



# 2022 Neighborhood Update

*South End Citizens Council, February 9, 2022*

# 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 drinking water and sewer service to 10 communities



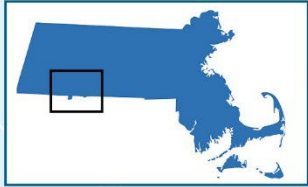
*From left to right: Commissioner William Leonard, FY22 Chairwoman Vanessa Otero, and Commissioner Daniel Rodriguez*



*Executive Director Josh Schimmel*

# SWSC 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 Billion Gallon Capacity

Southwick  
- Peak Emergency 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 Watershed

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

# Unprecedented Need for Reinvestment

- Portions of system in continuous service for 75-100+ years:
  - West Parish Filters Water Treatment Plant originally constructed in 1909, last significantly modernized in 1974 (federally funded)
  - Springfield Regional Wastewater Treatment Facility (SRWTF) built 1939, last upgraded in 1970s (federally funded)
  - 42% of water, 48% of sewer pipes are 75+ years old



*Slow sand filters, built c. 1925, are still in use at West Parish Filters Water Treatment Plant*





# Locust Street Water & Sewer Upgrades

Renews aging infrastructure, improves service reliability, increases climate resiliency

# Locust Street Water & Sewer Upgrades

## Mill Street & Locust Street

- The Main Intercepting Sewer (MIS) runs along Mill Street and Locust Street
  - Conveys wastewater from several Springfield neighborhoods to the Springfield Regional Wastewater Treatment Facility on Bondi's Island
- MIS in need of repairs and upgrades
  - Rehabilitation of 1,000 linear feet of existing sewer
  - New connection to the new York Street Pump Station, currently under construction along the Connecticut River



