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

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Contact: Springfield Water and Sewer Commission, (413) 310-3501
info@waterandsewer.org

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER
Disinfection Byproduct (DBP) MCL Violations

This report contains important information about your drinking water. Please translate it or speak with someone who understands it or ask the contact listed below for a translation.

Este informe contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, o hable con alguien que lo entienda.

Este relatório contém informações importantes sobre a água potável. Ter alguém que traduzi-lo para você, ou falar com alguém que entende-lo.

Báo cáo này có chứa thông tin rất quan trọng về nước uống của bạn. Xin vui lòng dịch nó hoặc nói chuyện với một ai đó hiểu nó.

The Springfield Water and Sewer Commission (Commission) (PWS ID# 1281000) recently violated two drinking water standards. Although these incidents were not an emergency, as our customers, you have a right to know what happened and what we are doing to correct the situation.

Testing results from September 6, 2022, showed that our system exceeded the standard or maximum contaminant level (MCL) established by drinking water regulations for haloacetic acids (HAA5) at 8 sample locations and for total trihalomethanes (TTHM) at 4 sample locations, as shown in the table below. The MCL for HAA5 is 60 parts per billion (ppb) and for TTHM the MCL is 80 ppb. Both MCLs are calculated as a 12-month locational running annual average (LRAA) of quarterly samples. The Commission first experienced a violation of the HAA5 drinking water standard in Fall 2018.

DBP Sample Locations	Sample Result for Quarter 3 of 2022		Locational Running Annual Average (LRAA) for Quarter 3 of 2022[1]	
	TTHM (ppb)	HAA5 (ppb)	TTHM (ppb)	HAA5 (ppb)
10081- Chapin St Pump Station	89	55	**87**	**78**
10082 -1400 State St Vibra/PV Hospital	76	81	76	**89**
10074 - 833 Page Blvd	72	63	72	**83**
10089- 292 Main Street	73	84	73	**88**
10083 - North Main Fire Station	70	84	70	**89**
10085 - Center Street Fire Station	87	70	**85**	**85**
10086 - 1043 Sumner Ave	78	85	**82**	**94**
10075 - Catalina Pump Station	80	70	**85**	**89**

1. LRAAs above the MCL for HAA5 (60 ppb) and TTHM (80 ppb) are in bold.

What does this mean?

This is not an emergency. If it had been an emergency, you would have been notified within 24 hours.
HAA5 are five haloacetic acid compounds and TTHM are four volatile organic chemicals that form when a disinfectant (chlorine) reacts with dissolved natural organic matter (NOM) in the water. Because HAA5 and TTHM are formed during the disinfection process they are known collectively as disinfection by-products (DBPs). Each MCL is based on the potential health risks associated with drinking water with elevated levels of DBPs over a lifetime.

Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer. Some people who drink water containing trihalomethane in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous system, and may have an increased risk of getting cancer.

What should I do?

- **There is nothing you need to do. You DO NOT need to boil your water or take other corrective actions.** If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours.
- However, if you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water.

For more information about DBPs, please visit the following links: https://www.mass.gov/service-details/haa5-in-drinking-water-information-for-consumers and https://www.mass.gov/service-details/tthm-in-drinking-water-information-for-consumers .

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

Why did this happen?

DBPs form when dissolved natural organic matter (NOM) interacts with chlorine. The amount of chlorine necessary to maintain safe disinfection is determined by the amount and types of dissolved NOM in Cobble Mountain Reservoir, the main source of the drinking water supply.

Extreme weather patterns (caused by current climate conditions) can impact the amount and types of NOM in Cobble Mountain Reservoir. NOM levels have decreased over the summer but still remain elevated. The Commission's existing West Parish Filters Water Treatment Plant was last modernized in 1974 and is not capable of removing the current levels of NOM to the extent necessary to meet DBP regulations. Therefore, the increased NOM and necessary chlorine dosages resulted in elevated DBP levels in the distribution system.

What is the Commission doing to resolve the problem?

The Commission continues to adjust the existing treatment process to maximize NOM removal. As a permanent solution, the Commission is rapidly advancing the design of a new drinking water treatment plant:

- Design of the new water treatment plant is underway and on schedule.
- Construction of the new treatment plant is scheduled to start in 2024 and expected to be complete by December 2027.
- Phase 1 construction of other important plant upgrades began in December 2021.

Design and construction of a new treatment plant will ensure that 21st century standards for regulatory compliance, water quality, and reliability are met. Until the new treatment plant is fully online, the Commission expects there will continue to be exceedances of the MCL for DBPs. Customers will receive notification any time there is an exceedance.

What if I have further questions?

Please contact **413-310-3501** or **info@waterandsewer.org** if you have any questions about this notification. More information is also available at https://waterandsewer.org/DBPs-FAQs.

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