

2025 FUTURE FORWARD ANNUAL REPORT



MISSION

STATEMENT

Our mission is to provide an uninterrupted, high-quality supply of water to our customers, to collect and treat wastewater, and return clean water to the environment.

While fulfilling our mission, we strive to:

- ✓ Conserve and protect our reliable, high-quality water supply for present and future generations
- ✓ Meet or surpass public health standards, environmental standards, and support fire protection
- ✓ Operate, maintain, improve and manage our water and wastewater infrastructure in a cost-efficient manner
- ✓ Manage finances to support Commission needs and maintain stable and affordable water and wastewater rates
- ✓ Maintain an accountable, safe and professional workforce
- ✓ Understand and respond to customers' expectations for service

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MESSAGE FROM THE COMMISSIONERS

It was with great pride that we were able to stand with Sen. Edward Markey, Congressman Richard Neal, and other federal and state dignitaries to celebrate the groundbreaking of the new West Parish Water Treatment Plant in Fiscal Year 2025 (FY25). The event marked the end of almost a decade of planning, design, and preparation, and the beginning of a new era of drinking water treatment for the Springfield region.

The project also represents the cornerstone of the Commission's ambitious Water and Wastewater Infrastructure Renewal Program, which has already delivered several projects to ensure reliable drinking water and wastewater service for today's customers and future generations.

This annual report documents the status of the immense amount of infrastructure renewal work that took place in FY25 alongside the construction of the drinking water plant, as well as the many other efforts the Commission is taking to provide more efficient, customer-friendly services to its customers.

As always, the Board of Commissioners believes that more resilient infrastructure makes a more resilient community, as does sound fiscal planning and management. The Board recognizes that as it oversees this critical work, rates must remain affordable and predictable for our essential services. The Board also remains committed to maintaining customer assistance programs for those who may struggle to afford their water and sewer bills, in addition to regular discounts for senior, disabled, and Veteran homeowners.

Much complicated work remains ahead, but the end goals remain simple: to provide the highest quality water and wastewater services to our customers, and provide future-oriented stewardship of reliable, 21st century systems for the generations to come.

Photos: (above) Commissioner Matthew Donnellan (at left) and FY25 Chairwoman Vanessa Otero (second from right) join Sen. Edward Markey, Congressman Richard Neal, and State Representatives Carlos Gonzalez and Orlando Ramos for the groundbreaking of the new West Parish Water Treatment Plant. Commissioner Daniel Rodriguez is not pictured. (right) Executive Director Josh Schimmel speaking at the groundbreaking.

MESSAGE FROM EXECUTIVE DIRECTOR

Ten years ago the Commission began to reorient its operations towards the reality that aging infrastructure, a changing climate, and evolving regulations were no longer going to allow for business as usual when it came to delivering our essential services. A prime example was the West Parish Filters Water Treatment Plant, which was last updated in 1974. Designed well before most present-day drinking water regulations were in place, the plant's filtration abilities began to be challenged by more intense precipitation patterns. Meanwhile, parts were also becoming unavailable for 1970s-era equipment in need of increasing replacement.

Fast forward to FY25, when we celebrated the groundbreaking of the new West Parish Water Treatment Plant – an outcome of two early planning projects that assessed the future of the aging plant. I was proud to stand alongside the many employees that helped shepherd this project from vision to construction phase, including those that contributed their engineering expertise and their intricate knowledge

of the existing plant's operations.

Our future-oriented efforts in FY25 extended beyond just the new treatment plant, to routine but critical water and sewer main upgrades in the streets of Springfield and Ludlow. These projects also required several years of strategic planning to maximize ratepayer dollars. Efficiency was achieved in other departments through new technologies and digital solutions. Finally, investing in our future workforce also remained a top priority in FY25, as we invited a third round of Pipeline Program interns to spend the summer learning about careers in water.

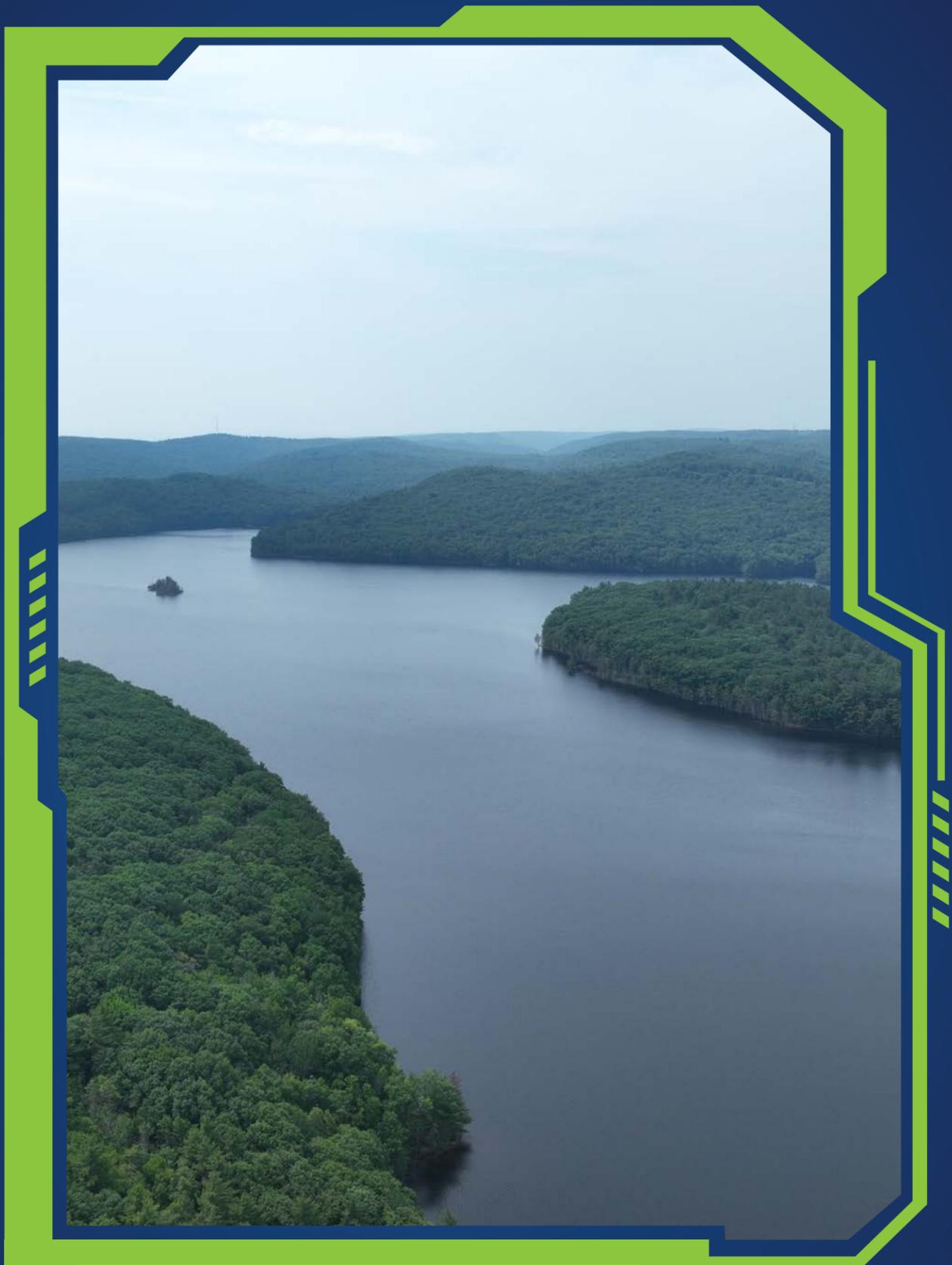
The future is always ahead, but FY25 showed it is also present in everything we do.

Joshua D. Schimmel
Executive Director

If you have any questions about the content of this report, please contact the Commission at 413-452-1300 or email info@waterandsewer.org.

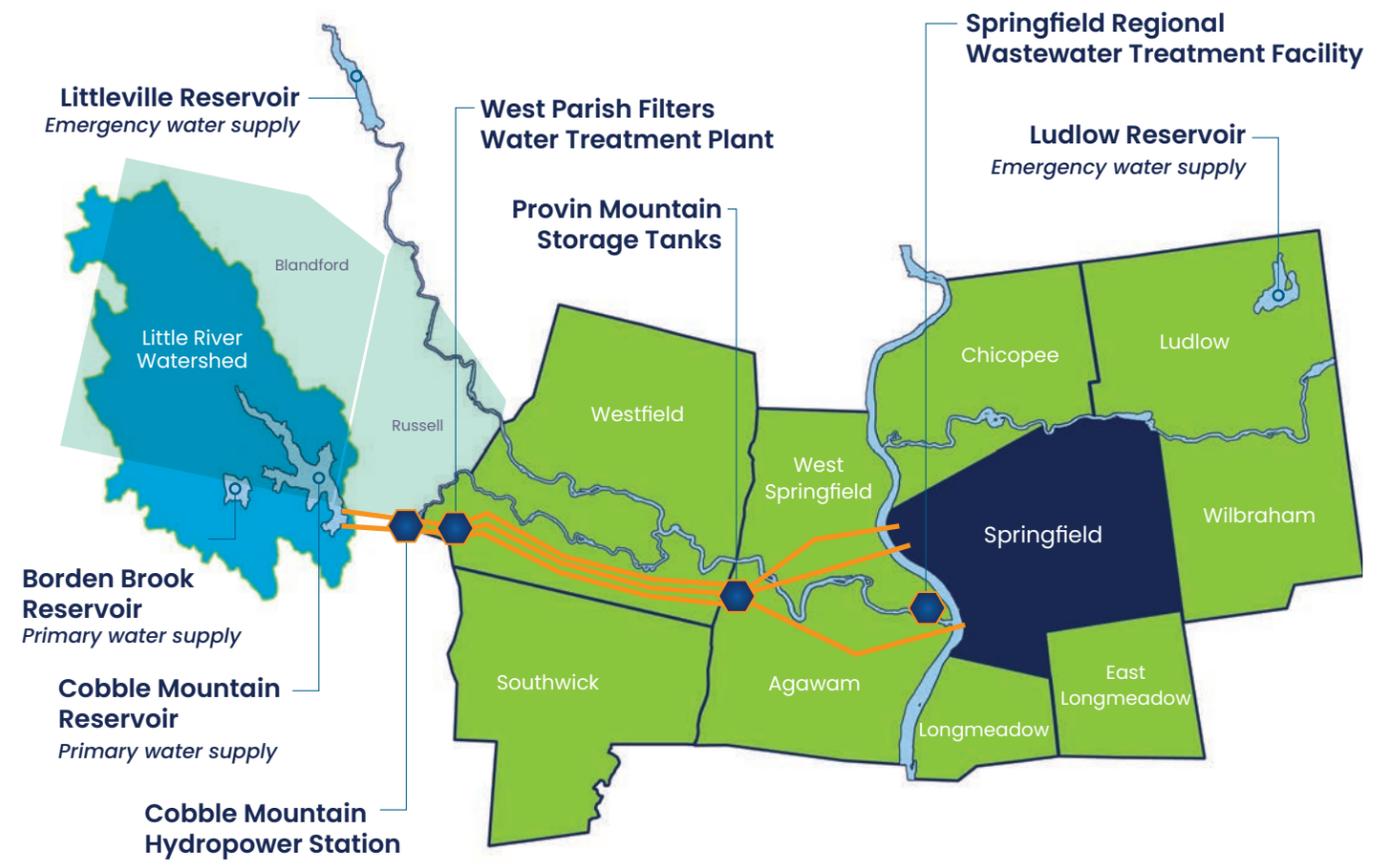
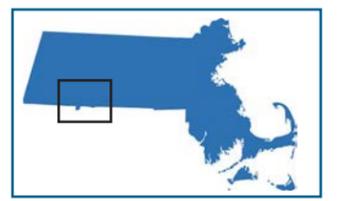
SPRINGFIELD WATER & SEWER COMMISSION DEPARTMENTS





SWSC SYSTEM MAP

SERVICE AREA & MAJOR SYSTEM COMPONENTS



SERVICE CATEGORIES

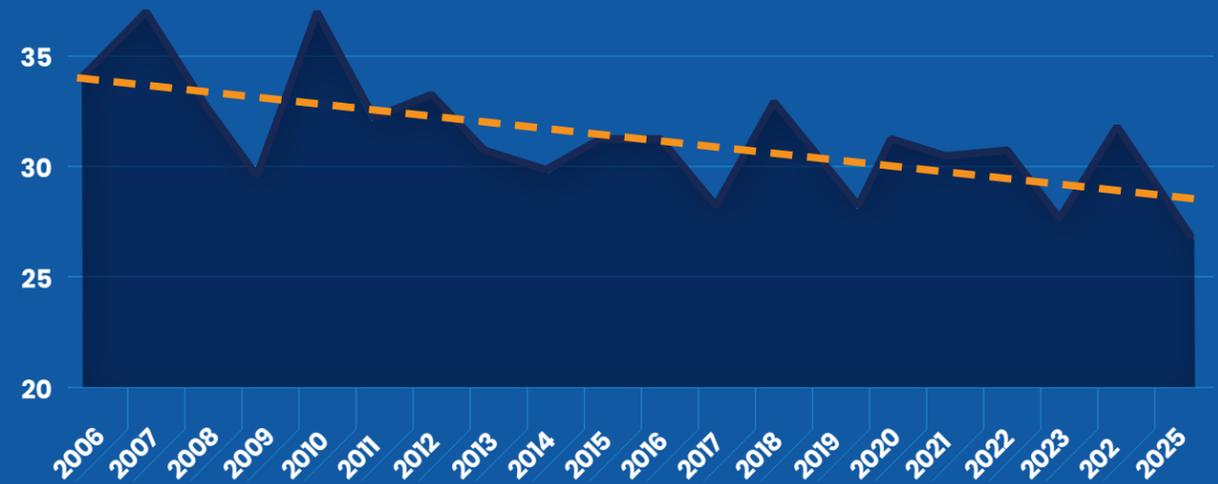
| | |
|--|--|
| Springfield (main customer) | Retail water and wastewater service |
| Ludlow | Retail water service and regional wastewater treatment |
| Agawam, Longmeadow, East Longmeadow | Regional water and wastewater treatment |
| Southwick | Regional water treatment, peak emergency water |
| Westfield, Chicopee | Peak emergency water |
| West Springfield, Wilbraham | Peak emergency water, regional wastewater treatment |

Photo: Cobble Mountain Reservoir.

