



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

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FOR IMMEDIATE RELEASE

9/13/23 Evening Update on Boil Water Order

The boil water order that was called into effect last evening, September 12, following a loss of pressure in the Commission's distribution system due to a large water main break remains in place overnight.

Here is the latest information:

- **Water main break**

Pressure has returned to normal levels. The Commission continues to provide filtration and chlorine disinfection throughout this incident.

- **Boil Water Order**

The boil water order remains in effect overnight. Bacteria sampling results are expected in the morning hours on Thursday, September 14. An announcement will be made on the status of the boil water order at that time.

- **Water use**

Customers using water in the affected area are reminded to continue using boiled or bottled water for drinking, ice, brushing teeth, washing dishes & food prep until further notice. Bathing is ok – do not ingest. Sponge bathe small children to avoid ingestion. Discard all ice, beverages, uncooked foods, and formula made with tap water collected **after 3 PM September 12, 2023**.

Customers may visit waterandsewer.org/boil-water to use an interactive map and look up their address to determine if they are in the affected area in Springfield and Ludlow. This notice does not apply to Springfield/Ludlow residents on wells.

- **Affected Area**

The affected service area includes anyone utilizing tap water in the Commission's retail drinking water service area of Springfield and Ludlow, including all residences and businesses. The Commission's wholesale communities of East Longmeadow, Longmeadow, Agawam and Southwick are not affected.

- **Current Actions**

Flushing is also taking place throughout the system to reduce discoloration caused by shifting water



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flow in the pipes. Customers experiencing discolored water should flush their cold water tap for 10-15 minutes, wait ½ hour, then repeat as necessary. After flushing, follow boil water orders as advised.

- **Additional information**

Customers that call the Commission's customer service line at 413-310-3501 are advised of heavy call volumes and advises them to utilize the Commission's website (waterandsewer.org/boil-water) and social media pages (@SpfldWaterSewer, Facebook and X/Twitter) for the most up-to-date information.

MassDEP also provides the following guidelines and tips for boil water orders:

<https://www.mass.gov/guides/drinking-water-boil-orders-and-public-health-orders#-general-precautions-during-a-boil-order->

<https://www.mass.gov/guides/drinking-water-boil-orders-and-public-health-orders#-tips-for-water-use-during-a-boil-order->

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