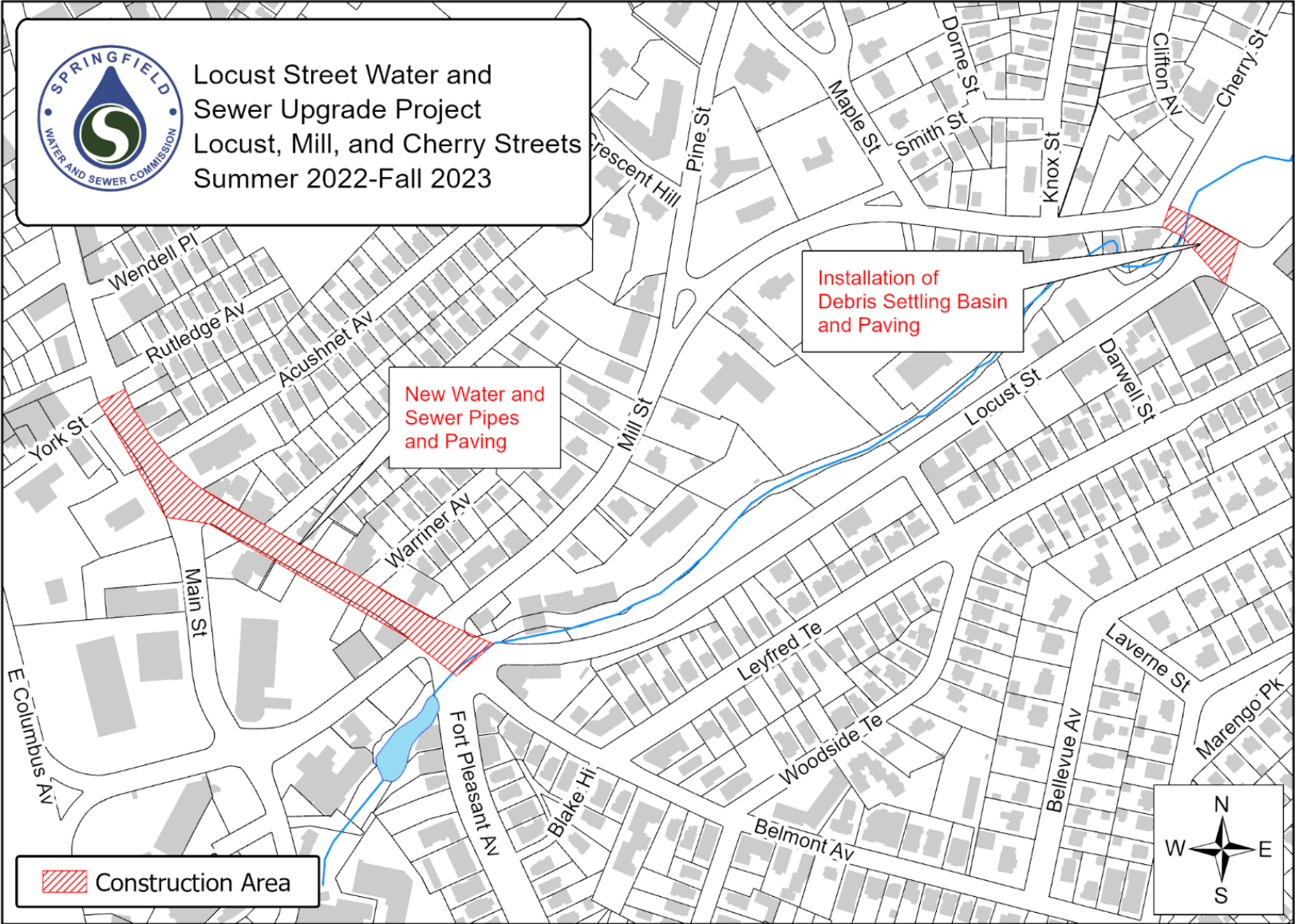
# Locust Street Water & Sewer Upgrades

## Neighborhood Impacts

- Spring 2022 through fall 2023
- Gas, electric and cable work to be upgraded by other utilities prior to water/sewer
- Intermittent traffic impacts
  - No road closures are planned
  - Temporary detours during certain project phases
  - Traffic managed with posted signs and police details
  - Public transportation services will be maintained
- Minimal water/sewer service disruption (customers to be notified in advance)
- Repaving of excavated areas at the completion of the project



# Locust Street Water & Sewer Upgrades





# Locust Transfer Station Project

## Project Phases

### **Spring 2022 – Locust Street Utility Work**

Gas, electric, and cable work to be completed ahead of sewer upgrades

### **Summer/Fall 2022 – Locust Street Sewer Construction**

Sewer replacement starts upon completion of gas, electric, and cable utility work

### **Fall 2022/Spring 2023 – Locust Street Water Main Construction**

Water pipes on Locust Street replaced

### **Fall 2022/Spring 2023 – Cherry/Mill/Locust Intersection Sewer Upgrade**

Installation of new underground tank to catch debris following electric utility upgrades

### **Fall 2022/Winter 2023 - Sewer Construction on West York Street**

New connection between MIS and York Street Pump Station (no neighborhood impacts)

### **Spring to Fall 2023 – Sewer Construction**

Sewer construction, paving, and restoration along Locust, Mill, and Main Streets



# Locust Street Water & Sewer Upgrades

## Neighborhood Benefits

- ✓ Help prevent sewer blockages and backups
- ✓ Upgrade 100+ year old pipes
- ✓ Gas, electric, and cable upgrades too
- ✓ Curb-to-curb repaving in affected areas
- ✓ Enhance climate resiliency
- ✓ Reduce risk of sewer failure
- ✓ Improve environmental protection



*An overflowing sewer manhole on Mill Street, just upstream of the siphon*



# Water and Wastewater Infrastructure Renewal Program

Reinvesting in our water and sewer systems to ensure reliability well into the 21<sup>st</sup> century

# Unprecedented Reinvestment

- \$550 million reinvestment in aging infrastructure
- Supported by \$250 million in low-interest financing from the EPA's Water Infrastructure Finance and Innovation Act (WIFIA) Program
- Addresses multiple needs at once:
  - Regulatory compliance
  - Risk reduction
  - System reliability
  - Climate change resiliency
  - Environmental protection
  - Adaptability to 21<sup>st</sup> century challenges



# Water and Sewer Improvements in Your Neighborhood

## South End

- Locust Water and Sewer Upgrades Project (2022-2023)
- York Street Pump Station and CT River Crossing Project

## Throughout Springfield

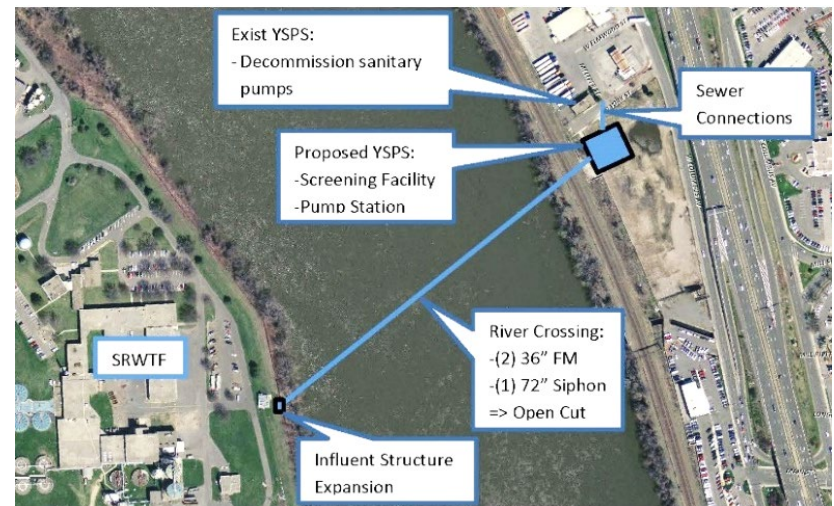
- Water Distribution System Renewal
- Collection System Assessment and Upgrades
- Hydrant Repairs and Replacements
- Meter Replacements
- Galvanized Service Line Replacement Project