WATER SUPPLY & CONSUMPTION

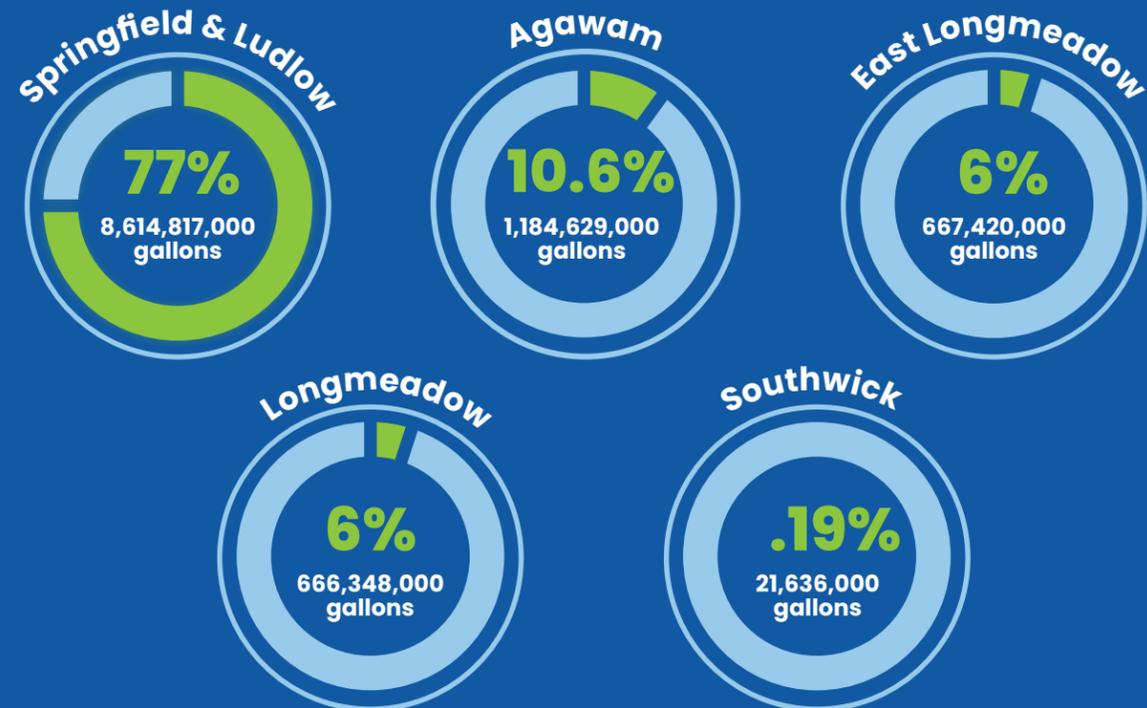
The Commission provides drinking water to approximately 250,000 people in the lower Pioneer Valley. This includes retail customers in Springfield and Ludlow (and small portions of Chicopee and Wilbraham), and regional customers in Agawam, Longmeadow, and East Longmeadow. The Commission also provides emergency and peak drinking water supply to Southwick, Westfield, West Springfield, Chicopee, and Wilbraham. In FY25, the output from West Parish Filters Water Treatment Plant was approximately 11 billion gallons among all Commission customers.

TOTAL WEST PARISH FILTERS OUTPUT BY YEAR (MILLION GALLONS)



TOTAL CONSUMED WATER FY 2025

10,994,763,000 Gallons



REGIONAL WATER TREATMENT CONSUMPTION AMOUNTS IN MILLION GALLONS (MG)

| Yearly Usage (MG) | FY 2021 | FY 2022 | FY 2023 | FY 2024 | FY 2025 | 3-Year Average |
|------------------------|---------|---------|---------|---------|---------|----------------|
| Agawam | 1,378 | 1,149 | 1,203 | 1,060 | 1,185 | 1,149 |
| East Longmeadow | 759 | 634 | 712 | 620 | 667 | 666 |
| Longmeadow | 820 | 645 | 737 | 619 | 666 | 674 |
| Southwick | 36 | 25 | 29 | 28 | 22 | 26 |
| Springfield and Ludlow | 8,520 | 8,9523 | 8,336 | 8,486 | 8,615 | 8,479 |
| West Parish Output | 11,513 | 11,405 | 11,017 | 10,813 | 11,155 | 10,995 |



FUTURE FORWARD

As generations have done before us, the Commission is investing in state-of-the-art design and technology in all of its renewal projects, such as the new West Parish Water Treatment Plant. See more in the following pages.



Take a quick virtual tour of the new plant by scanning the QR code with your smartphone.

Supported in part by EPA's \$250 million Water Infrastructure Finance and Innovation Act (WIFIA) loan and the Massachusetts Clean Water Trust State Revolving Fund (SRF), the WWIRP remains the cornerstone of long-term reinvestment in critical facilities, pipelines, and watershed assets.

Several significant milestones defined the year, most notably the groundbreaking for the new West Parish Water Treatment Plant. This plant is the largest investment in drinking water

infrastructure the Commission has undertaken in over half a century.

This year also included major construction on the 42-inch Raw Water Conveyance Pipeline, residuals management at West Parish Filters, and rehabilitation efforts at the Cobble Mountain Hydropower Station. Complementary upgrades to wastewater treatment, distribution mains, and watershed resilience further underscored the Commission's future-focused approach.



INFRASTRUCTURE RENEWAL

In FY25, the Commission advanced the third full year of its Water & Wastewater Infrastructure Renewal Program (WWIRP), continuing to deliver on its commitment to modernizing essential systems, protecting water quality, and addressing the challenges of climate change and aging infrastructure.



\$250

MILLION WATER INFRASTRUCTURE FINANCE AND INNOVATION ACT

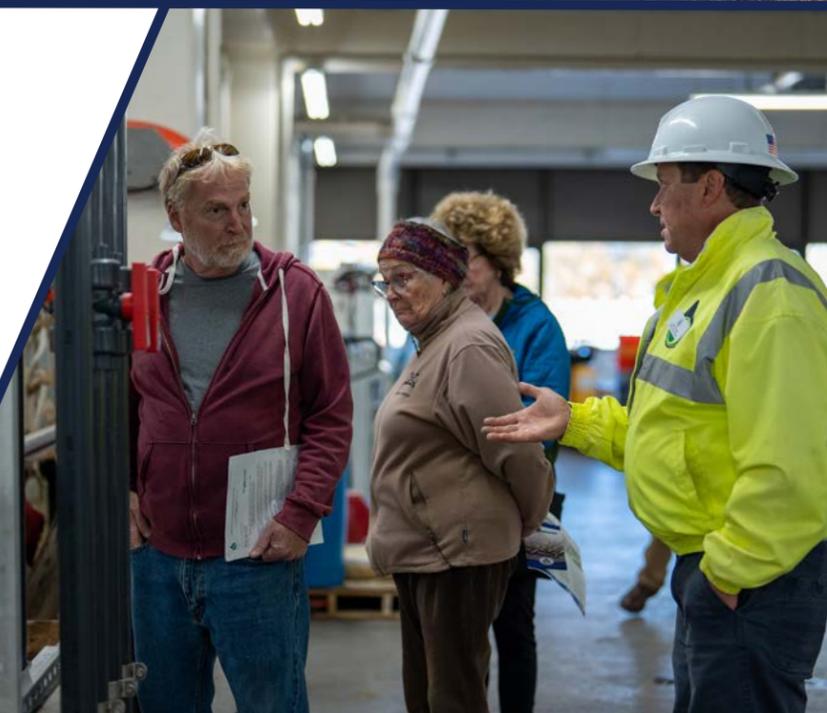
Photos: (top) Construction at the new West Parish Water Treatment Plant in May 2025. (bottom) Commission officials gathered with dignitaries to celebrate the project's groundbreaking.



New West Parish
Water Treatment Plant

**GROUNDBREAKING
OCTOBER 16, 2024**

Dignitaries including Sen. Edward Markey, Congressman Richard Neal, and MassDEP Commissioner Bonnie Heiple visited West Parish Filters to commemorate the start of one of the state's largest public infrastructure projects. Participation of students from Springfield's Renaissance School and a public open house were among the other highlights of the day.



NEW WEST PARISH WATER TREATMENT PLANT



PLANNED FY26 ACTIVITY

| DATE | TASKS | BUDGETED COST |
|---------|--|--|
| Q3 2025 | Abatement work to begin on structures to be demolished | \$363,831,170 |
| | Continue slow sand filter demolition | BUDGET SPENT TO DATE \$43,023,278 |
| | Finalize tie-ins 3 and 4 | REMAINING BUDGET \$320,807,893 |
| | | PERCENT COMPLETE 11.83% |

FY25 STATUS

| | |
|--------------|------|
| DESIGN | 100% |
| CONSTRUCTION | 12% |

NEW WEST PARISH WATER TREATMENT PLANT

On October 16, 2024, the Commission broke ground on the new West Parish Water Treatment Plant (WTP). This transformative project is a generational investment designed to deliver safe, reliable drinking water well into the next century. The new 65-million-gallons-per-day (MGD) facility will replace the century-old slow sand filters and 50-year-old rapid sand filters, bringing the system in line with modern standards and best practices.

The plant will incorporate advanced treatment processes, including coagulation, flocculation, dissolved air flotation (clarification), and filtration, with new supporting facilities including piping, disinfection, and residuals handling. The new plant will also feature

modern office and laboratory space to support long-term operations.

In FY25, construction activities included site preparation, installation of temporary utilities, and discontinuance of structures slated for demolition. In FY26, work will shift to large-scale demolition of existing structures, installation of under-slab piping, and continued site development. Improvements at the existing WPF campus are also planned, including a decommissioning study of the old plant, the purchase of new water quality analyzers, and the replacement of 24-inch valves in the 1960s slow sand filters 11-14, which will remain in place as backup once the new plant is online.

Photos: The Commission celebrated the groundbreaking of the new West Parish Filters Treatment Plant in FY25 with federal, state, and local officials and a public open house. Sand from the century-old slow sand filters was used for the ceremony.

WEST PARISH FILTERS LAGOON CLEANING

To sustain operations during the multi-year construction of the new WTP, the Commission also advanced the lagoon cleaning project at West Parish Filters. The lagoons collect residuals that are washed daily from the existing rapid sand filters. With the new plant still four years away, additional capacity is needed.

Design, permitting, and bidding were finalized in FY25, and removal of accumulated material related to construction will begin in early FY26. Construction is expected to conclude in FY26, ensuring the facility can continue to reliably treat drinking water until the new plant is fully online.

42-INCH RAW WATER CONVEYANCE PIPELINE

Another critical initiative under construction is the rehabilitation and replacement of the two-mile, 42-inch Raw Water Conveyance Pipeline and associated facilities. This pipeline provides a redundant pathway for raw water from Cobble Mountain Reservoir to the treatment plant, ensuring system reliability during extreme weather events and maintenance cycles.

Work began in FY25 and will continue into FY26, including the installation of energy dissipation valves and an equalization tank to manage flow and safeguard water quality.

WEST PARISH FILTERS LAGOON CLEANING



PLANNED FY26 ACTIVITY

| DATE | TASK |
|---------|---|
| Q3 2025 | Continue residuals removal and dewatering |

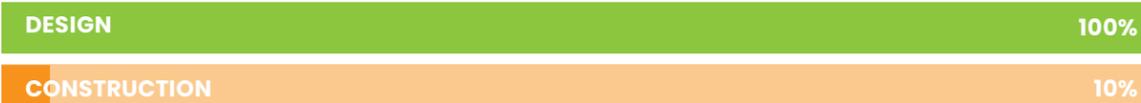
BUDGETED COST
\$4,140,000

BUDGET SPENT TO DATE
\$409,995

REMAINING BUDGET
\$3,730,005

PERCENT COMPLETE
9.90%

FY25 STATUS



42" TRANSMISSION MAIN ENERGY DISSIPATION VALVE & RAW WATER CONVEYANCE REDESIGN & RECONSTRUCTION



PLANNED FY26 ACTIVITY

| DATE | TASK |
|---------|---|
| Q3 2025 | Energy dissipation valve chamber walls thrust blocks, interior piping |
| Q3 2025 | Energy dissipation valve chamber top slab/closure |

BUDGETED COST
\$35,526,821

BUDGET SPENT TO DATE
\$12,011,044

REMAINING BUDGET
\$23,515,777

PERCENT COMPLETE
33.81%

FY25 STATUS



COBBLE MOUNTAIN HYDROPOWER STATION (CMHS)

The power generated from Cobble Mountain Hydropower Station is transmitted and sold to the ISO New England electricity market. The CMHS also serves as a critical raw water conveyance asset. The plant's normal production capacity is 33 megawatt-hours through three turbine generators. Operations were limited, however, by necessary rehabilitation that started in FY25.

Other work as part of the station's improvements project included the peer review and design of modernization and rehabilitation plans. This included the restoration of Unit No. 3 turbine-generator, and upgrades to modernize the hydropower station to allow the plant to provide reliable, long-term operation into the future. Detailed inspection and repair of Unit No. 1 were also included.

Final design and bidding will take place in FY26, with construction to follow. The upgrades will harden a critical raw water conveyance asset and restore generating capacity, ensuring the CMHS remains a reliable source of clean energy for decades to come.

872 HOMES POWERED BY CMHS IN FY25

RESILIENCY INITIATIVES

Source water resiliency efforts were also advanced in FY25. These efforts strengthen the resilience of the Commission’s source water supply and supporting structures in the face of increasingly severe weather. Highlights included:

- Preparation of a drought management plan for Cobble Mountain Reservoir.
- Development of a master plan and updated operations and maintenance manuals for dams.
- Completion of vegetation clearing and Phase I inspections on six high-hazard dams.
- Bidding and construction of the Borden Brook culvert replacement project, and preliminary design of slope and culvert repairs at Ludlow Reservoir and Jabish Canal.
- Progress on design and permitting of bridge repairs at Borden Brook and Sugar Creek bridges.
- Design for slope repairs following heavy rain events, with construction planned for FY26.

OTHER DRINKING WATER TREATMENT PROJECTS

The contract for the construction of new gaseous chlorinators was awarded in FY25, with final closeout scheduled for next fiscal year. These chlorinators help disinfect drinking water by killing harmful bacteria in the water through a common process called chlorination.

Other drinking water updates included the design, permitting and bidding for a new flow metering and sampling station at Provin Mountain water storage tanks. These tanks accomplish primary disinfection compliance. The contract will be awarded in FY26, with construction starting thereafter. Phase I repairs to Tanks 3 and 4 were completed in FY25.

WASTEWATER TREATMENT FACILITY IMPROVEMENTS

Modernization continues to be at the forefront of the upgrades at the Springfield Regional Wastewater Treatment Facility (SRWTF). The SRWTF is in the process of undergoing significant upgrades as part of the WWIRP. The electrical upgrades will be completed in FY26 and will increase the plant’s resilience and efficiency, aligning with the Commission’s efforts to enhance climate resiliency at the SRWTF. The Phase I regional biosolids study for SRWTF was also completed.

In addition, the York Street Pump Station (YSPS) project achieved substantial completion in FY24, which capped off a major milestone of the WWIRP after nearly a decade of design and construction.

NORTH BRANCH SEWER INTERCEPTOR

Design and bidding for the rehabilitation of the North Branch Sewer Interceptor

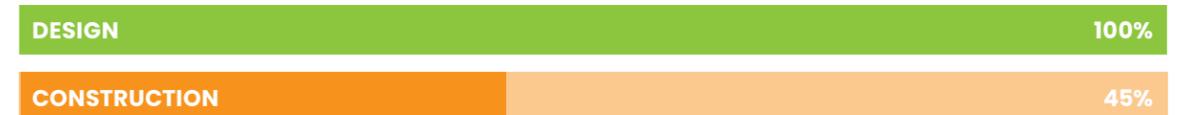
WASTEWATER GRIT REMOVAL SYSTEM IMPROVEMENTS



PLANNED FY26 ACTIVITY

| DATE | TASK |
|-------------------------|---|
| Ongoing | Forming and placing grit inlet channels base slabs and walls |
| Q3 2025 | Demolish existing grit classifier #2 |
| Q3 2025 | Finish half of the system. Transition flows to first half of the system that is completed |
| BUDGETED COST | BUDGET SPENT TO DATE |
| \$28,724,306 | \$12,721,775 |
| REMAINING BUDGET | PERCENT COMPLETE |
| \$15,590,604 | 44.29% |

FY25 STATUS



within St. Michael’s Cemetery were completed, with construction anticipated in FY26. Emergency repairs were also made to a damaged section of the interceptor, including an open-trench replacement of the clay tile pipe with ductile iron pipe, temporary sanitary sewer bypass, drainage bypass, and site restoration.

