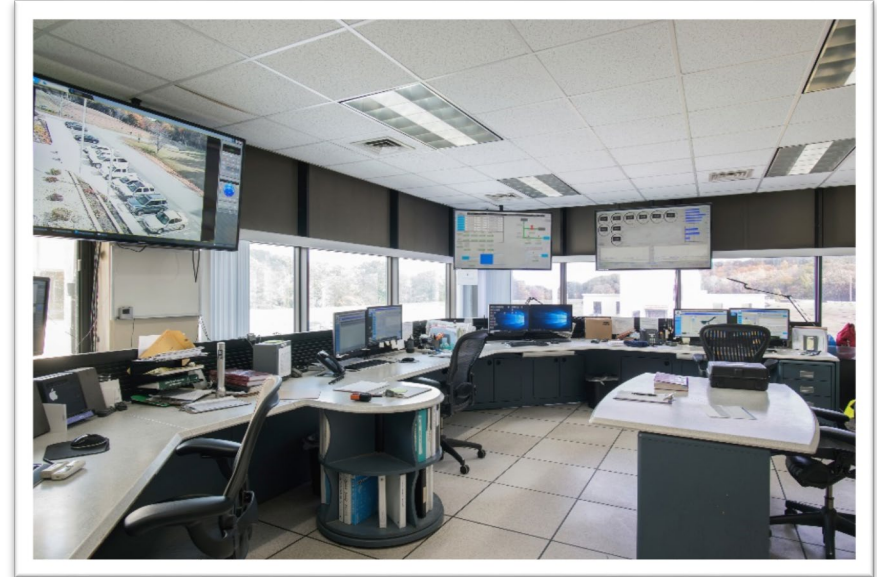
# Information Systems Upgrades

## Cybersecurity

**\$300,000 – Revenue**

- **Replace Help-Desk Portal Software, Network Management & Monitoring Tools**

- Replace SolarWinds products
- Adds new, more end-user friendly help-desk software
- Removes potential risk caused by the SolarWinds breach last year