# York Street Pump Station & Connecticut River Crossing Project

## Addressing Multiple Needs in One Project

- Construction of new York Street Pump Station and 3 new river crossing pipes
- Improvements to SRWTF influent structure on Bondi's Island
- Existing pump station will be repurposed for flood control
- Construction 2019 - 2023
- Reduces risk of failure of critical infrastructure; improves resiliency, redundancy, and environmental protection





Locust Street Water and Sewer Upgrade Project  
Locust, Mill, and Cherry Streets  
Summer 2022-Fall 2023

Connecticut River

New York St Pump Station

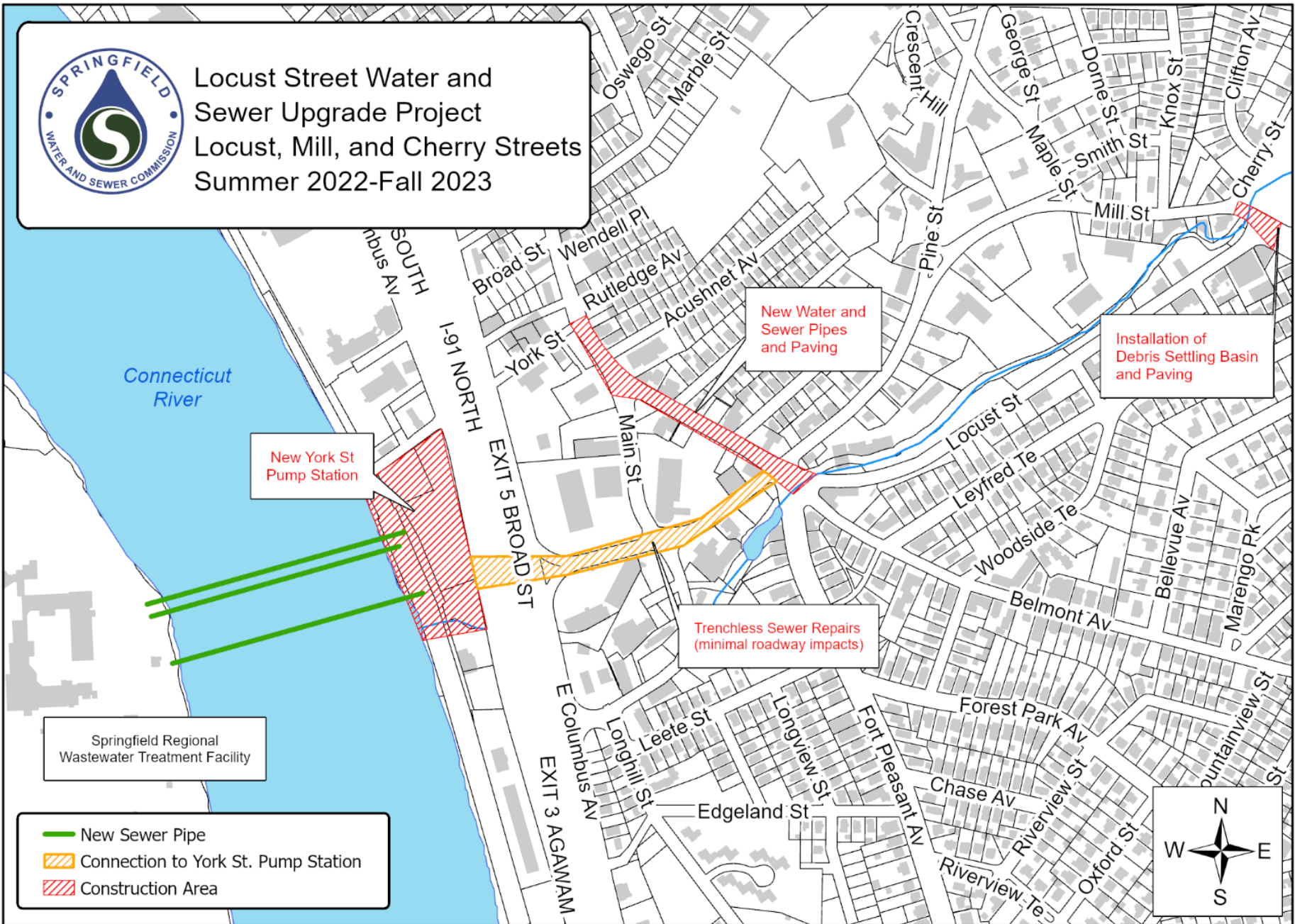
New Water and Sewer Pipes and Paving

Installation of Debris Settling Basin and Paving

Trenchless Sewer Repairs (minimal roadway impacts)

Springfield Regional Wastewater Treatment Facility

- New Sewer Pipe
- Connection to York St. Pump Station
- Construction Area



# West Parish Filters Water Treatment Plant Improvements

## Modernization and water quality upgrades

- New treatment processes to meet modern drinking water regulations and help reduce formation of disinfection byproducts
- Upgrades of existing 1974 rapid sand filters