WASTEWATER GRIT REMOVAL IMPROVEMENTS

Construction advanced on the new grit removal system at SRWTF, with major structural work completed. The project will improve solids removal from the treatment process by converting two

gravity thickeners to grit removal tanks and upgrading the existing grit cyclones and clarifiers. The improvements will also extend equipment life and enhance worker safety when finished in FY26. Veolia, the contracted operator of the SRWTF, is overseeing the design and construction to ensure seamless coordination and ongoing operations.

BIRNIE AVENUE & RIVERSIDE ROAD TRANSMISSION MAINS

Repairs to the Riverside Road transmission main were completed in FY25, paving the way for Birnie Avenue improvements scheduled for FY26. Prior to Birnie Avenue work, repairs had to be

made to the Riverside Road transmission main, which experienced emergency damage in 2023 due to soil subsidence. Completion of those repairs enabled the Birnie Avenue transmission main repairs to kick off. In FY26, the 36-inch northeast trunk main and replacement of valves and piping at the Birnie Avenue valve chamber will take place.

LOCUST TRANSFER AND FLOW OPTIMIZATION PROJECT

Construction on the Locust Transfer and Flow Optimization Project achieved substantial completion in FY25. This is a major milestone for the Commission. Work in FY25 included the construction of the most critical component of the project: the new "transfer" connection between the Main Interceptor Sewer

(MIS) and a new, 72-inch river crossing pipe built under the York Street Pump Station and River Crossing project. This new connection will make possible bypass and inspection of the existing 66-inch MIS river crossing, which has been in continuous use and has never been visually inspected since its construction in the early 1970s. Constructing the transfer connection involved removing and replacing 60 feet of 66-inch prestressed concrete cylinder pipe with ductile iron pipe, along with the installation of adapters, valves, fittings, and tees. Due to the interceptor conveying 25–30 MGD of dry weather flow — and significantly more during wet weather — this work required extensive planning and sequencing around planned work activities, forecasted weather conditions, and flow bypass operations. Final project closeout and

testing activities are planned for FY26.

DISTRIBUTION & COLLECTION SYSTEM IMPROVEMENTS

The Commission moved forward multiple efforts to replace aging mains and improve system reliability. Working in tandem with MassDOT, 3,000 linear feet of water main was replaced along Saint James Avenue in FY25. In addition, a contract was awarded for nearly 7,700 linear feet of new water main at Sumner Avenue near Dickenson Street and Belmont Avenue ("the X"), with construction to follow in FY26 as part of the MassDOT project.

Additional water main improvements featured the completion of the 4,000 feet of new water main on Liberty Street and Westford Circle, which began in

FY24. Preliminary design for the FY25/ FY26 water main improvements projects were completed in FY25, with final design estimated to be completed in FY26, and construction anticipated to begin in FY27 and FY28.

A LOOK AHEAD

FY25 marked a year of breaking ground, building on momentum, and seeing long-term plans transform into tangible results, with construction and rehabilitation set to accelerate in FY26. From the transformative West Parish WTP to targeted upgrades across wastewater, hydropower, watershed, and distribution systems, the Commission has laid the foundation for decades of reliable service.

BIRNIE AVENUE WATER TRANSMISSION MAIN IMPROVEMENTS PROJECT



PLANNED FY26 ACTIVITY

| DATE | TASK |
|---------|------------------------------|
| Q2 2025 | Complete Riverside Road work |
| Q4 2025 | Begin Birnie Avenue work |

| BUDGETED COST | BUDGET SPENT TO DATE |
|--------------------|----------------------|
| \$8,290,258 | \$3,532,689 |

| REMAINING BUDGET | PERCENT COMPLETE |
|--------------------|------------------|
| \$4,757,568 | 42.61% |

FY25 STATUS



LOCUST TRANSFER STRUCTURE



PLANNED FY26 ACTIVITY

| DATE | TASK |
|---------|---|
| Q3 2025 | Completion of remaining scope items anticipated |
| Q4 2025 | Final project closeout anticipated |

| BUDGETED COST | BUDGET SPENT TO DATE |
|---------------------|----------------------|
| \$32,267,077 | \$26,835,121 |

| REMAINING BUDGET | PERCENT COMPLETE |
|---------------------|------------------|
| \$15,431,956 | 83.17% |

FY25 STATUS



FY25 WATER AND SEWER UPGRADES

- Water Distribution System Upgrades
- Sewer Collection System Upgrades

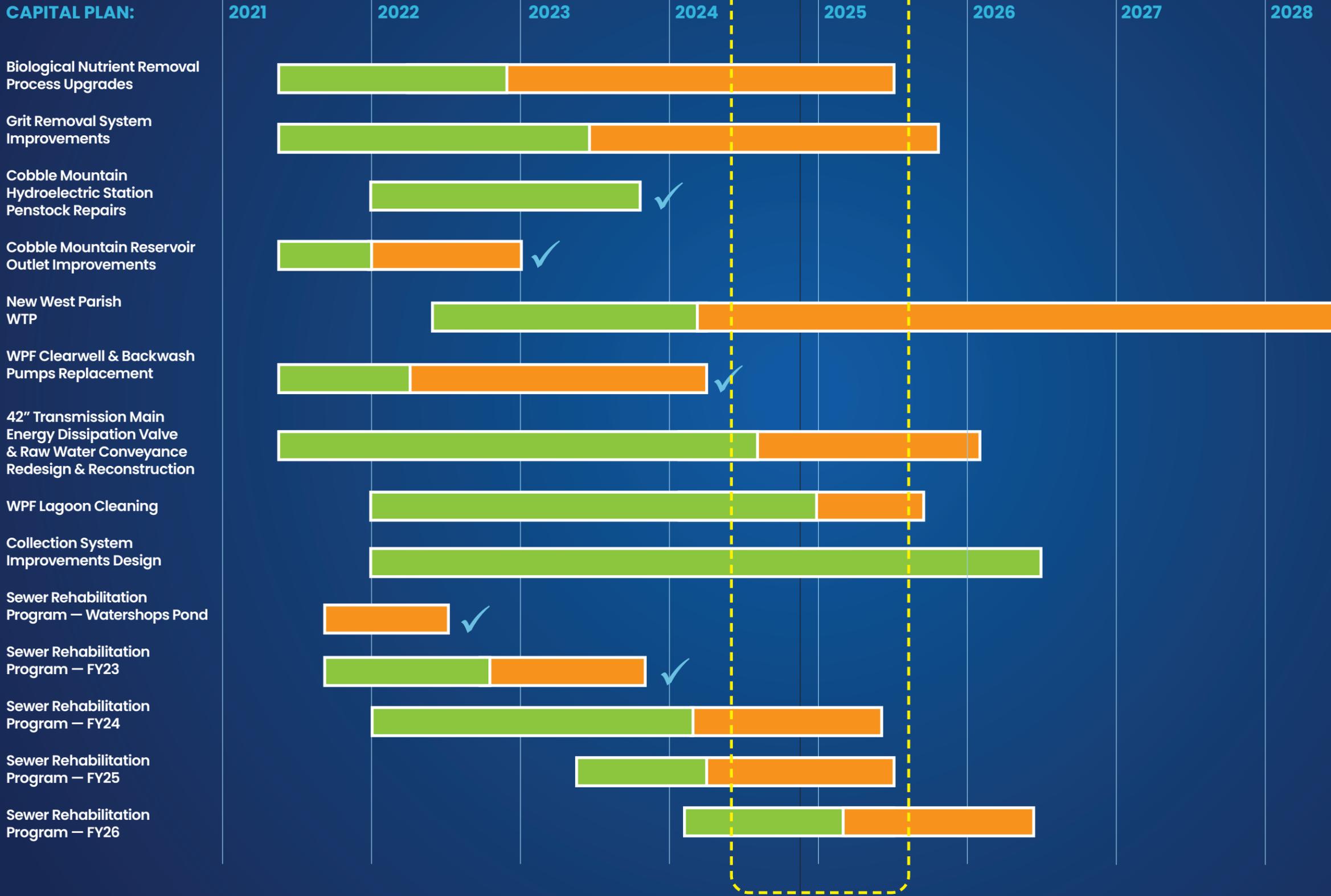


8,175
FEET OF WATER PIPE
UPGRADED, INSTALLED,
OR REPAIRED

6,571
FEET OF SEWER PIPE
UPGRADED, INSTALLED,
OR REPAIRED

ENGINEERING CAPITAL PROJECTS SCHEDULE

CAPITAL PLAN:



KEY

- Design
- Construction
- FY25
- Completed

**Schedule subject to change*

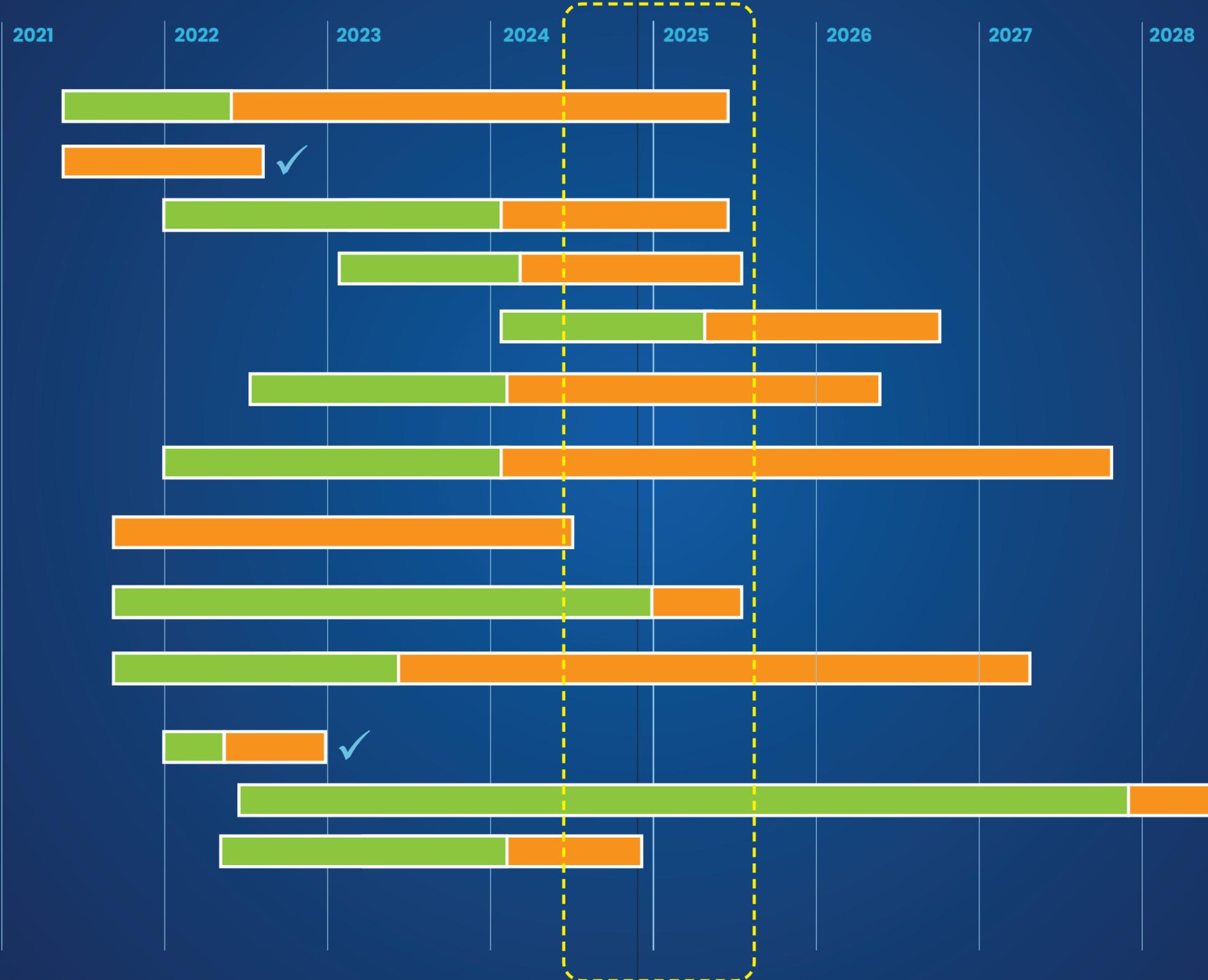
Water and Wastewater Infrastructure Renewal PROGRAM

WIFIA PROGRAM

MASSACHUSETTS CLEAN WATER TRUST

ENGINEERING CAPITAL PROJECTS SCHEDULE

CAPITAL PLAN:



KEY

- Design
- Construction
- FY25
- Completed

**Schedule subject to change*

Water and Wastewater Infrastructure Renewal PROGRAM

WIFIA PROGRAM

MASSACHUSETTS CLEAN WATER TRUST



New staff were incorporated into all aspects of daily water operations activities and dedication to the job was at the core of the department's success. The team demonstrated exceptional coordination, technical expertise, and adaptability in managing repairs, supporting contractors, and responding to emergencies, all while keeping the existing plant in running order.

COORDINATION WITH WATER TREATMENT PLANT CONSTRUCTION

Water Operations supported the groundbreaking ceremony and open house of the new West Parish Filters Treatment Plant, leading tours and coordinating logistics while maintaining the existing plant's operations on October 16, 2024 (see page 14). The team also worked to accommodate construction. This included:

- ▶ Preparing for tie-ins and demolition, and reviewing process details for the new plant.
- ▶ Providing input to the construction contractor and project engineer on existing piping and flow paths; coordinating on complex tie-in details; and providing schematics and drawings.
- ▶ Detailed planning and coordination for the installation of a temporary water line, which would carry filtered water to be disinfected while a new water line

FUTURE FORWARD

The Water Department is developing standards of practice (SOPs) for operations activities in the existing plant. The department hopes that by doing this, it will establish a culture of SOP development that will be carried to the new plant and well into the future.

was rerouted around the construction site. The team then switched from the temporary bypass line to the newly installed line.

- ▶ Coordinating with the design and construction teams to address unexpected issues or problems during construction as they arose.
- ▶ Installing stop logs at the hydraulic control structure in early morning hours and inclement weather, enabling safe tie-in work. The team's clear communication, precision, and dedication ensured operational continuity and the successful tie-in of a new pipe.
- ▶ Monitoring operational processes and existing infrastructure during construction, and flagging operational risks for the project team.



DRINKING WATER TREATMENT

FY25 was a pivotal year for Water Operations. Staff balanced the demands of maintaining uninterrupted, high-quality drinking water service while construction got underway on the new West Parish Filters Water Treatment Plant.

752 TIMES THE WATER QUALITY BUOY PROFILED COBBLE MOUNTAIN RESERVOIR IN FY25

Photo: Water Operations staff discuss plant drawings to ensure water treatment continues smoothly during construction of the new West Parish Water Treatment Plant.