- ✓ ***Upgrades obsolete software***
- ✓ ***Enhances cybersecurity resilience***





# Tony Basile

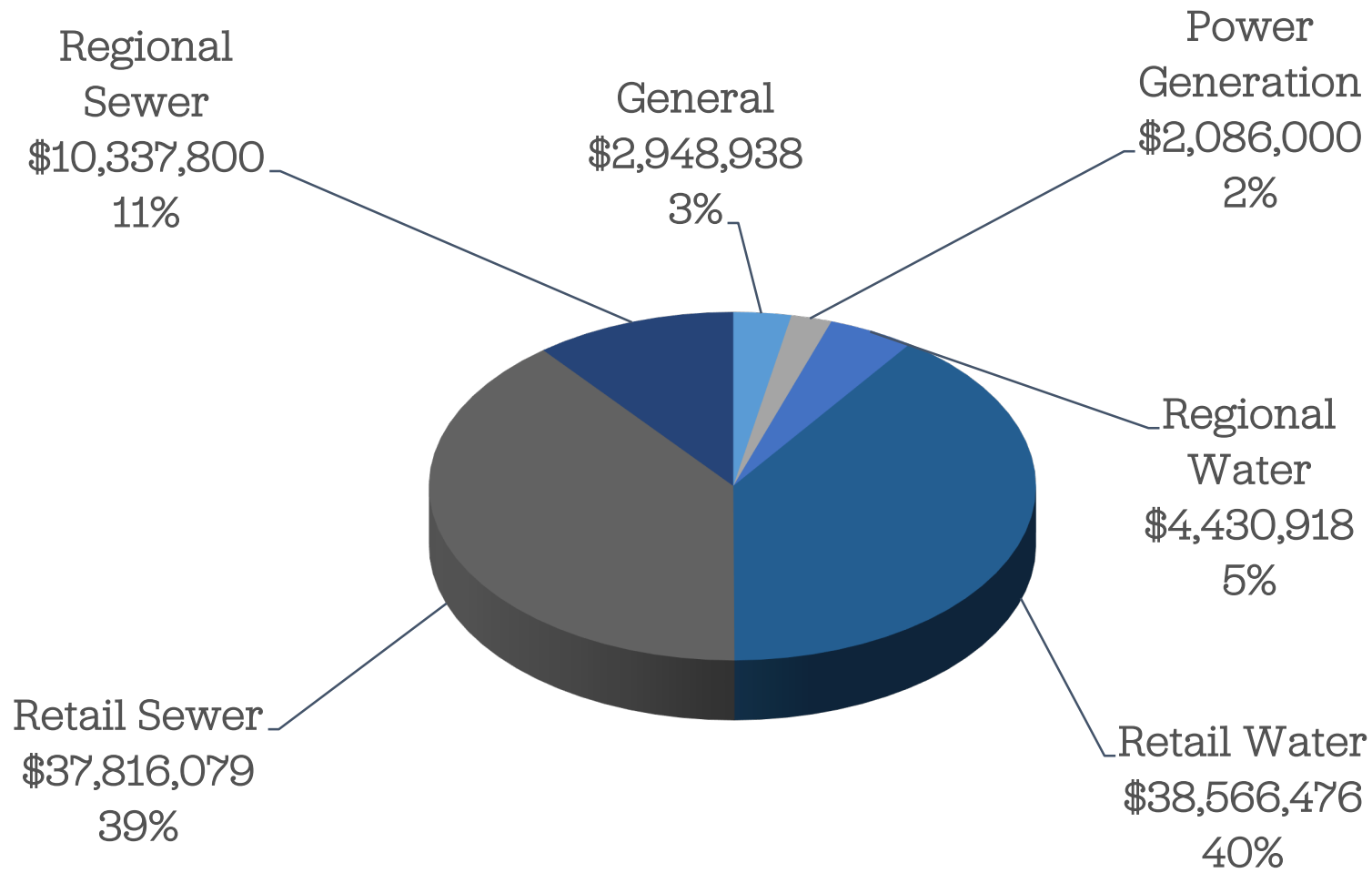
Comptroller



# Needed Revenues for FY22

## What it Costs to Deliver Water and Sewer Services

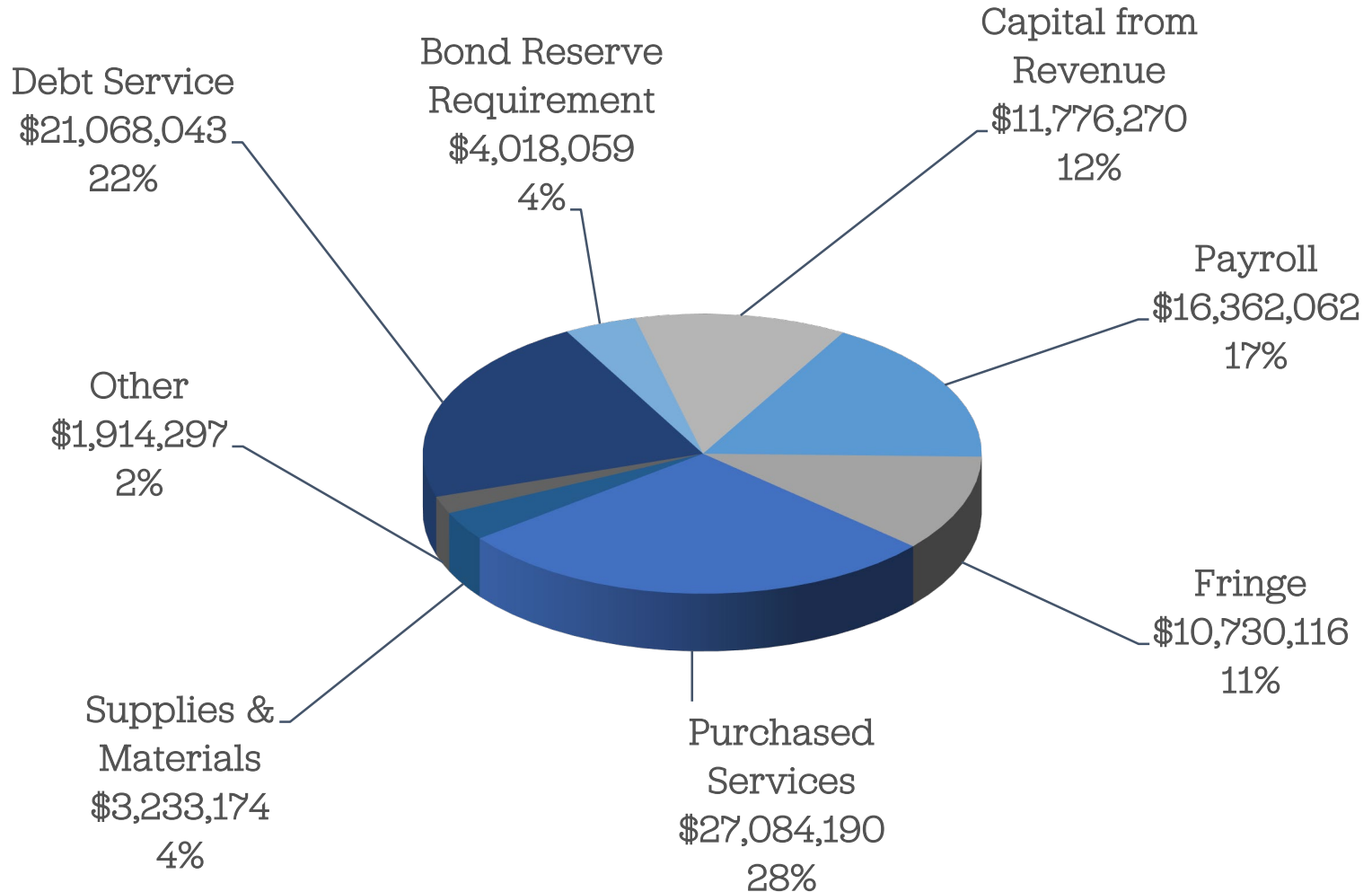
**Estimate - \$96,186,211**



# Total Spending by Category

Where Your Rates Go

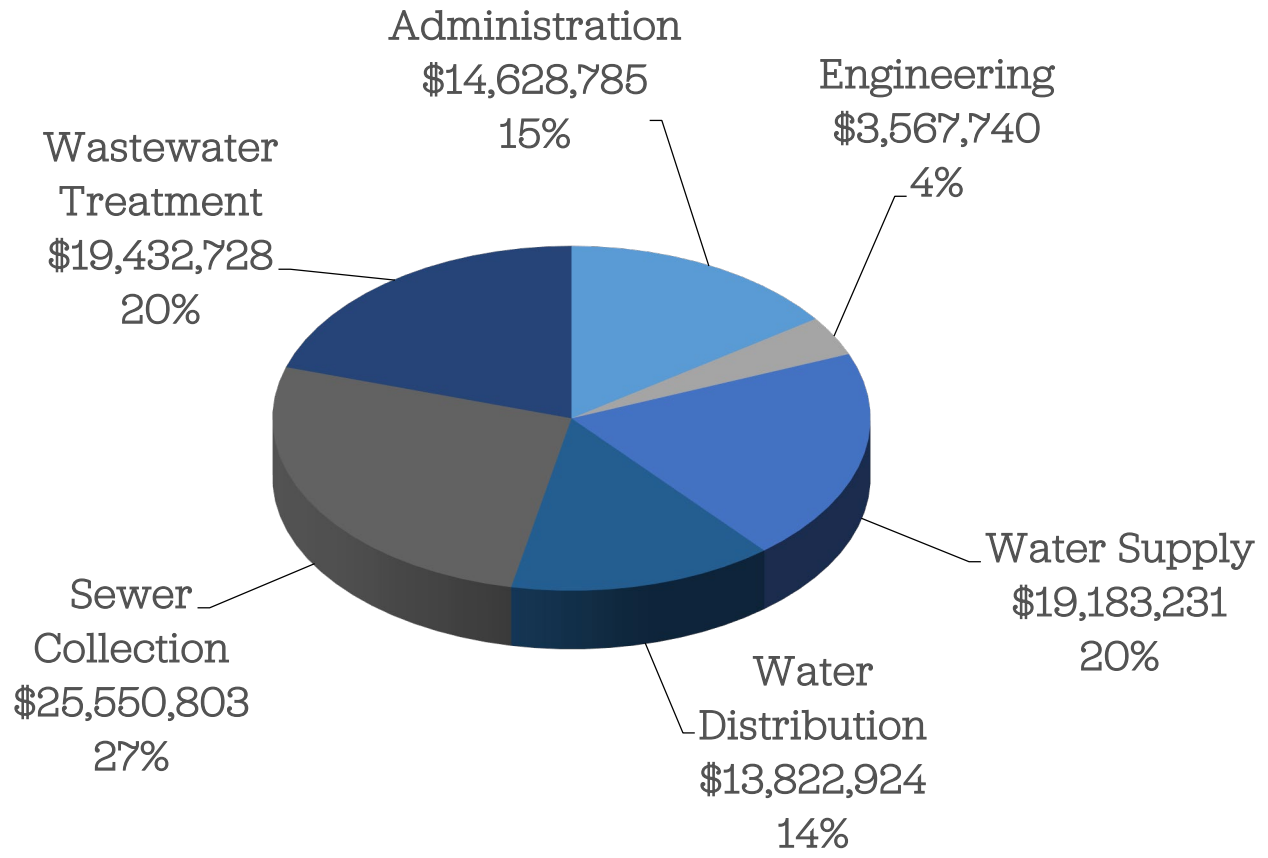
Budget - \$96,186,211



# Total Spending by Function

## How Your Rates Are Spent

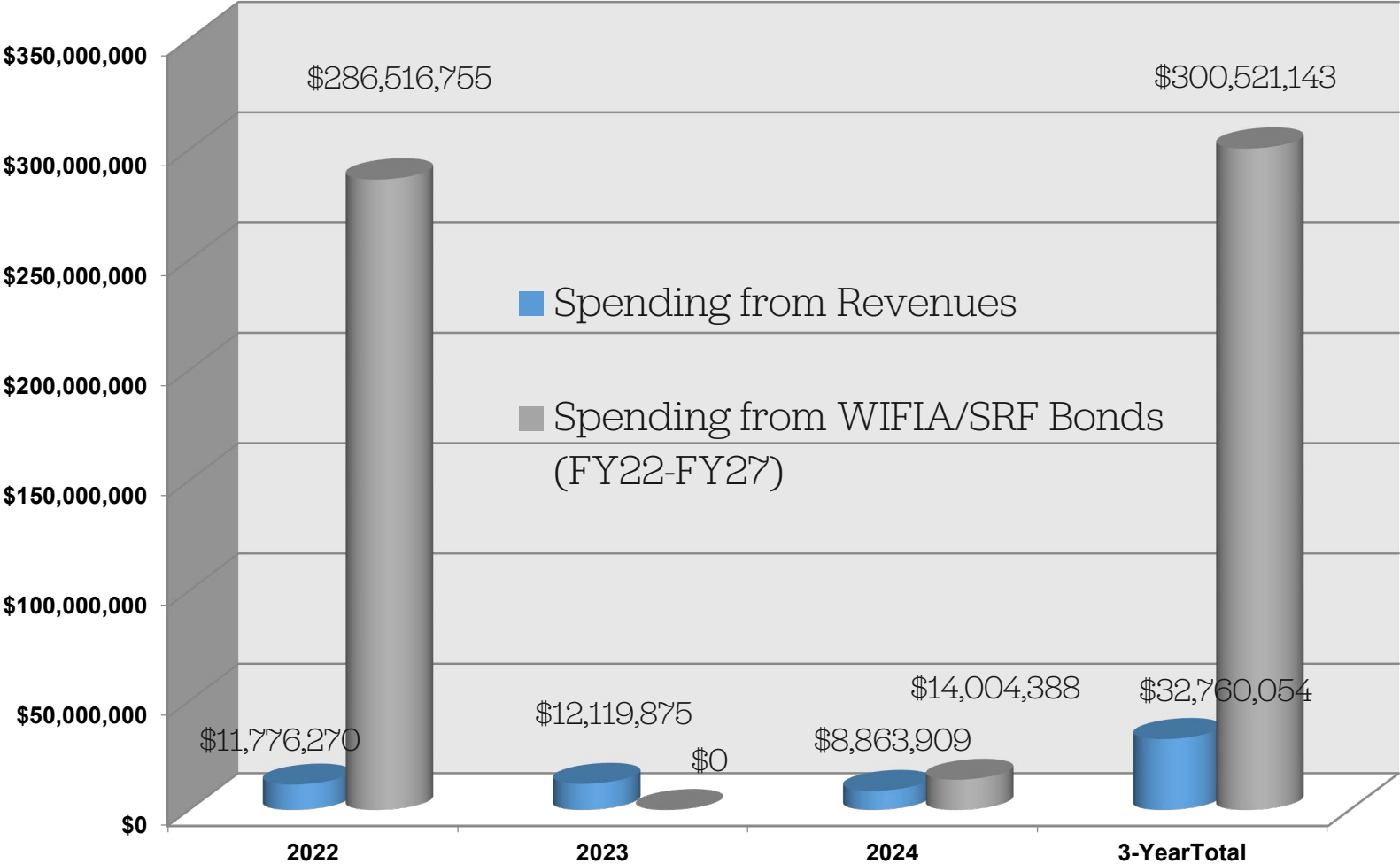
**Budget - \$96,186,211**



# FY22 Operations & Maintenance Budget

Operating Budget	Approved Budget FY 2021	Proposed Budget FY 2022
<b>Operations:</b>		
Personal Services	\$ 15,052,620	\$16,362,062
Fringe Benefits	9,948,615	10,730,116
Purchased Services	28,239,667	27,084,190
Supplies and Materials	3,481,950	3,233,174
Intergovernmental	668,400	678,647
Other charges and expenses	642,543	678,340
