



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

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FOR IMMEDIATE RELEASE

**Springfield Water and Sewer Commission Hosts
Upcoming Webinars on Customer Assistance Programs**

Webinars to be held on January 25 & 26, 2021

The Springfield Water and Sewer Commission (Commission) will be hosting webinars that outline the array of programs available to assist customers in managing their water and sewer bills. The webinars, which were first held on January 19 and 20, 2021, will be held again on Monday, January 25 (English) and Tuesday, January 26 (Spanish) at 6 PM. Participants can login via the links below:

Monday, January 25, 6 PM (English): <https://bit.ly/3o3VD6b>
Tuesday, January 26, 6 PM (Spanish): <https://bit.ly/2Y1mvsV>

The webinars are being offered as a resource for customers that may need assistance in managing their water/sewer bill balance, particularly due to the economic impact of the pandemic. Topics include:

- Understanding your water and sewer bill
- Payment plans
- Autopay
- Customer Assistance Program for low-income customers
- Senior, Disabled, and Veteran Discount Programs
- Leak Prevention and Abatements
- Using Water Wisely

Links to the webinars, as well as recordings of the webinars held on January 19 and 20, are also available on the Commission's website at waterandsewer.org.

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