DEPARTMENT HIGHLIGHT

The Team wrapped up a reservoir study for aquatic invasive species and algal growth in FY25. This study included field visits and remote sensing data to create a comprehensive analysis of both aquatic vegetation and algae. Remote sensing uses satellite images to create a heat map visual of chlorophyll-a levels in the reservoir, which would indicate a possible algal bloom. Ecosystems in both reservoirs were determined to be healthy and without concerns for high aquatic life growth.



CHLORINATOR REPLACEMENT PROJECT

Three existing gaseous chlorine chlorinators were replaced with new equipment and piping at West Parish Filters in FY25. To maintain continuous service a phased approach for installation was utilized. As construction of the new West Parish WTP is underway, maintaining reliability of the existing treatment plant is critical.

RAPID SAND FILTER UPGRADES

Upgrades to the 1974 rapid sand filters included structural improvements such as installing steel brackets to prevent movement of troughs during backwash; repairing concrete spalling and cracks; and replacing underdrain nozzles to improve filter performance. These enhancements will stabilize operations and extend the life of the filters, which are the primary form of water filtration in the existing treatment plant. Maintaining these filters at the existing plant during the construction of the new plant is critical for delivering drinking water.

OTHER DRINKING WATER PROJECTS

Effluent valves for slow sand filters 11-14 were replaced to improve performance and help ensure they remain operational during periods of peak demand during construction of the new water treatment plant. Water Operations staff facilitated the replacement, from identifying the need to coordinating with the contractor and providing site access.

An auxiliary process water pump was

also installed to support chlorine system operations, adding redundancy and flexibility. The Commission's 10,000-gallon bulk phosphate and caustic chemical storage tank was cleaned to ensure safe dosing of chemicals that address specific water quality needs.

PLANNING EFFORTS

Water Operations continually evaluates the water system to ensure its long-term reliability. In FY25 an updated Risk & Resilience Assessment was completed to identify vulnerabilities and ways to reduce risk and enhance system reliability and resiliency. Additionally a consultant developed an updated drought management plan and forecast model. Following a dry winter in FY25, Water Operations used the forecast model bi-weekly to monitor the reservoir level and evaluate the risk of drought impacts during the summer.

LABORATORY & SOURCE WATER QUALITY

In the laboratory a new deionized water purification system was installed to replace an aging system. The ultra-pure water from the system is used for various tests in the lab.



To further support source water monitoring the Watershed Stream Sampling Plan, aimed at monitoring any changes in water quality, was revised to include a more targeted approach. With a well-protected watershed and a high-quality water supply, the focus of the revised plan is nutrient testing in the larger feeder streams, which may impact the reservoir water quality. After years of extensive nutrient testing in watershed streams, the targeted approach maximizes Commission resources.

10,000 GALLON BULK CHEMICAL STORAGE TANK WAS CLEANED

Photos: (left) Construction is underway for the new West Parish Filters Treatment Plant. (above) Water Operations staff work on rapid sand filter upgrades.



2,000 FEET OF TRANSMISSION MAIN CLEARED OF VEGETATION

The laboratory team also wrapped up an aquatic invasive species and algal growth reservoir study in FY25. This study included field visits and remote sensing data to create a comprehensive analysis of both aquatic vegetation and algae. Remote sensing uses satellite images to create a heat-map visual of *chlorophyll-a* levels in the reservoir, which would indicate a possible algal bloom. Ecosystems in both reservoirs were determined to be healthy and without concerns for high aquatic life growth.

The water quality buoy at Cobble Mountain Reservoir was active again in FY25 and deployed from May to November. During that time, the buoy collected more than 20,000 water quality parameter readings across 188 days to monitor source water conditions. The readings gauged water pH, temperature, dissolved oxygen, specific conductivity, turbidity, *chlorophyll-a*, and phycocyanin levels.

TRANSMISSION SYSTEM & PROVIN MAINTENANCE

The Water Operations team maintained 37.3 miles of transmission mains and completed monthly inspections to monitor for leaks and other issues. In West Springfield, approximately 2,000 feet of finished water transmission pipeline – over three sections of easements – were cleared of overgrown vegetation, improving access for monitoring and emergencies, and to reduce hazards to the pipeline that carries water leaving the Provin Mountain storage tanks. The work included public outreach, close collaboration with landowners, and coordination with a contractor to clear the vegetation from the overgrown

sections.

Other water main improvements included the installation of new flow meters on the Connecticut River Crossing transmission main to monitor flow during emergency water main breaks.

The Commission oversaw a contractor complete the improvements to Provin Mountain Storage Tanks 3 and 4 in FY25. These improvements included installing a liner over construction joints to prevent rainwater infiltration, raising the tank access manholes, and hardening facilities to reduce the risk of animal intrusion. As the contractor performed the work, Commission staff remained on standby and available to assist in case of any water quality emergencies.

Photos: (top left) Monitoring water quality in Cobble Mountain Reservoir. (center) Performing maintenance at West Parish Filters. (right) Provin Mountain underground storage tanks in Agawam.



TECHNOLOGICAL COORDINATION

Water Operations is working closely with Information Technology (IT) in its effort to bring Water Operations data to the business network. Building the data system now will afford the Water Operations team time to develop familiarity for use in the new plant. Water Operations is also working with IT to build "digital twins" in its asset management system, establishing the framework for asset management in the new plant.

Water Operations also continues to collaborate with IT's Business Intelligence team to digitize operator rounds and lab collection data, which will help eliminate errors from transferring data from paper to the computer and the need to enter

the same data multiple times.

A LOOK AHEAD

As construction on the new treatment plant accelerates, Water Operations will continue to maintain and optimize the existing plant to ensure the reliable delivery of drinking water. Amid an active construction environment, staff will continue to prioritize a culture of safety and readiness to all operations and emergencies. In FY26, staff will begin planning for the new water treatment plant start up across communication, SCADA training, staffing, and asset management sectors.



Photos: (left) The Water Operations team coordinates with construction crews. (center) Water operators run a backwash (cleaning) of the rapid sand filters. (right) The rapid sand filters during a backwash.



Wastewater from Springfield, Agawam, East Longmeadow, Longmeadow, Ludlow, Wilbraham, West Springfield, and parts of Chicopee flow to the SRWTF.

The Commission owns the SRWTF, and daily operations are managed by a contracted operator, Veolia. In addition to overseeing wastewater treatment Veolia also manages the Commission's 33 pump stations, 24 combined sewer outfalls, and the transmission pipes that link to the collection system. In FY25 the Commission continued to work with Veolia to improve treatment and plan for the future.

In FY25, \$18,969,917 was spent to treat 11.8 billion gallons of wastewater.

FUTURE FORWARD

The Commission's partnership with Veolia has coupled local expertise with international experience to achieve the best service aligned with value and permit compliance. With a look to the future, the Commission and Veolia have together become industry leaders in this field.

In addition, this is an exciting time for renewable and alternative energy sources in the wastewater process. The Commission is looking at a host of options, including geothermal heat recovery from untreated wastewater, battery storage during off-peak times, solar power, and anaerobic digestion. All these processes are viable at the SRWTF.

11.8 BILLION GALLONS OF WASTEWATER TREATED IN FY25

CSO NOTIFICATION SYSTEM

When untreated or partially treated sewage is discharged into surrounding waterways, the Combined Sewer Overflow (CSO) alert system notifies the public. Combined sewers, which are pipes that collect both wastewater and stormwater, are found in the oldest portions of Springfield's sewer system. During heavy rain events, CSO discharges can occur due to stormwater occupying most of the pipe volume and to prevent combined sewage from backing up into streets and buildings. Since the 1990s, the Commission has spent approximately \$300 million on system upgrades, including the new York Street Pump Station project, which went online in FY24 to replace aging infrastructure and reduce the volume of CSO discharges.

The CSO Notification System was established in May 2022 to comply with a new state law.

In FY25, there were 208 CSO activations, for a total volume of 252,000,000 gallons. This number is significantly down from 508 CSO activations that occurred in FY24.



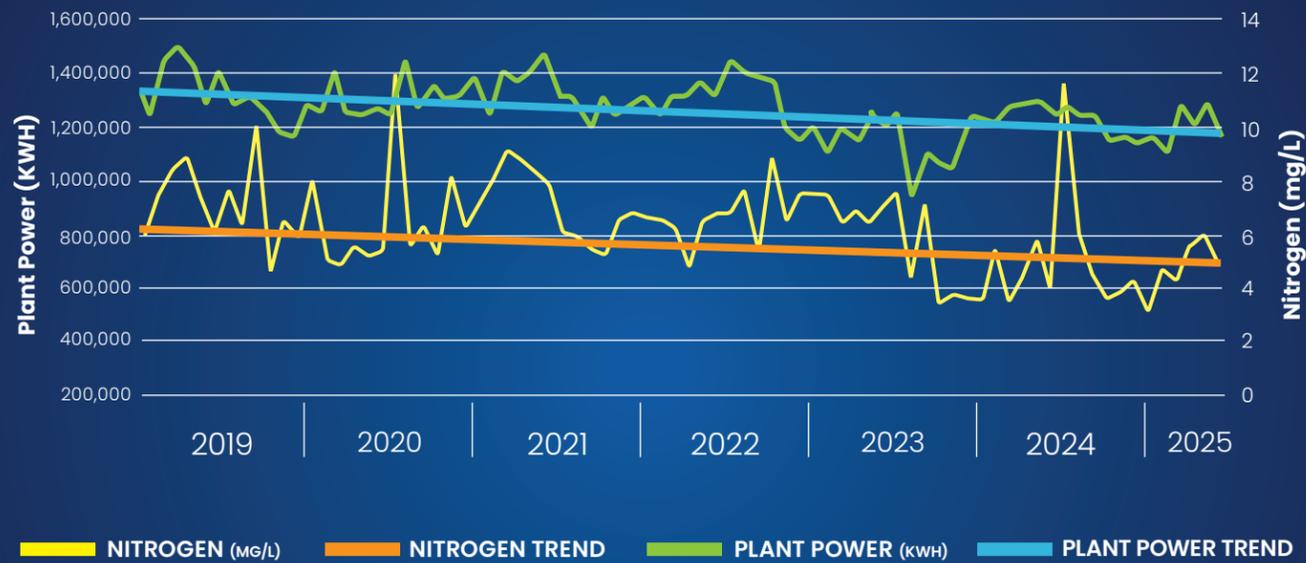
To view the CSO notification system, scan the QR code with your smartphone.



WASTEWATER COLLECTION & TREATMENT

The wastewater collection system is a robust network of underground pipes that carry wastewater from buildings and homes in Springfield to the Springfield Regional Wastewater Treatment Facility (SRWTF) on Bondi's Island in Agawam. The network features more than 470 miles of collection pipe, large portions of which date to the late 1800s.

TOTAL PLANT ENERGY VS. BLOWER PERCENTAGE



CAPITAL INVESTMENTS INCREASE EFFICIENCY

A recently completed project to replace the nozzles in the secondary treatment aeration basins has reduced the energy needed to operate the blowers, allowing the Commission to lower nitrogen levels using less energy. The Commission continues to run these basins efficiently while maintaining effective treatment. Spikes in the data show Veolia pushing the limit on process to maximize efficiency and decrease energy use.

These trends reflect a win for both energy efficiency and treatment goals.

ASSET MANAGEMENT & MAINTENANCE PROGRAM (AMMP)

The AMMP helps the Commission prioritize the cleaning and inspection of the sewer system, which also helps highlight rehabilitation projects. In FY25, the Commission inspected 74,917 feet of sewer pipe as part of the AMMP, in addition to 74,328 feet that underwent regular jetting and maintenance by Commission crews. There were 12 sanitary sewer overflows (SSOs) in FY25, a decrease from the 26 that occurred in the prior fiscal year. The Commission continued to leverage its digitized asset management system to analyze its assets, maintenance activities, costs, and crew efforts.



FACILITY IMPROVEMENTS

Three of the four SRWTF's Initial Capital Improvements (ICIs) were completed in FY25. ICIs are facility upgrades that were incorporated into the 20-year operations contract with Veolia in 2020. Considerable progress on the ICIs was made in FY25:

ICIs projects include:

- **ICI 1 - Electrical:** In FY25, Eversource acquired the switchgear and metering equipment and completed installation, after which Veolia completed the final connections to the new feeder systems. Due to industry-wide delays in electrical gear, the electrical service upgrade is now scheduled for completion in FY26. During this time, the Commission will also work to connect the redundant power supply to all nine power centers.
- **ICI 2 - Ventilation System:** Final documentation of equipment and service manuals were completed for the ventilation system in the grit screening room at the SRWTF this year.
- **ICI 3 - Distribution System:** The diffused aeration distribution system project, which included replacing thousands of air nozzles, continues to improve both treatment and energy efficiency in the treatment of wastewater. The Commission collected data to optimize the reduction of nitrogen while limiting the production of biosolids.
- **ICI 4 - Recycle System:** The hybrid biological nutrient removal (BNR) system mixed liquor recycle pump continues to increase the facility's ability to remove nitrogen from the

Photos: (left) A Commission staff member speaks with a member of the Commission's contracted operator, Veolia, at the wastewater plant. (right) A sewer manhole in Springfield.



system by allowing all flows to pass through the aeration system twice.

BIOSOLIDS

Biosolids, which are produced as a byproduct of the treatment process, present significant challenges and costs for disposal. Disposal methods are limited and suitable sites are often distant and require costly hauling. The Commission continues to explore cost-effective disposal solutions. In the meantime, upgrades to the treatment plant's aeration system have improved biosolid quality, allowing for better dewatering and reducing the overall weight of biosolids that must be hauled for disposal.

74,328 FEET OF SEWER PIPE JETTED

A LOOK AHEAD

The Wastewater Grit Removal Improvements will be completed in FY26. These improvements will support a more efficient and thorough removal of solids and grit during initial wastewater treatment, and will support the Commission's efforts to meet permit requirements. In the next fiscal year, the Commission will gather and analyze data to see how the improvements can help the Commission use less energy.

In addition, the Regenerative Thermal Oxidizer, a device that helps control odors and air emissions, will be reviewed in a pilot study next year to conclude if a new biofilter system could be considered in its place.



Photos: (above) A truck is loaded with biosolids for removal from the wastewater plant. (right) A Commission sewer crew member inspects a sewer pipe with a robotic camera.



conservation organizations and property owners to conserve land in the watershed, as well as coordinating with local and state police to deter unauthorized use on Commission property.

This year, the team advanced several notable initiatives and projects to ensure long-term watershed health and resiliency.

BORDEN BROOK CULVERT REPLACEMENT

A culvert replacement was completed near Borden Brook Reservoir after a washout from an intense rain event. The project stabilized the outlet with stone to prevent erosion, reseeded disturbed areas, and planted wetland species to restore stream health and ecological function.

COBBLE MOUNTAIN RESERVOIR CULVERT DAYLIGHTING

Final design work was completed for a major culvert-daylighting project at Cobble Mountain Reservoir. The deteriorating culvert, which was often clogged by debris, caused flooding and erosion. The project will remove the pipe, restore the natural stream channel, improve aquatic connectivity, and reduce sedimentation to the reservoir.

SOUTH STREET SILVICULTURE MANAGEMENT

Silviculture management involves a variety of practices designed to improve growth and quality of a forest stand. The following silviculture harvesting methods were completed at two sites around Cobble Mountain Reservoir:

- **Thinning:** Two-thirds of white pine and red oak were removed, reducing competition for space, sunlight, and nutrients and promoting healthier growth.
- **Regeneration:** Overstory and midstory trees were cut on two 11–12-acre stands to encourage new seedlings to grow free. To protect the regeneration efforts from deer and moose, the areas were enclosed with slash walls.