Capital outlay	477,050	372,470
Loan Service Charge	477,523	184,841
<b>Total Operations</b>	<b>\$ 58,988,368</b>	<b>\$59,323,840</b>
<b>Debt Service:</b>		
Principal Payment	12,861,139	14,859,173
Interest Expense	6,094,554	6,208,870
<b>Total Debt Service</b>	<b>18,955,693</b>	<b>21,068,043</b>
<b>Total Operating Budget</b>	<b>\$ 77,944,061</b>	<b>\$80,391,883</b>

# Three Year Capital Plan



# FY22 Budget Summary

Budget Segment	Revenue from Rates Required
Operations & Maintenance Budget	\$59,323,840
Debt Service	\$21,068,043
Capital Improvement Program	\$11,776,270
Reserve Requirement	\$4,018,059
<b>Total FY22 Budget</b>	<b>\$96,186,212</b>



# Water and Sewer Rate Changes in FY22

*Translate into average household increase of  
**\$6/month***

<b>Customer Class</b>	<b>FY 2021</b>	<b>FY 2022 Eff. July 1</b>	<b>% Increase</b>
<b>Water:</b>			
Residential & Commercial	\$3.96	\$4.19	5.9%
Industrial & Municipal	\$2.96	\$3.13	5.9%
<b>Sewer:</b>			
