

24

Annual Drinking Water Quality Report

for Calendar Year 2024



Commission staff gather with federal, state, and local officials to celebrate the groundbreaking of the new West Parish Water Treatment Plant on October 16, 2024.



MODERNIZING
our WATER SYSTEM
for the 21st CENTURY

Message from the Executive Director

Dear Customer,

The Springfield Water and Sewer Commission (Commission) is pleased to share this Water Quality Report, which summarizes the more than 52,000 water quality tests from the past year and provides information about the source of your drinking water, the filtration and treatment process, and other useful information.

In 2024 the Commission celebrated an important milestone with the groundbreaking of the new West Parish Water Treatment Plant – a generational reinvestment in our water system that will replace aging infrastructure, address regulatory compliance, and enhance resiliency.




Executive Director Josh Schimmel delivers remarks at the groundbreaking ceremony for the new West Parish Water Treatment Plant in October 2024.

Also included in this report is lead and copper sampling results and information on the Commission’s Service Line Inventory Map that was launched in advance of the U.S. Environmental Protection Agency’s (EPA) Lead and Cooper Rule Revisions (LCRR), which went into effect in October 2024. The Commission is pleased to report that all known lead service lines have been eliminated and today there are no service lines of an unknown material.

The Commission is proud to mark these milestones and advance critical water infrastructure projects, while also continuing daily operations and maintenance to provide essential services to our 250,000 customers in the Lower Pioneer Valley every day.

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 report is available online at waterandsewer.org/waterqualityreport


Joshua D. Schimmel
Executive Director

Protecting Your Water Source

Cobble Mountain Reservoir (Source ID 1281000-02S) and Borden Brook Reservoir (Source ID 1281000-04S) are the Commission’s primary water supplies. The reservoirs are located in Blandford and Granville, Massachusetts and surrounded by 14,000 acres of protected forestland within the Little River Watershed. A well protected water supply is an important first step in the water treatment process and ensures a high-quality supply, from source to tap.

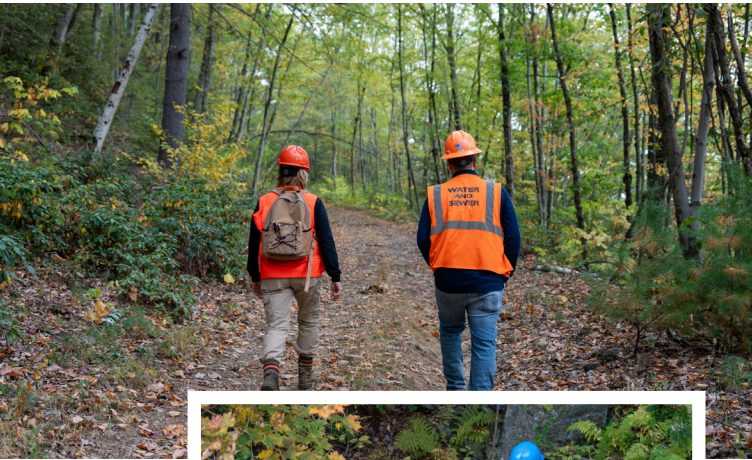
To protect your drinking water supply source the Commission maintains an active Watershed Management Program. As part of the program the Commission monitors for encroachment and potential sources of contamination, conducts maintenance of watershed infrastructure, including roads and culverts, and oversees other forest management activities to promote a healthy and resilient forest.

The Massachusetts Department of Environmental Protection (MassDEP) completed a Source Water Assessment that evaluates the susceptibility of public water supplies to contamination from surrounding land uses. A susceptibility ranking of *moderate* was assigned to the Commission’s system using the information collected. Risks identified include residential land use, transportation rights of way, and agriculture. The complete Source Water Assessment Program report is available by contacting the Commission at **413-452-1300** or at www.mass.gov/doc/western-region-source-water-assessment-protection-swap-program-reports.

Above: Members of the Commission’s Water Resources staff monitor the watershed forest. Below: Commission laboratory technicians conduct source water sampling in the watershed surrounding Cobble Mountain Reservoir.

How We Treat Your Water

Water from Cobble Mountain Reservoir and Borden Brook Reservoir is filtered and treated at the West Parish Filters Water Treatment Plant in Westfield. After treatment, clean drinking water is delivered to retail customers in Springfield and Ludlow and regional water treatment customers in Agawam, East Longmeadow, Longmeadow, and Southwick at an annual average of 30 million gallons per day.



How Your Water is Treated



COBBLE MT. RESERVOIR
Raw water is drawn from the reservoir in Blandford/Granville and flows to the West Parish Filters Water Treatment Plant.