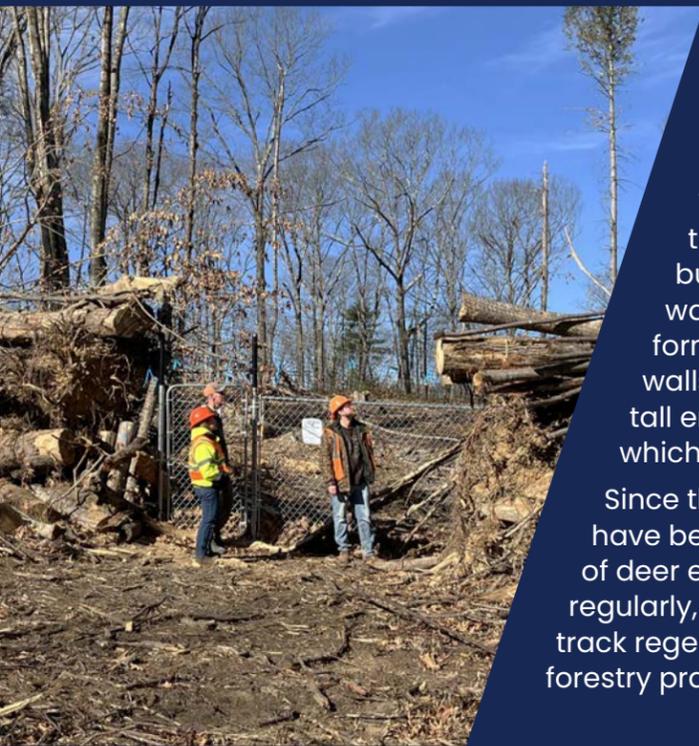
193 CULVERTS INSPECTED

Photos: (left) A staff member inspects a culvert. (right) Water Resources staff monitor silviculture sites that have been harvested for regeneration and thinning.



WATERSHED PROTECTION

The Watershed Protection team works collaboratively to safeguard the Commission's source water resources. Through stewardship, monitoring, maintenance, conservation, and strong community partnerships, the team protects the drinking water reservoirs that serve more than 250,000 customers. This work includes building relationships with



SLASH WALLS: A CREATIVE CONSERVATION TOOL

The innovative slash walls constructed at the regeneration harvest sites this year were built from low-value harvested material. These walls stand about 20 feet wide and 10 feet high, forming natural barriers to animal browsing. The walls protect young oak seedlings until they grow tall enough to withstand browsing pressure, at which point the walls will naturally decompose.

Since their construction in late 2024, new oak saplings have begun thriving inside the walls with no evidence of deer entry. The Forest Ecologist monitors the sites regularly, while GIS drone flights provide aerial imagery to track regeneration. This project demonstrates how creative forestry practices can enhance long-term forest health.



WATERFOWL & WILDLIFE MONITORING

Baseline counts of ducks, geese, and other waterfowl were collected at Commission reservoirs. Monitoring these populations helps staff assess potential water quality risks and track population changes over time. Waterfowl may contribute to poor water quality. By establishing a baseline population count, the Commission can identify population changes into the future.

FORESTRY PLANNING & LAND CONSERVATION

The department collaborates with various entities to preserve and grow its conservation land. Nearly half the land in the forested part of Little River watershed is owned by the Commission, with nearly an additional 10% protected by public or non-profit land protection organizations.

The South Quarter Forest Stewardship Plan is one of the programs that helps build the Commission's conservation area. This MA Department of Conservation and Recreation-approved plan was completed for 1,595 acres of Commission property in Russell,

Massachusetts. The plan describes current forest conditions and provides management recommendations to maintain species, age, and structural diversity, ensuring long-term regeneration.

The Forest Legacy Program is another tool where staff worked with a local land trust to identify landowners near Cobble Mountain Reservoir who may be interested in protecting their properties through conservation easements or purchases.

Photo: Staff monitor a slash wall.

WATERSHED MAINTENANCE

Crews regraded, resurfaced, and improved drainage on 1.5 miles of gravel roads, including a critical access road to Cobble Mountain Dam infrastructure. These efforts protect water quality by preventing sedimentation and erosion, and to ensure access for staff and emergency responders to property and infrastructure. Staff also inspected 193 culverts and completed repairs, including clearing debris, building stone headwalls, and laying rock armoring to prevent erosion.

38 MILES OF PROPERTY BOUNDARIES MAINTAINED

Additional watershed maintenance included the removal of invasive species. The forest ecologist documented invasive species sites across the watershed, tracked size and density, and coordinated mechanical removals. Coverings were installed to suppress regrowth, with sites revisited throughout the year.

Photos: (left) Completed slash wall near Cobble Mountain Reservoir. (center) An aerial view of the slash wall. (right) Oak seedlings located within the newly constructed slash wall.

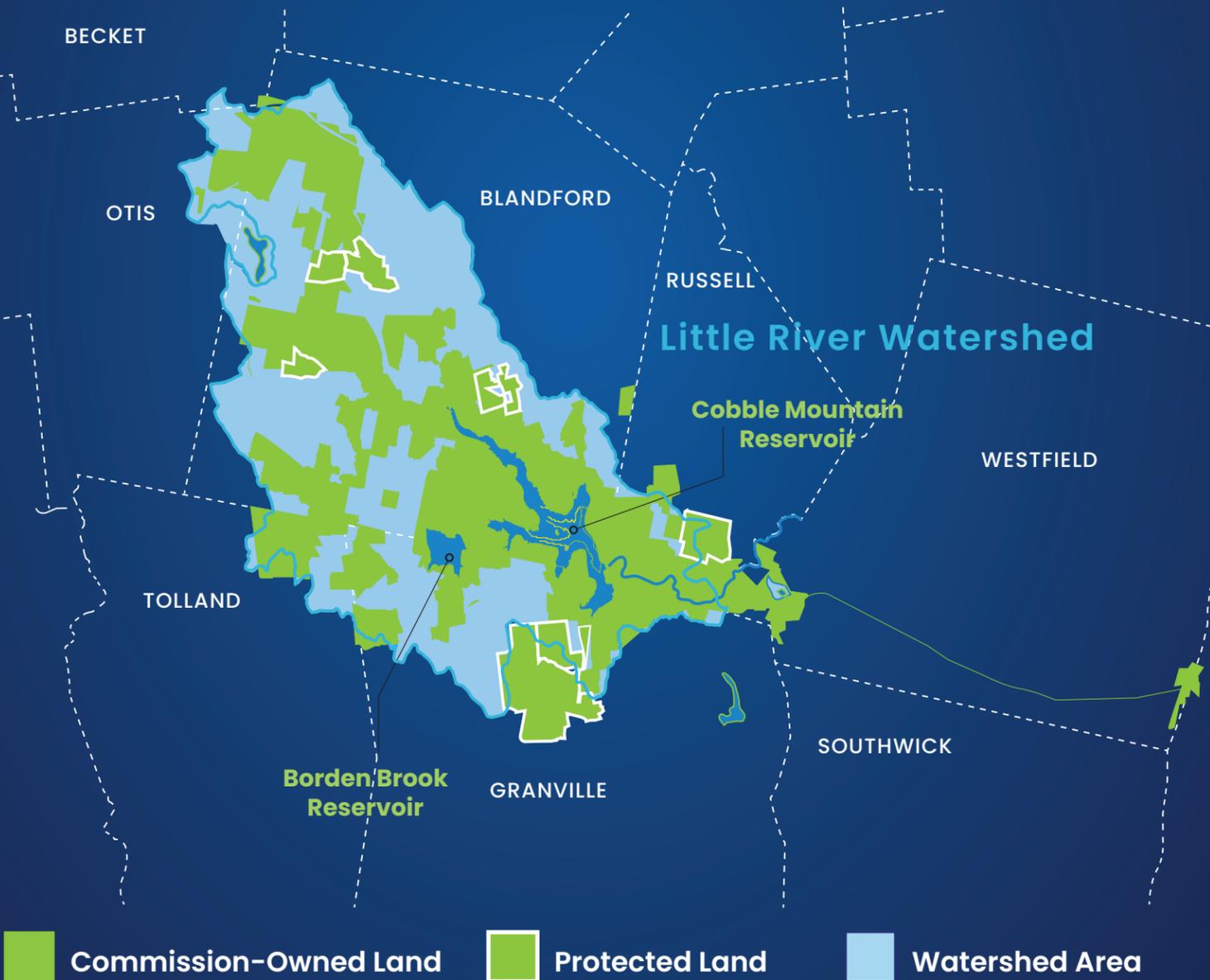
LITTLE RIVER WATERSHED

803 ACRES (49%)

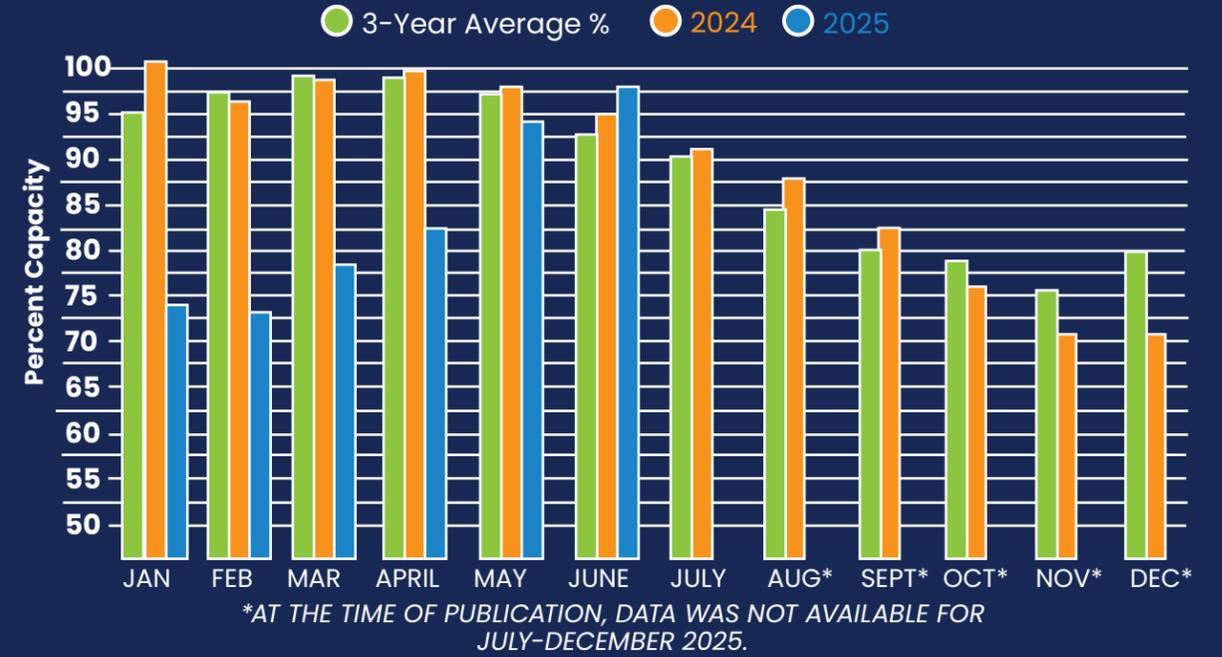
LAND PROTECTED BY THE COMMISSION IN THE LITTLE RIVER WATERSHED

17,485 ACRES (58%)

LAND PROTECTED BY THE COMMISSION, STATE, AND NON-PROFIT AGENCIES IN THE LITTLE RIVER WATERSHED

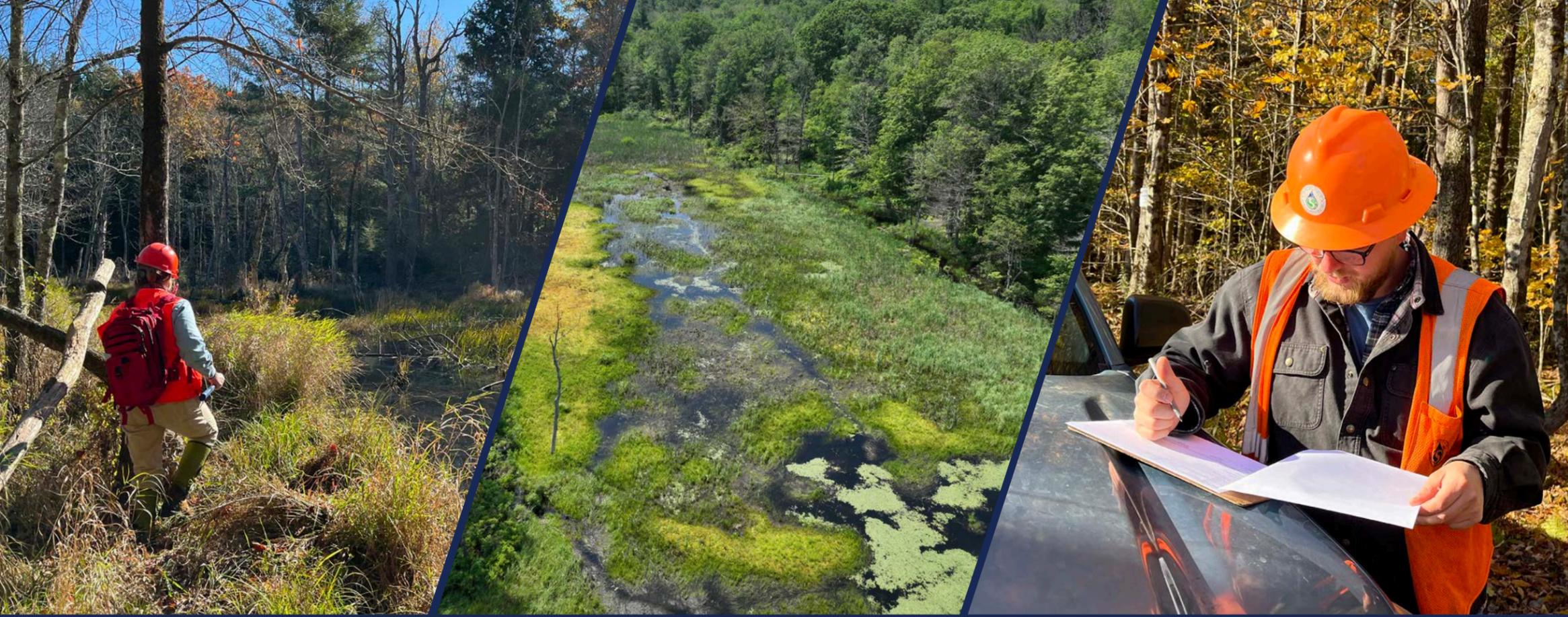


MONTHLY COBBLE MOUNTAIN RESERVOIR % CAPACITY



LUDLOW RESERVOIR WATERSHED





FUTURE FORWARD

Technology continues to transform watershed protection. The department has enacted the following innovative tools to leverage technology and efficiency:

- Interactive watershed maps integrate asset management data, helping staff visualize completed work and plan inspections more efficiently.
- Offline maps created by the GIS team allow safe navigation and data collection in remote areas, even without internet access. These tools enhance both efficiency and field safety.