Residential & Municipal	\$6.25	\$6.62	5.9%
Commercial & Hospital	\$6.88	\$7.28	5.9%
Industrial	\$7.50	\$7.94	5.9%
Restaurant	\$8.13	\$8.61	5.9%
<b>Combined Water and Sewer:</b>			
Residential	\$10.21	\$10.81	5.9%
<b>Typical Annual Household Bill</b>	<b>\$1,225.75</b>	<b>\$1,297.20</b>	<b>5.9%</b>

Note: Rates above are for each 100 cubic feet (or 748 gallons) of metered water.

# Updates to Rules & Regulations

- **Updated Responsibilities of the Owner of the Property (Chapter 3, Section 3.12.2)**
  - Clarified that owner is responsible for all charges, fees, services, and penalties associated with the water/sewer account, regardless of tenancy
- **Added Life Estate Beneficiaries to Non-Beneficial Use (Leak) Abatements (Chapter 3, Section 3.12.5)**
  - Outlined how and when life estate beneficiaries may receive a non-beneficial use abatement
  - Added definition of Life Estate Beneficiaries to Section 6.1
- **Updated Tampering Penalties (Chapter 5, Paragraph 6 (a))**
  - Clarified that the owner of a property is responsible for tamper damages and penalties



# Updates to Rules & Regulations

Section	FY22 Changes
Ch. 2, Sect. 2.4.1 Rates (e)	Medical Facility shall be 1.1 times the <i>Residential</i> rate
Ch. 5, Sect. 5.1 Water Rates for all Bulk Water Haulers	Increased the water rates by 5.9%
Ch. 5, Sect. 5.2.2 Water Rates for Hydrant Users	Increased the water rates by 5.9%
Ch. 5, Sect. 5.5 Non-Beneficial Use Allowance	Increased water and sewer charge by 5.9%
Ch. 5, Sect. 5.7 Sewer Rates	Increased commercial & medical facility sewer rates by 5.8% and all other sewer rates by 5.9%
Ch. 5, Sect. 5.10 Non-residential Surcharges at SRWTF	Increased surcharges by 5.9%

Full Draft Changes to Rules and Regulations (including Chapter 5 Schedule of Rates, Fees, Charges & Penalties) available at: <https://waterandsewer.org/swsc-issues-proposed-fy22-budget/>