COAGULATION & FLOCCULATION
Most of the raw water is mixed with coagulants in large tanks to cause solids and dissolved natural organic matter to bind together for removal.



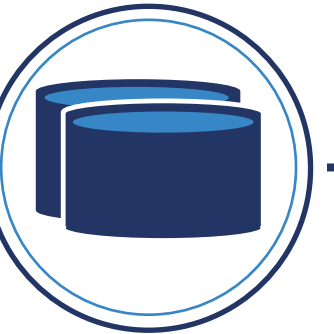
SAND FILTRATION
Water then enters the Rapid Sand Filters which utilize sand and granulated carbon to further remove turbidity and coagulated solids. During peak demand the Slow Sand Filters are also used.



CORROSION CONTROL
Phosphate is added to the water to protect pipes from leaching lead or copper. Sodium hydroxide is added to adjust pH.



CHLORINATION
Chlorine is added to kill any disease-causing microorganisms.



PROVIN MOUNTAIN STORAGE
The treated, chlorinated water is gravity-fed from the West Parish Filters Water Treatment Plant to storage tanks at the top of Provin Mountain in Feeding Hills.



DIRECT TO YOUR HOME
Water continues to flow by gravity from Provin Mountain through transmission mains to the distribution system for use by more than 250,000 customers in the Lower Pioneer Valley.

The New West Parish Water Treatment Plant



Rendering of the new Water Treatment Facility

Modernizing Our Drinking Water System

To replace end of life infrastructure, improve resiliency, and address regulatory compliance for disinfection byproducts (see page 5), the Commission is building the new West Parish Water Treatment Plant.

The new plant will modernize the drinking water system for the 21st century and will include a new treatment process, Dissolved Air Flotation (DAF), new filters, elimination of century-old slow sand filters, and new chemical feed systems.

After years of extensive planning, final design and procurement for the new treatment plant was completed in mid-2024, and the project broke ground in October.

Phase 1 Construction

The West Parish Filters Facility Improvements Plan began in 2015 and identified a multi-phase approach to replace aging infrastructure and meet current and future regulations.

Phase 1 of the upgrades included a new Backwash Facility, which was completed in 2023 and allows the existing plant to continue to reliably operate while the new plant is under construction. The Backwash Facility will also connect to the new drinking water treatment plant once completed.



Modernizing Our Water System for the 21st Century
Check out our video to learn more about the water treatment process and the new treatment plant. Visit: <https://bit.ly/4lcmD21>

Groundbreaking and Treatment Plant Construction

At the groundbreaking ceremony on October 16, 2024, Commission staff were joined by local, state, and federal officials to help celebrate the advancement of this critical infrastructure renewal project for the Springfield region. Also in attendance were Students from Springfield Renaissance School's Environmental Pathways Program.

Following the ceremony the Commission invited members of the public to help celebrate through tours of the past, present, and future of drinking water operations at West Parish.

Construction of the new drinking water treatment plant is now fully underway with completion of the project scheduled for 2028. Members of the public can follow along with construction progress or sign up for the New West Parish newsletter to receive updates in their inbox at newwestparish.com.

Visit newwestparish.com or scan the QR code to learn more.



New West Parish Water Treatment Plant



Above: Interior of new Backwash Facility



Left: Water Operations staff gather at the groundbreaking of the new West Parish Water Treatment Plant in October 2024.



Below: Aerial view of the location for the new Water Treatment Plant at West Parish in Westfield, MA.

Building the Water Workforce of the Future

While pumps, pipes, valves, and treatment plants are critical, our team of dedicated water professionals are essential for daily operations at the Commission. In addition to investments in our water infrastructure the Commission is also investing in our people and building the water workforce of the future.

A cornerstone of the Commission's workforce development initiatives is the Pipeline Program, which welcomed its second cohort of Springfield high school students in 2024. The Pipeline Program is a work-based learning paid summer internship that provides students with the opportunity for exposure to water sector career pathways, hands-on learning, and mentorship.

Learn more about the Pipeline Program:
waterandsewer.org/pipeline-program



PIPELINE PROGRAM

Springfield Water and Sewer Commission



Above: Interns gain hands-on experience with valve operations in the drinking water distribution system.

Right: Pipeline Program interns tour the Cobble Mountain Hydrostation.

Connecting with the Community

The Commission is always happy to be out in the community and meeting customers at a variety of neighborhood presentations, community expos, and outreach events. The Commission also provides its mobile water station with fresh tap water straight from Cobble Mountain Reservoir and refillable water bottles.

