



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

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FOR IMMEDIATE RELEASE

Springfield Water and Sewer Commission Encourages Sign-ups for Emergency Alerts

As part of National Preparedness Month, the Springfield Water and Sewer Commission (Commission) is encouraging customers, residents, and users of its water and sewer services to sign up for its emergency notification system (also known as a “Reverse 9-1-1” system) for water and sewer alerts.

Customers and other interested water/sewer system users that sign up can also elect to receive automated notifications about routine water/sewer service maintenance that may be occurring in their neighborhood, such as hydrant flushing.

Customers can learn more or sign up by visiting waterandsewer.org/alerts. A Commission account is not needed to sign up for alerts, which utilizes the third-party Everbridge platform. Anyone interested in receiving notifications from the Commission, including homeowners, renters, property owners, or those that work in or visit Springfield and Ludlow, may sign up at any time.

The Commission owns and maintains the drinking water system in Springfield and Ludlow, and the sewer system in Springfield. The Commission’s emergency notification system is different and separate from the City of Springfield and Town of Ludlow’s respective systems. Customers will need to set up separate accounts on the Commission’s Everbridge platform to receive its water/sewer alerts.

Residents of communities with regional drinking water or wastewater contracts with the Commission (such as Agawam, Longmeadow, East Longmeadow, and Southwick) should contact their respective town officials for emergency or important water and sewer system updates.

About the Commission

The Springfield Water and Sewer Commission is an independent, regional public utility that provides drinking water and wastewater service to approximately 250,000 people in the lower Pioneer Valley. The Commission provides retail drinking water service to Springfield and Ludlow, and regional drinking treatment to Agawam, Longmeadow, East Longmeadow, and Southwick, as well as emergency/peak service to several other communities. The Commission provides retail wastewater service to Springfield and regional wastewater treatment to West Springfield, Agawam, Longmeadow, East Longmeadow, Wilbraham, and Ludlow.

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