- Elimination of original slow sand filters
- Replacing obsolete equipment with new technology and more efficient electrical systems







# Customer Assistance Programs

Supporting customers in managing their water and sewer accounts

# Customer Assistance Programs

## Payment Plans

- Offered by the Commission to help customers bring their account current

## 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

## Low Income Water Assistance Program (LIWAP)

- Administered by the state through local LIHEAP agencies  
***More info coming soon!***



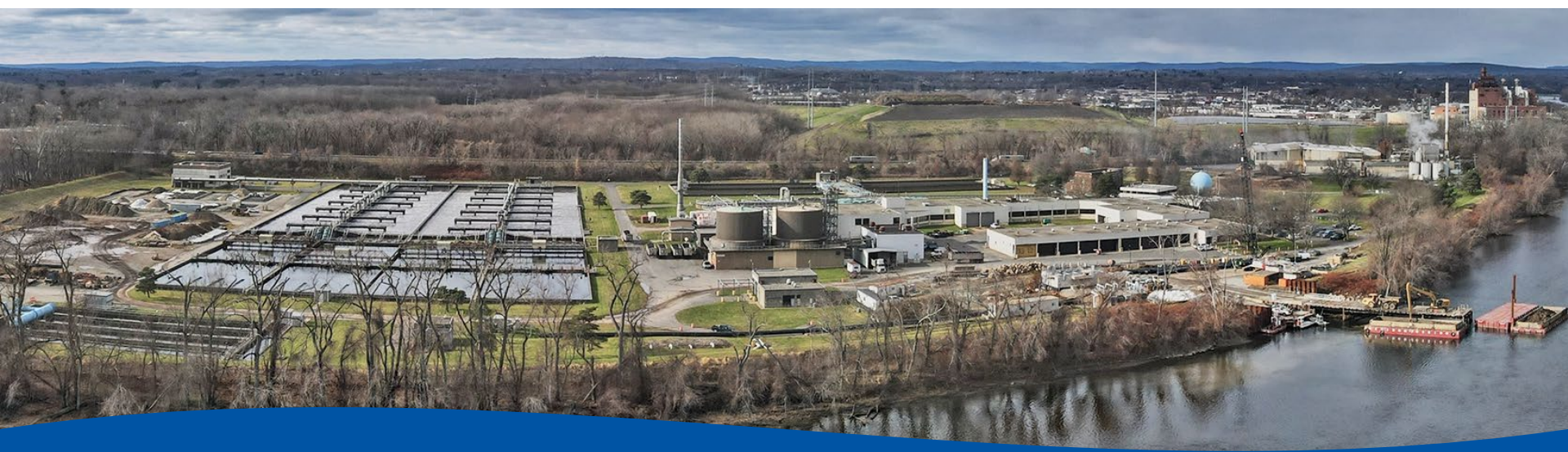
**Questions, comments & input welcome!**



**Jaimye Bartak**  
Communications Manager  
[Jaimye.Bartak@waterandsewer.org](mailto:Jaimye.Bartak@waterandsewer.org)  
413-452-1302



**Katie Shea**  
Educational Outreach &  
Communications Specialist  
[Katherine.Shea@waterandsewer.org](mailto:Katherine.Shea@waterandsewer.org)  
413-452-1311



# Contact the Commission

413-452-1300

[info@waterandsewer.org](mailto:info@waterandsewer.org)

Repairs/Service & 24/7 Emergency Line: 413-310-3501

Project Updates: <https://waterandsewer.org/projects/>

**@SpfldWaterSewer**