In addition to meeting with customers out in the community the Commission is also happy to welcome the public to a number of coordinated tours and open house events. The Commission also works with several local schools for classroom presentations and educational tours of Commission facilities.

Learn more about the Commission's outreach:
waterandsewer.org/education/



Who We Are and What We Do
Check out this brief video to learn more about the Commission and the work we do to provide essential water and wastewater services. Visit: <https://bit.ly/4d0szXl> or scan the QR code



Above (top): Students tour Cobble Mountain Reservoir in spring 2024.



Above (left): Commission staff greet the public and provide fresh tap water to attendees of the World's Largest Pancake Breakfast in Downtown Springfield in May 2024.



Right: Commission staff share information about opportunities in the water sector at a Career Fair in Springfield.

Glossary of Terms

- CFU (Colony Forming Unit)**
- RAA (Highest Running Annual Average)** - Highest running annual average of four consecutive quarters.
- LRAA (Locational Running Annual Average)** - The average of four consecutive quarters of data taken at one location.
- MCL (Maximum Contaminant Level)** - The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.
- MCLG (Maximum Contaminant Level Goal)** - The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
- MRDL (Maximum Residual Disinfectant Level)** - The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
- MRDLG (Maximum Residual Disinfectant Level Goal)** - The level of a drinking water disinfectant below which there is no known expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
- N/A** - Not Applicable
- NTU (Nephelometric Turbidity Units)** - A numeric value indicating the cloudiness of water.
- ORSG (Massachusetts Office of Research and Standards Guideline)** - The concentration of a chemical in drinking water, at or below which adverse health effects are unlikely to occur after chronic (lifetime) exposure. If exceeded, it serves as an indicator of the potential need for further action.
- ppb (parts per billion)**
ppm (parts per million)
- SMCL (Secondary Maximum Contaminant Level)** - The highest level of a contaminant that is allowed in drinking water for the secondary contaminants. These standards are developed to protect the aesthetic qualities of drinking water and are not health-based.
- TT (Treatment Technique)** - A required process intended to reduce the level of a contaminant in drinking water.
- Turbidity** - A measure of the cloudiness of water. We monitor turbidity because it is a good indicator of the effectiveness of our filtration system.
- Rapid Sand Filtration** - The turbidity level of the filtered water shall be less than or equal to 0.3 NTU in 95% of the measurements taken each month and shall not exceed a maximum of 1.0 NTU in any single measurement.
- Slow Sand Filtration** - The turbidity level of the filtered water shall be less than or equal to 1.0 NTU in 95% of the measurements taken each month and shall not exceed a maximum of 5.0 NTU in any single measurement.
- Unregulated Contaminants** - Substances for which EPA has set guidelines but not established drinking water standards.



The Commission's laboratory team, pictured in the certified lab at West Parish Filters, is responsible for water quality sampling, analysis, and reporting.

Public Notification

Disinfection Byproducts (DBPs)

In 2024, the Commission issued four quarterly Public Notices regarding exceedances of the MCL for the disinfection byproduct (DBP) haloacetic acids (HAA5). The MCL for HAA5 is 60 parts per billion (ppb) and is 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.

In accordance with regulations, the Commission issued a Public Notification to customers for each exceedance.

This was not an emergency, and there was no immediate health risk. Customers were and are still advised that they can drink and use their water as usual. DBPs are regulated due the potential health risks if consumed at elevated levels over decades or a lifetime. Some people who drink water containing HAA5 in excess of the MCL over many years may have an increased risk of getting cancer.

More information and full 2024 DBP test results are available at: waterandsewer.org/dbps-faqs/. Customers with further questions about this exceedance may call **413-452-1300** or email info@waterandsewer.org.

How do DBPs Form?

DBPs form when chlorine, required for disinfection, interacts with dissolved natural organic matter (NOM). NOM enters Cobble Mountain Reservoir through rain and snow runoff from the surrounding forest. NOM levels in the reservoir fluctuate and are impacted by changing weather patterns and more intense, severe storms. The existing treatment plant is not designed to remove enough NOM to help prevent the formation of DPBs in the distribution system in accordance with today's regulations.



Left: Natural Organic Matter (NOM) on the forest floor surrounding Cobble Mountain Reservoir. Right: Watershed streams carry dissolved NOM into Cobble Mountain Reservoir.

What is the Commission Doing to Address DBPs?

The Commission continues optimize its existing treatment process and system operations to reduce levels of DBPs in the distribution system as much as possible while maintaining safe chlorine levels.