MONITORING & SECURITY

Security patrols were expanded this year to include local police departments, complementing existing details with Massachusetts State Police, Environmental Police, and the Hampden County Sheriff's Office. These patrols help deter unauthorized use activities on primary water supply property. Meanwhile, the public access areas at Ludlow Reservoir saw 28,310 visitors in FY25.

38 MILES
PROPERTY BOUNDARY
MONITORED IN FY25

The following was closely monitored:

- **Watershed:** 3,700 acres of Commission property posted for no trespassing (checked for natural disturbances, erosion, invasive species, encroachments, unauthorized use, and dumping).
- **Public Access Parcels:** 1,350 acres of public access parcels with conservation restrictions.
- **Conservation-Restriction Parcels:** 1,033 acres of private conservation restriction property (staff ensures landowners are maintaining their property in keeping with the conditions laid out in the restriction).
- **Boundaries:** 38 miles of property (staff repainted boundaries, added signage and GPS boundary monuments, and checked for encroachments).

ADAPTING TO CHANGE

The Commission continues to adjust watershed practices in response to climate, regulatory, and ecological pressures. More extreme storm events are damaging roads and culverts, requiring more frequent repairs and upsizing of infrastructure. Increasing droughts and wildfire risk are also challenges. In 2024, Massachusetts recorded 200 wildland fires in October alone, far above the usual 15. Staff are now working with a consultant to develop a Wildfire Preparedness Plan.

The department also continues to work with consulting foresters to monitor for outbreaks of invasive insects and plants that could threaten regeneration. The forest is managed for resiliency and diversity to reduce natural vulnerability.

Other significant changes include stricter PFAS regulations, which lead to greater scrutiny of materials used in the watershed. Staff vigilantly keep source waters free from contamination by carefully researching products that may contain PFAS.

3,700 ACRES
SWSC PROPERTY POSTED
FOR NO TRESPASSING

Photos: Scenes from the Commission's watershed.

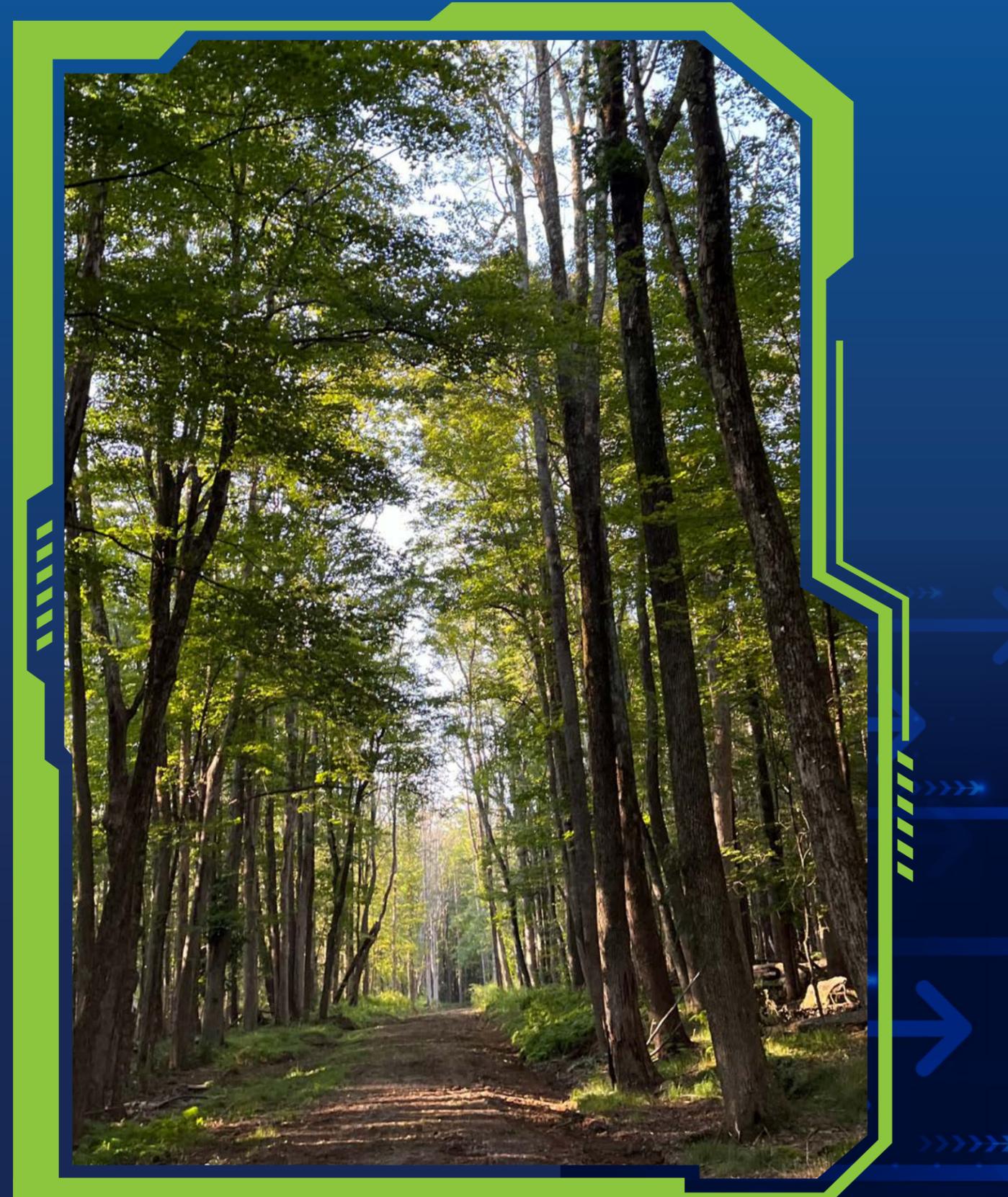


A LOOK AHEAD

The Commission will continue its proactive, future-forward approach with several planned initiatives in FY26:

- New Forest Stewardship Plan for 2,213 acres in Blandford and Granville.
- Development of the Wildfire Preparedness Plan, providing local fire departments with staging areas and water access, collaboration on emergency response, and more.
- Source Water Protection Plan update, which is conducted every three years to identify potential threats to source waters and existing and new strategies to mitigate potential threats.
- Expansion of invasive species removal and monitoring, building on the 60 acres treated in FY25.
- Ongoing silvicultural operations, including logging-based regeneration work, non-harvest thinning, and hazard tree removals.
- Continued road and culvert improvements to strengthen watershed infrastructure.

Photos: (above) Water resources staff conduct silviculture management and source water observations. (right) A road through the Commission's watershed land.





FIELD SERVICES

The Commission's Field Services Division maintains the intricate network of underground water and sewer infrastructure that supports daily life in the region. This system includes meters, water and wastewater mains, hydrants, manholes, and other essential assets. In addition to advancing routine maintenance, Field Services responds rapidly to

emergency main breaks, sewer overflows, and service line repairs.

Strengthening its ability to prepare for tomorrow, Field Services has continued integrating technology, moving forward proactive programs, and relying on the dedication of skilled staff to provide critical services to the community.

IMMEDIATE ACTION & PREPAREDNESS

FY25 saw an increased number of water main breaks: more than 40 in total. Distribution crews worked diligently to return service quickly and minimize disruption to customers, responding at all hours to restore system reliability.

On October 16, 2024, at 12:30 a.m., flooding and a sinkhole was reported in front of the federal courthouse. Field Services crews quickly mobilized and isolated a break on a water service line, coordinated traffic detours and closures, and provided system pressure updates. The service line and extensive roadway damage were repaired, allowing State Street to reopen by 7 p.m. the same day.

On December 11, 2024, MassDEP Emergency Response reported a Sanitary Sewer Overflow (SSO) near Watershops Pond. Field Services and the Engineering Department immediately responded to the event with MassDEP. Sewer Collections discovered a broken sewer main. A public notification was issued and targeted outreach was conducted

FUTURE FORWARD



Field Services is increasingly integrating new technologies to improve efficiency and system protection:

- MobileVue and Workforce help Field Services continue to streamline field assignments and reporting.
- Power BI and VueWorks help Field Services make data-driven decision-making and resource allocation.
- Drone and 360° camera use help construction crews conduct pre-construction surveys and Dig Safe efforts, representing a major step forward in visualization and planning.

to state and federal regulators, the Board of Health, the property owner, and other key stakeholders. The clean-up was performed in-house by the Sewer Collections division, while the Engineering Department oversaw an outside contractor that conducted a temporary bypass and repair of the sewer main.

LEAK DETECTION STUDY

In coordination with the Engineering Department and a consultant, Field Services' Water Quality team supported a leak detection study of the entire

19 REMAINING GALVANIZED SERVICE LINES TO BE REPLACED

Photo: Field Services crews pose in front of the Operations Center on Colton Street.



requests in FY25: 9,511 non-emergency and 661 emergency tickets. The division uses standardized color-coded markings to indicate the approximate location of underground utilities. This critical step can prevent dangerous and expensive damage to underground utilities during projects that require digging. The division's record achievement underscores the team's diligence and responsiveness in protecting underground infrastructure and ensuring construction safety.

GALVANIZED SERVICE LINE REPLACEMENT PROGRAM

Launched in 2021, this proactive program prepares the Commission for compliance with the federal Lead and Copper Rule Revisions (LCRR). By FY25, the project was nearly complete, with only 19 galvanized services left to replace. The Field Services Division continues to communicate with the remaining customers, with the goal of full removal or deactivation of galvanized service lines before 2027.

distribution system. As a result of the study's results, crews immediately repaired leaks, rebuilt hydrants, replaced water service lines at no cost to customers, and addressed leaky valves and joints. These repairs directly reduced unaccounted-for water use and enhanced system reliability.

DIG SAFE MARK OUTS

The Mark Out Division completed a record number of Dig Safe ticket

44
WATER MAIN BREAKS REPAIRED BY FIELD SERVICES

Photo: A Field Services crew works in a customer's yard in Springfield.

FIELD SERVICES STATISTICS & ACTIVITIES FY24

WATER AND SEWER SYSTEM

| | |
|-------------------------------|--------|
| Miles of Water Main | 579 |
| Number of Valves | 19,943 |
| Number of Hydrants | 6,230 |
| Number of Meters | 47,118 |
| Miles of Wastewater Mains | 474 |
| Number of Wastewater Manholes | 11,521 |

WATER QUALITY GROUP

| | |
|--------------------------------------|-------|
| Hydrants Inspected | 1,788 |
| Hydrants Repaired/Rebuilt | 132 |
| Valves Exercised | 4,133 |
| Miles of Mains Flushed (UDF Program) | 132 |

WATER CONSTRUCTION GROUP

| | |
|----------------------------|-----|
| New Hydrants Installed | 10 |
| Hydrants Replaced | 38 |
| Water Main Breaks Repaired | 44 |
| Water Service Replacements | 175 |
| New Valves Installed | 91 |
| Valves Replaced | 58 |

METER AND FIELD SERVICES GROUP

| | |
|--|-------|
| Meters Installed (Primary and Auxiliary) | 5,851 |
| Water Consumption Assessments | 428 |

SEWER GROUP

| | |
|--|-----------|
| Manholes Cleaned | 213 |
| Sewer Jetted (feet) | 1,034,880 |
| Sewer Backup Responses | 580 |
| Sewer System Repairs | 14 |
| Cave In Responses | 19 |
| Residential Sewer Service Line Repairs | 55 |



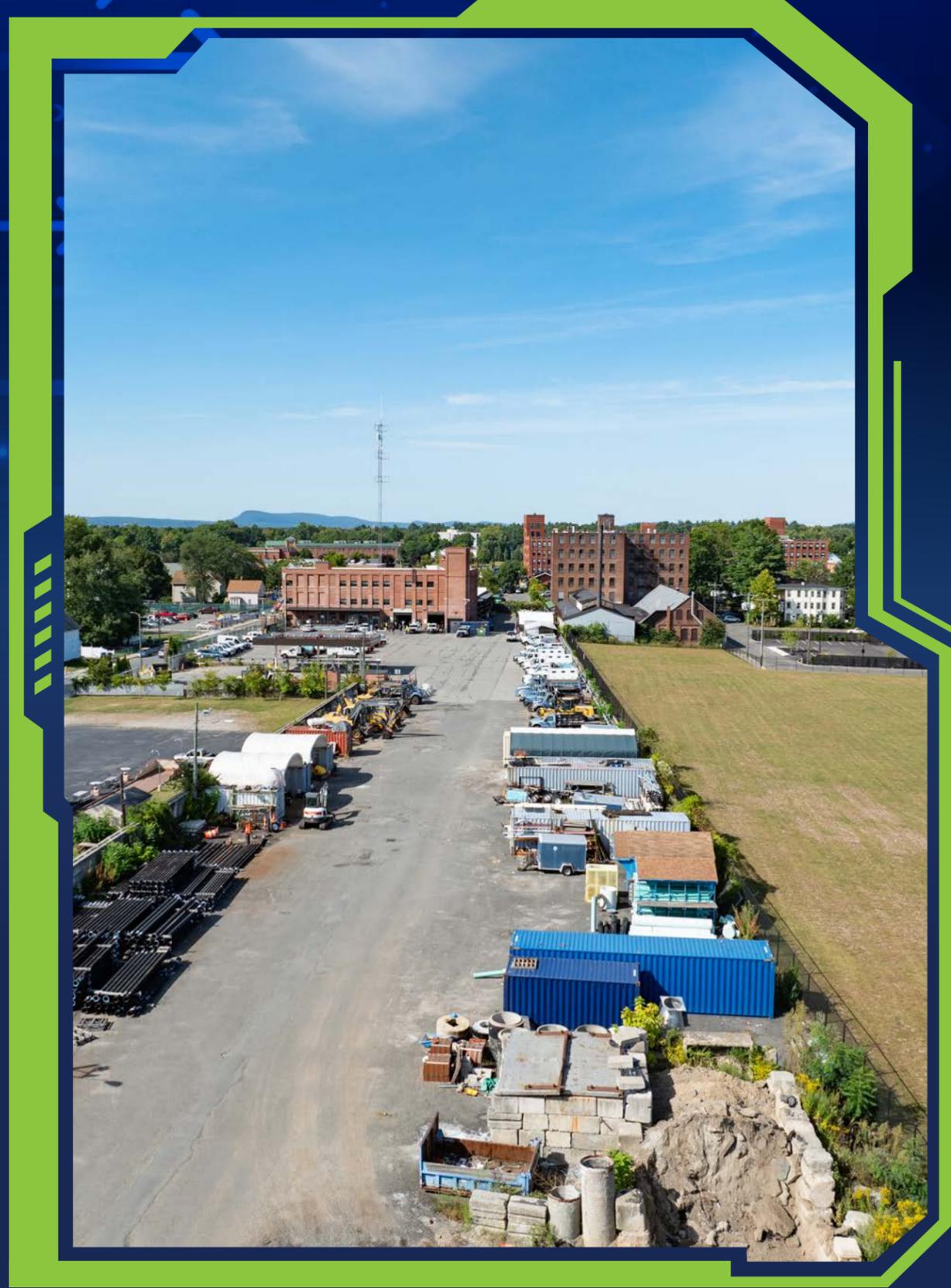
METERS & SMART TECHNOLOGY

The Commission’s Meter Group continued upgrading water meters to Advanced Metering Infrastructure (AMI) smart meters. Thanks to the durability of its meters, many replacements required only a modular transponder upgrade to cellular, cloud-based software. The target for FY25 upgrades was exceeded by over 10 percent, expanding customer access to real-time usage data while improving operational efficiency.