# Katie Shea

Educational Outreach Specialist



# The Value of Water?

## Essential.

- Easy to take for granted, until it's not there

### **FY22 Water and Sewer Rates fund:**

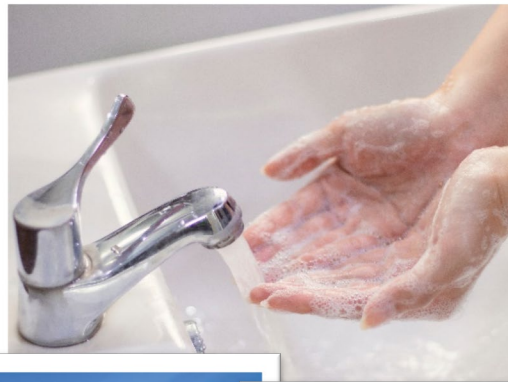
- Infrastructure renewal
- Regulatory compliance
- Reliability/risk reduction
- Acceleration of critically important projects



# The Value of Water

## Integral to Every Day

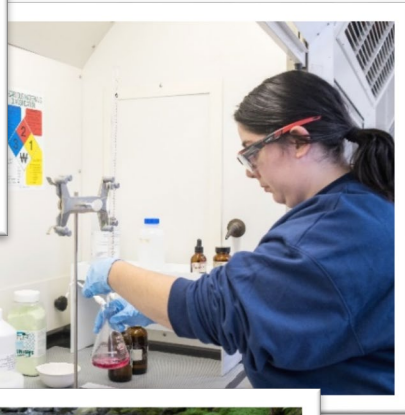
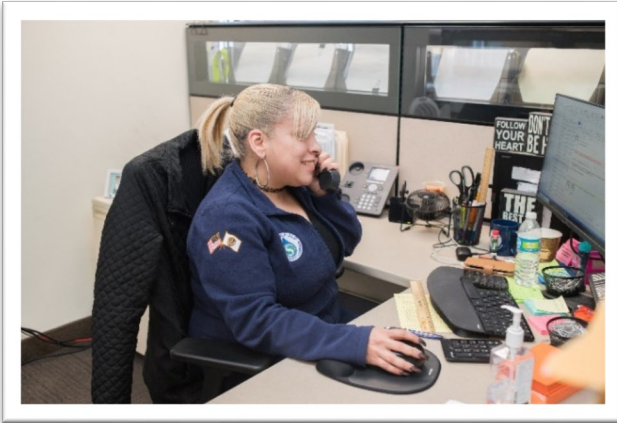
- Public health
- Fire protection
- Economic development
- Quality of life





# What's in your cup?

More than just water



- Daily water quality sampling
- 24/7/365 treatment plant operations
- Laboratory analysis
- Hydrant inspections
- System flushing
- Sewer jetting & cleaning
- 24/7/365 emergency response
- Dam inspections & upgrades
- Project engineering/planning
- Cybersecurity technology
- GIS mapping
- Pipe repair & replacement
- Watershed patrols
- DigSafe markouts
- Leak/consumption audits
- Regulatory reporting
- Customer service
- Backflow inspections
- Legislative advocacy
- Watershed forest management
- 250 skilled water sector professionals
- And more...

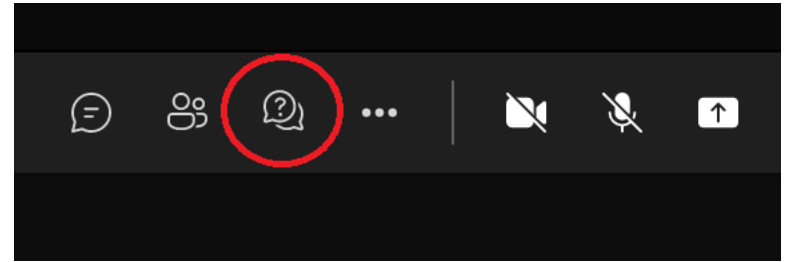


# Next Steps

- **Recording of this presentation will be available**
  - <https://waterandsewer.org/about-the-commission/commission-reports/>
- **Commission Meeting / Vote on FY22 Budget**
  - Wednesday, June 23, 2021, 9 A.M.
  - Virtual or in-person TBD
  - Public invited
- **Questions and Comments Always Welcome**
  - [info@waterandsewer.org](mailto:info@waterandsewer.org) or 413-452-1302
- **Always Available, 24/7/365**
  - Water and Sewer Emergencies: Call 413-310-3501
  - Waterandsewer.org
  - Tw/FB: @SpfldWaterSewer



# Questions/Comments



- **For Participants on Telephone:**
  - Wait until moderator calls on last four digits of your number
  - Dial \*6 to speak
- **For Participants on Computers & Mobile Devices:**
  - Type question or comment into Q&A box
  - OR call 413-261-6430, Conf. ID: 174 005 683# to speak

**Please provide your name and address when submitting a question or comment**

