



*Established*

*1996*

## SPRINGFIELD WATER AND SEWER COMMISSION

POST OFFICE BOX 995  
SPRINGFIELD, MASSACHUSETTS 01101-0995  
413-452-1300



September 14, 2023

### **DRINKING WATER PROBLEM CORRECTED**

Customers of the Springfield Water and Sewer Commission (Commission) were notified on September 12, 2023 of a major water main break that resulted in loss of water pressure in some parts of the distribution system. The Commission advised customers to boil their water or use bottled water for drinking, making ice, washing dishes, brushing teeth food preparation until further notice.

The Commission isolated the water main break and verified normal pressures of at least 20 pounds per square inch throughout the distribution system. We continued to provide filtration and chlorine disinfection throughout this incident. On Tuesday, September 12th and Wednesday, September 13th, we collected water samples for bacterial analysis from locations throughout the distribution system. All samples tested negative for bacteria.

We are pleased to report that it is no longer necessary to boil your water. We recognize the inconvenience this caused and thank you for your patience.

For more information, please visit the Springfield Water and Sewer Commission's website at [waterandsewer.org](http://waterandsewer.org) or call 413-310-3501.

*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.*

This notice is being sent to you by: Springfield Water and Sewer Commission, PWS ID#: 1281000

Date distributed: September 14, 2023



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

This report contains important information about your community's water quality. Please have it translated.

Este informe contiene información importante sobre la calidad del agua en su comunidad. Por favor pida que alguien se lo traduzca.

Le rapport contient des informations concernant la qualité de l'eau de votre communauté. Faites-le traduire, ou parlez-en à un ami qui le comprend bien.

O relatório contém informações importantes sobre a qualidade da água da comunidade. Traduza-o ou peça ajuda de uma pessoa amiga para ajudá-lo a entender melhor.

Questo rapporto contiene informazioni importanti della qualità d'acqua della vostra comunità. Traducetelo al più presto possibile o parlate con un amico che lo capisce benissimo.

Sprawozdanie zawiera ważne informacje na temat jakości wody w twojej miejscowości. Poproś kogoś o przetłumaczenie go lub porozmawiaj z osobą która je dobrze rozumie.

Đây là những thông tin quan trọng nói về phẩm chất của nước dùng trong cộng đồng địa phương của bạn. Xin hãy chuyển ngữ các thông tin này cho quý vị.

This notice is being sent by the Springfield Water and Sewer Commission, Public Water System identification #1281000.