A LOOK AHEAD

In FY25 the Field Services Construction Group replaced 3,902 linear feet of water main within the distribution system in Springfield and Ludlow. Looking ahead to FY26, water main replacements in Ludlow will continue, along with other prioritized areas of water infrastructure renewal. Field Services will also continue preparedness activities.

580 RESPONSES
TO SEWER BACKUPS



Photos: (above left) A stockpile of replacement water mains for the streets of Springfield and Ludlow. (above right) A Field Services crew member at work. (at right) The stock yard at the Operations Center on Colton Street.



focused on ensuring operational continuity, improving service delivery, and preparing for future infrastructure integration. These efforts reflect the Commission's commitment to innovation, resilience, and customer-focused service.

CYBERSECURITY PROTECTION

In July 2024, the Business Intelligence team responded swiftly to the global CrowdStrike cybersecurity outage, successfully mitigating impacts to Microsoft Windows devices across the Commission. This outage impacted Microsoft Windows devices worldwide, but the team's rapid response demonstrated the department's preparedness and resilience in the face of emerging threats.

SCADA SERVER INFRASTRUCTURE

The SCADA server infrastructure was migrated to new, virtual hardware in FY25, enhancing system resiliency, maintaining security, and preparing for integration into the new West Parish Water Treatment Plant.

DRONE TEAM

The Drone Team launched the Drone Hub, a centralized intranet portal featuring dashboards, flight data,

FUTURE FORWARD

While cyber threats are a growing concern in the water sector with potential impacts to public health, safety, and infrastructure, the Commission takes cybersecurity very seriously and implements robust defense-in-depth solutions to enhance its cybersecurity posture. Such solutions include network segmentation, multi-factor authentication, and automated monitoring systems. These security controls continue to mature as cyber threats increase.

imagery, and videos. This webpage provides Commission staff with centralized access to the images and video from all drone flights, and applications (including a 3D viewer) to compare data and review it in depth.

Drone activities and statistics are tracked in digitized work orders, supporting automated reporting for annual insurance renewals, pilot recertification, and other purposes. In FY25, 168 drone flights were conducted, totaling more than 106 flight hours.



TECHNOLOGY INFRASTRUCTURE

The Technology Infrastructure team continued to advance the Commission's digital capabilities through strategic upgrades, enhanced cybersecurity measures, and expanded data-driven tools. From responding to global cybersecurity threats to modernizing SCADA systems and expanding drone operations, the team remained

168 DRONE FLIGHTS IN FY25

Photo: Members of IT practice operating a drone on Bondi's Island.



BUSINESS INTELLIGENCE TEAM

The Business Intelligence (BI) team continued to enhance operational efficiency across departments. In FY25, the team developed an automated customer email notification system that was implemented for the Customer Service Department. This system improved billing communication and reduced missed payments.

Additionally, the BI team collaborated with the Comptroller to refine the budget planning process. This effort significantly reduced staff time and improved data accuracy.

Some technology trends in the water sector revolve around the need for additional data collection and real-time monitoring to address challenges caused by aging infrastructure. The BI team helps to identify patterns and generate reports using advanced meters throughout the water system. Analyzing the meter data can help detect anomalies and predict failures before they become major problems.

Other advancements in FY25 included:

- Updating the IT asset catalogue for improved inventory management.
- Digitizing West Parish Filters operator rounds sheets for streamlined data recording.
- Developing a service line inventory report template compliant with MassDEP requirements.

**360 PANORAMA
DRONE IMAGES
CAPTURED**

- Integrating digital asset and fuel management systems for real-time fuel inventory tracking.



**106.25 DRONE FLIGHT
HOURS**

A LOOK AHEAD

A major initiative planned for FY26 includes the secure extraction of SCADA data that can be leveraged by the department's BI team. By integrating SCADA data with BI tools, the Commission can gain valuable

insight into its operations, improve efficiency, and make more informed decisions. This integration allows for real-time monitoring, historical analysis and predictive modeling, which will ultimately lead to better operational performance.

Photos: (upper left) IT personnel work on cybersecurity protections at West Parish Filters. (above) IT's drone team in the watershed.



CUSTOMER SUPPORT & OUTREACH

The Customer Service Representatives (CSRs) are organized into two core teams: Billing & Accounts and Field Operations. The Billing team works closely with supervisors and collections staff to resolve payment issues and account inquiries, handling approximately 37,296 calls in FY25. The team takes pride in being the first point of contact with customers.

The Field Operations team responded to 15,187 calls related to water and sewer emergencies, service appointments, and inspections in FY25. Staff underwent continuous training to ensure high-quality service delivery and operational efficiency.

In FY25, the team supported the near-completion of the galvanized service line replacements, with 19 lines remaining. Outreach efforts also continued for Henderson box meter pit replacements, leaving just three replacements pending. The project resolved a safety issue posed by that type of outdated meter pit.

A major innovation this year was the launch of an automated email alert system for customers at risk of service shutoffs. These proactive notifications offered early intervention opportunities, helping customers avoid disruptions and access available support options.

FUTURE FORWARD



Customer Service launched an automated email alert system to help customers avoid service disruptions and access available support options.

CUSTOMER ASSISTANCE PROGRAMS

The Commission continued to offer a range of financial assistance programs to support customers facing economic hardship. In FY25, 608 applications were approved for the Customer Assistance Program (CAP), which provides up to \$250 in annual credit for eligible single-family households receiving heating fuel assistance.

Additional support included:

- 284 new applications and 294 renewals for senior, disabled, and disabled Veteran discounts.
- 54 leak abatements issued under the Non-Beneficial Use Allowance, which promotes water conservation and financial relief for customers affected by leaks.
- 1,176 customers were offered payment plans, and 188 customers received more than one payment plan.



CUSTOMER SERVICE

As the primary point of contact for over 43,000 service connections, the Customer Service Group (CSG) continues to play a vital role in ensuring smooth operations and customer satisfaction. The Commission is the largest public water utility in the region, making quality customer service essential to maintaining the success of its operations.



Photo: Customer service representatives in Field Services discuss an upcoming service appointment.



The Commission also strengthened partnerships with Way Finders to expedite financial aid and prevent service interruptions, and with Valley Opportunity Council (VOC) to streamline CAP enrollment for heating assistance recipients.

LEAK NOTIFICATION PROGRAM

In FY25, the Commission expanded its proactive leak notification efforts to help customers identify and resolve water usage anomalies before they became costly issues. Through a combination of automated alerts and direct outreach, the Customer Service team sent 1,749 emails and 2,562 mailings to notify customers of unusual consumption patterns.

These efforts led to 1,231 proactive

leak investigations, with 731 resulting in advanced metering infrastructure (AMI, or "smart meter") upgrades. This initiative not only prevented unanticipated spikes in bills, but also promoted water conservation and timely repairs.

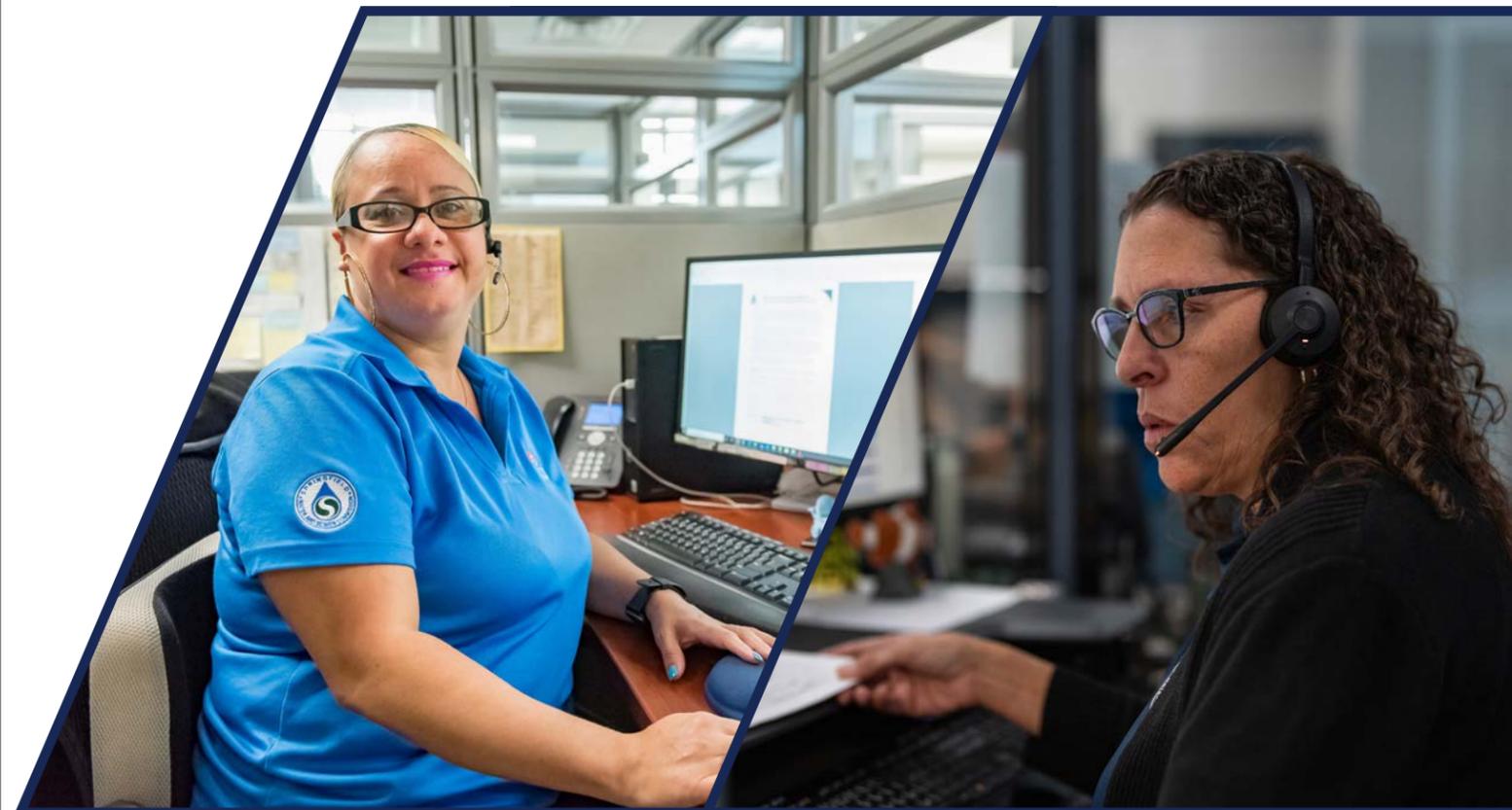
Customer service representatives also played a key role in helping customers navigate the smart meter consumer portal. These portals are especially beneficial for property managers, absentee homeowners, and commercial accounts, offering daily insights into water usage trends and alerts.

In FY25, 6,422 smart meters were installed or upgraded, 671 of which resulted from usage investigations initiated by the Customer Service team's outreach.

A LOOK AHEAD

In FY26, Customer Service will continue to update the application process for repair, connection services, and other matters, including existing forms and reviewing the need for new forms. The customer service teams strive to make customer touchpoints user-friendly and efficient, ensuring clear information exchange between customers and the Commission.

To meet customer needs, CSR will also use tools created by the Business Intelligence group to provide updates to customers, such as integrating the asset management and work order system with email notifications.



Photos: (top left) The Field Services Customer Service team. (above) Customer Service Representatives at work.

VARIOUS TYPES OF UNUSUAL USAGE DETECTED



SMART METER INSTALLATIONS RESULTING FROM USAGE INVESTIGATIONS

| USAGE INVESTIGATION REASON | # OF SMART METERS INSTALLED AS A RESULT OF INVESTIGATION |
|-------------------------------|--|
| Estimated Usage | 2 |
| High Usage | 164 |
| AUX Usage Higher Then Primary | 26 |
| Inconsistent Usage | 41 |
| Low Usage | 123 |
| No Read | 207 |
| Zero Usage | 67 |
| Reverse Usage | 25 |
| AMR Replacement | 15 |
| Auxiliary Winter Usage | 1 |
| TOTAL: 671 | |



Photo: A Commission staff member notifies a customer of the need for a meter inspection due to unusual high usage.



WATER & SEWER ALERT SYSTEM

In September 2024, the Commission launched a new Water/Sewer Alert System to improve communication during water and sewer emergencies

View the Water & Sewer Alert System here:



or during routine maintenance. Anyone can sign up, including people who rent or work in Springfield and Ludlow. The alert system provides timely updates by email and text.

LEAD-FREE SPRINGFIELD

In October 2024, the Commission released the Service Line Inventory Map, a searchable tool that allows residents to check the material of their water service line by address. This map reflects new EPA and MassDEP regulations and the Commission's efforts to communicate with customers. Thanks to decades of proactive work in removing lead service lines, there are no known lead service lines in Springfield and Ludlow, a major public health milestone.

Customers can search their property address to find out information about their service line:



FUTURE FORWARD



The Commission is expanding its digital presence with videos, project maps, an interactive story map, and other innovative tools to connect.

NEW WEST PARISH WATER TREATMENT PLANT

The Commission hosted a groundbreaking ceremony and public open house on October 16, 2024, marking the start of construction for the new West Parish Water Treatment Plant (see page 14.) More than 70 people attended the open house and learned about the past, present, and future of drinking water treatment at West Parish. Tours explored:

- Historic slow sand filters from the 1920s, which will be demolished as the site of the new plant.
- Rapid sand filters from 1974, the primary filtration method used today.
- The 2023 Backwash Facility, which will be incorporated in the new plant.
- Features of the new plant; laboratory; watershed; and water careers.

SPRINGFIELD AND LUDLOW HAVE NO KNOWN LEAD SERVICE LINES

Photo: A Commission staff member educates student visitors about the impact of invasive species on the watershed.



EDUCATION & COMMUNITY

The Commission continued to prioritize outreach, education, and community engagement in FY25 to share and engage customers on work taking place, including a generational reinvestment in water infrastructure. The Commission deployed expanded multimedia tools to water station events to hands-on learning experiences to connect with residents.

In addition to the groundbreaking, a new dedicated project website, NewWestParish.com, was launched in FY25, and offers construction updates and an option for members of the public to sign up for a newsletter. The team has also developed materials about West Parish Filters to share with the community at other outreach events, and provided residents with updates on construction as part of the neighborhood council presentations.

SCHOLARSHIP PROGRAM

The SWSC Scholarship Program awarded 11 scholarships in FY25 to individuals for the *Basic Drinking Water Treatment Training* course. The scholarship supports individuals who are looking to establish themselves or further their career in the water sector, and prepares students to sit for the Treatment II state licensing exam. In March, the Commission hosted students enrolled in the Basic Drinking Water Treatment Training course for a tour of West Parish Filters Drinking Water Treatment Plant to see some of what they had been learning in the course. It was also an opportunity for them to network with and gain insights from experienced water professionals.

EDUCATIONAL OUTREACH

The Commission participated in 38 educational events for students ranging from elementary school through college in FY25. Facility tours and educational programs included five at West Parish and the watershed, six at the wastewater plant, and five at Ludlow Reservoir. In addition, the Commission hosted 21 school-based educational and workforce development programs, such as classroom presentations, participation in school-based career fairs, and more.

The Commission continued to partner with Springfield Public Schools on water and wastewater educational programs, workforce development programs like the Pipeline Program, and the Springfield Renaissance School Environmental Pathways Program. The Commission also shared a professional development presentation to high school guidance and career coordinators to highlight career-building opportunities in water.



PIPELINE PROGRAM

In summer 2024, 12 Springfield students from five different high schools in the area participated in the second year of the Pipeline Program, engaging in department rotations in Engineering, Watershed Protection, Wastewater Operations, Drinking Water Operations/Laboratory, Information Technology, Meters, and Water Quality. This rewarding summer internship opportunity allowed participants to serve their community in meaningful ways, learn more about the water sector, and gain valuable mentorship from Commission and regional water professionals. One such experience was participating in a community service day with ReGreen Springfield and the Springfield Forestry

Department to plant trees on Glendell Terrace, which is a CSO neighborhood.

Enrichment and professional skill-building activities were also incorporated into the program, as well as completion of the Massachusetts Water Works Association's (MWWA) introductory "How Water Works" course.

Interns attended a Pipeline Program Leadership Lunch event as well. Mayor Domenic J. Sarno, Superintendent of Springfield Public Schools Dr. Sonia E. Dinnall, MWWA, Veolia North America, and the Massachusetts Department of Environmental Protection (MassDEP) provided perspectives on public service.



WATER STATION EVENTS

The Commission featured its mobile water station at 28 community events in FY25, which included:

- World's Largest Pancake Breakfast
- Springfield Jazz & Roots Fest
- Caribbean Carnival
- Puerto Rican Parade
- Neighborhood council events
- Dragon Boat Fest
- Star Spangled Springfield
- Indian Orchard Food Truck Fest

The team also introduced its new water buggy. Featuring a more versatile design and more taps, the buggy is designed to better serve event attendees by providing more access points to fresh water from Cobble Mountain Reservoir.

Outreach materials were also available at the water station, including construction updates, customer assistance information, Pipeline Program details, and household water tips. Commission staff greeted customers and answered questions.



Photos: (left) Pipeline Program interns with a member of the water resources staff. (top) Commission staff at the 2024 JazzFest. (bottom) A Water Operations staff member provides a tour of the Backwash Facility to the STCC/MWWA Basic Water Treatment class.



NEIGHBORHOOD COUNCIL & SENIOR CENTER PRESENTATIONS

The Commission visited several neighborhood councils and senior centers to share updates on water and sewer information, updates on major capital projects, and neighborhood-specific updates, such as water pipe repairs in the area. The team also provided information on customer assistance and senior discount programs, and answered questions. The team visited:

- McKnight Neighborhood Council
- Ludlow Senior Center
- East Springfield Neighborhood Council
- Indian Orchard Citizens Council
- New North Citizens Council
- East Forest Park Civic Association

Photos: (above) The Commission presenting at East Springfield Neighborhood Council. (top right) Filming "The Future is Water" at West Parish Filters. (bottom right) Meeting with students at a Springfield Public Schools career fair.

RAIN BARREL PROGRAM

In spring 2025, the Commission presented its annual rain barrel program to provide residents with the opportunity to purchase rain barrels at a discounted price. Rain barrels help the environment and contribute to reducing combined sewer overflows (CSOs) by capturing rainwater that would otherwise fill combined pipes, and then repurpose the water for seasonal outdoor water needs, lessening the demand on water supply.

MULTIMEDIA OUTREACH & EDUCATIONAL VIDEOS

The Commission's video library continues to grow, with new content posted on YouTube, social media, and the Commission's website, as well as for use at presentations and outreach events. The Commission produced videos highlighting career opportunities in the water sector, tips on how to conserve water, and short educational videos on a variety of topics including "Where Does Your Water Come From?" and "Where Does Your Flush Go?" The latter video will be released in FY26. The intent is to share major elements of the Commission's water and sewer systems through a variety of mediums.

Watch the Commission's newest educational videos from FY25:

"The Future Is Water"



"Household Water Tips"



INTERACTIVE DIGITAL OUTREACH

The Communications team furthered its digital reach in FY25 by posting more frequent website updates and social media posts on top of other outreach. The team also shared construction project map updates, where residents can find out more about construction in their neighborhood.



View construction updates here:



Another digital asset included the "Flow of Water Story Map," an interactive storymap that follows the flow of water from Cobble Mountain Reservoir through the treatment process, distribution, collection, wastewater treatment, and eventual clean water that is returned to the environment.

View the storymap here:



A LOOK AHEAD

The Commission plans to continue its robust efforts to engage customers and share the work of the Commission by being present at community events and increasing its social media presence. A variety of outreach will continue to educate people of all ages on the importance of the Commission's work.





OVERVIEW OF FINANCIAL STATEMENTS & FINANCIAL HIGHLIGHTS

The basic financial statements are comprised of (1) the Statement of Net Position, (2) the Statement of Revenues, Expenses, and Changes in Net Position, (3) the Statement of Cash Flows, (4) the Statement of Fiduciary Net Position, (5) the Statement of Changes in Fiduciary Net Position and (6) Notes to Basic Financial Statements. This report also contains required and other supplementary information and other information in addition to the basic financial statements themselves.

The Commission discontinued its accounting for regulated operations and discontinued deferring certain expenses and revenues. As a result, net position as of June 30, 2024 increased by approximately \$117.7 million.

The Statement of Net Position is designed to indicate our financial position as of a specific point in time. At the close of the current fiscal year, net position was \$321,644,928.

The Statement of Revenues, Expenses, and Changes in Fund Position summarizes our operating results. As discussed in more detail below, the Commission's change in net position for the year ended June 30, 2025, was a change of \$34,950,940 in comparison to the restated prior year net position.

FUTURE FORWARD

The Commission secured a nationally competitive \$250 million Water Infrastructure Finance and Innovation Act (WIFIA) loan from EPA in 2021. It was the first WIFIA loan to encompass a multi-project capital program. Loans from the Massachusetts State Revolving Fund (SRF) were used as a match.



Take a quick virtual tour of the new plant by scanning the QR code with your smartphone.

The Statement of Cash Flows provides information about the cash receipts and cash payments during the accounting period. It also provides information about the investing and financing activities for the same period.

The Statement of Fiduciary Net Position and Statement of Changes in Fiduciary Net Position account for resources held for the benefit of parties outside the Commission.

Net position may serve over time as a useful indicator of the Commission's financial position. At the close of the most recent fiscal year, total net position was



FINANCIAL REPORT

The management of the Springfield Water and Sewer Commission offers this narrative overview and analysis of the financial activities of the Springfield Water and Sewer Commission for the fiscal year ended June 30, 2025. Full financial information can be found in the FY25 Annual Comprehensive Financial Report (ACFR).

\$34,950,940 CHANGE IN NET POSITION

Photo: The City of Springfield and the Connecticut River in January 2025.

\$321,644,928, a change of \$34,950,940 in comparison to the restated prior year.

The Commission's net position is comprised of \$247,343,281 invested in capital assets, net of related debt, \$74,054,228 restricted for other purposes, namely restricted cash for debt reserves and the stabilization fund, and a balance of \$247,419,000 in unrestricted.

Note: The notes found in the FY25 ACFR provide additional information that is essential to a full understanding of the data provided in the financial statements.

FINANCIAL ANALYSIS OF THE COMMISSION

The Commission ended the year with operating income of approximately \$27.6 million. The following paragraphs give an overview of the fiscal year activity.

It has been the practice of the Commission to establish its rates and charges for water and wastewater services at levels sufficient to produce revenues adequate to defray all operation and maintenance expenses, debt service, and reserve deposits projected by the Commission's consulting engineers and to maintain net revenues available for debt service in excess of the coverage requirements mandated by the General Bond Resolution. Until fiscal year 2010, the Commission had historically adjusted its rates and charges for water and wastewater services on a basis, which stabilized rates and charges over a multi-year period. Beginning in fiscal year 2011, the Commission has adopted single-year rate schedules to match revenues more closely to expenditures.

The Commission is required to file each year with Electronic Municipal Market Access (EMMA), the Commission's Annual Comprehensive Financial Report (1) the filing is being made merely to comply with contractual commitments, not to provide

all information material to an investment in the linked securities, and does not purport to provide all such information, (2) consequently, the information set forth in the filing should not be relied upon as indicative of future financial performance.

In fiscal year 2025, water and sewer usage revenues increased by approximately \$7.6 million. This was the result of an overall increase in rates of approximately 8.4%, offset by decreases in consumption. Other revenues were consistent with those of the prior year. These and other factors resulted in total operating revenue of approximately \$107 million in fiscal year 2025, which is an increase of approximately \$7.6 million from the prior year.

Operating expenses increased by approximately \$4 million. This increase was due to new hires to fill vacant positions causing an increase in salary and benefit costs. In addition, union contracts for both units were ratified in fiscal year 2025, with retroactive payments and a signing bonus paid in fiscal year 2025.

There was also an increase in debt service interest costs as the Commission's debt has been increasing each year due to ongoing capital projects, as well as an overall increase in other costs due to inflation, gas prices, etc.

As a result of the key elements described above, the activities for the year resulted in a change in net position of \$34,950,940.

CAPITAL ASSETS & DEBT ADMINISTRATION

Capital Assets

Total investment in capital assets at year-end amounted to \$663,126,304 (net of accumulated depreciation). This investment in capital assets includes land, buildings and improvements, furniture and fixtures, vehicles and equipment, infrastructure, and construction in

progress.

(See Notes to Basic Financial Statements, Note 11, Capital Assets, in the FY25 ACFR for more information.)

Long-Term Debt

At the end of the current fiscal year, total bonded debt outstanding was \$380,875,747, all of which was backed by dedicated revenues of the Commission.

The Commission maintained their AA credit

rating from Standard & Poor's (S&P) in the most recent bond rating in August 2025 for debt outstanding for both, the secured loan issued by the U.S. Environmental Protection Agency under the Water Infrastructure Finance and Innovation Act (WIFIA loan) and the Commission's parity debt (revenue bonds).

(See notes to Basic Financial Statements, Note 14, Long-Term Debt, in the FY25 ACFR for more information.)

FY25 MAJOR CAPITAL ASSET EVENTS

| | |
|---|------------------|
| Depreciation Expense | (\$10.8 million) |
| Hydrant Projects | \$96,000 |
| Water Production Facility Projects | \$57.8 million |
| Wastewater Treatment System Improvements Projects | \$10.3 million |
| Water Treatment System Improvement Projects | \$2.2 million |
| York Street and CT River Design Projects | \$1.2 million |
| Sewer Main Rehabilitation Projects | \$642,000 |
| Collection System Assessment and Rehabilitation | \$1.2 million |
| Distribution System Rehabilitation Projects | \$3.7 million |
| Provin Reservoir Tank Projects | \$1.7 million |
| Biosolids | \$16,000 |
| New Vehicle and Equipment Purchases | \$1.9 million |
| Computer Software and Equipment Purchases | \$491,000 |
| Various Other Rehab and Improvement Projects | \$8.7 million |

Additional information on the Commission's capital assets can be found in the Notes to Basic Financial Statements, Note 10, Capital Assets, in the FY25 ACFR.

SUMMARY OF NET POSITION

2025 (\$)

RESTATED 2024 (\$)

| | | |
|-------------------------------------|-------------|-------------|
| Current Assets | 158,304,843 | 164,411,904 |
| Capital Assets, Net | 663,126,304 | 583,911,695 |
| Total Assets | 821,431,147 | 748,323,599 |
| Deferred Outflows of Resources | 7,386,510 | 10,131,599 |
| Current Liabilities | 62,658,552 | 52,363,121 |
| Non-Current Liabilities | 436,518,825 | 413,611,469 |
| Total Liabilities | 499,177,377 | 465,974,590 |
| Deferred Inflows of Resources | 7,995,352 | 5,786,620 |
| Net Investment in Capital Assets | 247,343,281 | 223,239,138 |
| Restricted | 74,054,228 | 67,944,721 |
| Unrestricted | 247,419 | (4,489,71) |
| Total Net Position | 321,644,928 | 286,693,988 |
| Operating Revenues | 107,310,152 | 99,677,611 |
| Operating Expenses | 79,662,827 | 75,638,500 |
| Operating Income | 27,647,325 | 24,039,111 |
| Non-Operating Revenues (Expenses) | 7,303,615 | 8,022,418 |
| Increase (Decrease) in Net Position | 34,950,940 | 32,061,529 |
| Beginning Net Position | 286,693,988 | 254,632,459 |
| Ending Net Position | 321,644,928 | 286,693,988 |

***During fiscal year 2025 the Commission implemented a change in accounting principle with respect to the recognition of certain Board-approved revenues and costs. Please refer to Note 2 of the Commission's FY25 Annual Comprehensive Financial Report (ACFR) for a detailed explanation of the change in accounting principle.*

RATES FOR LAST FIVE FISCAL YEARS

| Water Rates (\$ per 100 CF) | 2026 | 2025 | 2024 | 2023 | 2022 |
|---------------------------------------|----------|----------|----------|----------|----------|
| Residential | 5.15 | 5.15 | 4.75 | 4.46 | 4.19 |
| Commercial | 5.15 | 5.15 | 4.75 | 4.46 | 4.19 |
| Municipal | 3.85 | 3.85 | 3.55 | 3.33 | 3.13 |
| Industrial | 3.85 | 3.85 | 3.55 | 3.33 | 3.13 |
| Solutia contract | 3.77 | 3.77 | 3.48 | 3.26 | 3.07 |
| Town contracts (per million gallons) | 2,881.92 | 2,632.81 | 2,028.37 | 1,950.32 | 1,656.62 |
| Residential Water % Change | 0.0% | 8.4% | 6.5% | 6.4% | 5.8% |
| Sewer Rates (\$ per 100 CF) | 2026 | 2025 | 2024 | 2023 | 2022 |
| Residential | 7.85 | 7.85 | 7.51 | 7.05 | 6.62 |
| Commercial | 8.64 | 8.64 | 8.26 | 7.76 | 7.28 |
| Industrial | 9.42 | 9.42 | 9.01 | 8.46 | 7.94 |
| Municipal | 7.85 | 7.85 | 7.51 | 7.05 | 6.62 |
| Food Service | 10.20 | 10.20 | 9.76 | 9.17 | 8.61 |
| Medical | 8.64 | 8.64 | 8.26 | 7.76 | 7.28 |
| Regional contracts (per million gal.) | 1,687.48 | 1,760.94 | 1,104.94 | 1,326.36 | 1,161.73 |
| Residential Sewer % Change | 0.0% | 4.5% | 6.5% | 6.5% | 5.9% |
| Infrastructure Renewal Charge (IRC)* | \$11.50 | N/A | N/A | N/A | N/A |
| Average Combined Rate Increase | 8.9% | 6.5% | 6.5% | 6.5% | 5.9% |

Source: Commission's adopted FY25 Rules and Regulations Chapter 5.

*A new minimum standard IRC of \$11.50 was added in FY26. Consumption rates were unchanged, but the IRC resulted in an effective household increase of 8.9%.

REQUESTS FOR INFORMATION

This financial report is designed to provide a general overview for all those with an interest in the Commission's finances. Please address questions or requests for additional financial information to:

Communications Manager
 Springfield Water and Sewer Commission
 P.O. Box 995
 Springfield, MA 01101-0995

To see the full FY25 ACFR, scan the QR code below





Photos: More scenes from the groundbreaking of the new West Parish Water Treatment Plant on October 16, 2024.