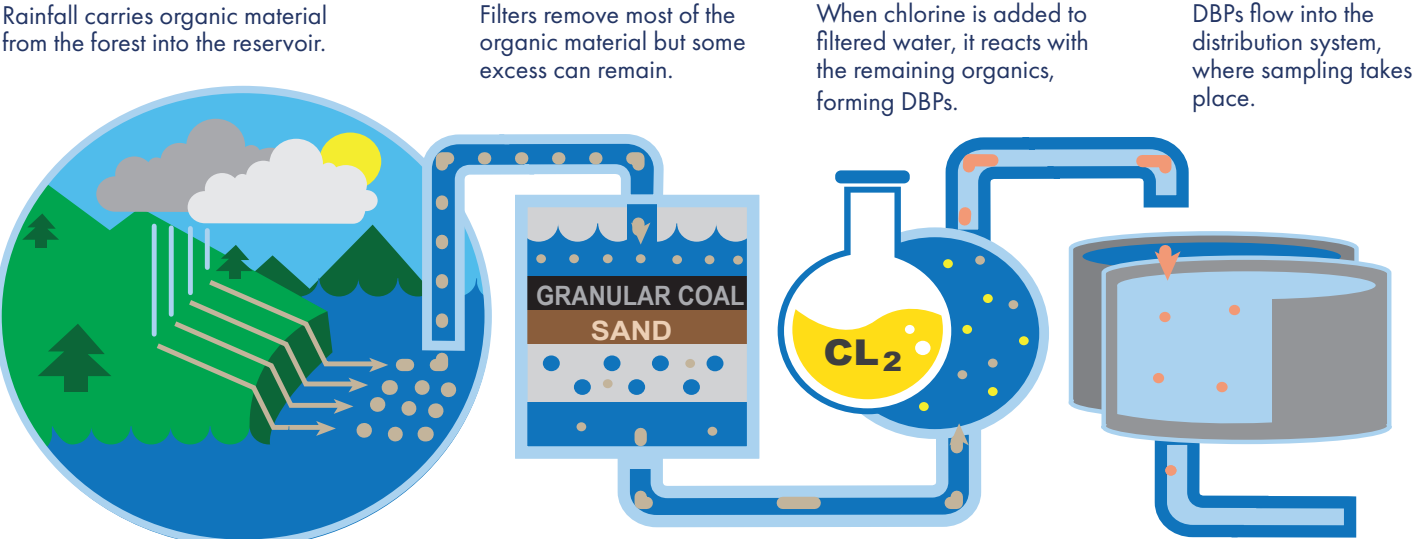
To permanently address DBPs and replace end-of-life infrastructure, the Commission is constructing the new West Parish Water Treatment Plant. The new plant will include the addition of a new treatment step - Dissolved Air Flo-tation (DAF) - which will remove more NOM from the raw water prior to filtration, limiting the formation of DBPs in the distribution system.

The project broke ground in 2024 and is scheduled to be complete in 2028 (see page 3). Learn more about the new treatment plant at newwestparish.com.

On April 22, 2024, the Commission entered into an Administrative Consent Order (ACO) with the Massachusetts Department of Environmental Protection (MassDEP) regarding DBPs. The ACO is a legal document that codifies an agreed-upon resolution and outcome between the Commission, which is a public water supplier, and its regulating body, MassDEP, which oversees drinking water regulations in the state.



Disinfection Byproducts (DBPs) - How Do They Form?



Summary and Action Steps

The Commission has experienced ongoing exceedances for the drinking water standard for DBPs due to the legacy treatment facilities at West Parish Filters that are not designed to meet current DBP regulations, particularly with changes to raw water quality from the impact of severe weather events.

The new West Parish Water Treatment Plant is designed to resolve exceedances of DBPs. Construction broke ground in October 2024 and remains on schedule. The ACO solidifies the new plant's completion date (September 30, 2028), and the resolution to DBPs. This is in accordance with the Commission's own projected schedule for completion prior to the initiation of the ACO.

More information on the ACO is available at waterandsewer.org/updates/public-notices/aco/, or by contacting the Commission at **413-452-1300** or info@waterandsewer.org.



Above: Rendering of the new treatment plant which broke ground in 2024 and is now under construction.

Left: Members of the Board of Commissioners and Commission leadership gather with federal, state, and local officials including U.S. Senator Edward J. Markey, U.S. Congressman Richard Neal, and Springfield Mayor Domenic J. Sarno at the groundbreaking ceremony for the new West Parish Water Treatment Plant on October 16, 2024.

2024 SWSC WATER QUALITY INFORMATION TABLE

The table below shows detections of regulated contaminants through water quality testing in 2024 (unless otherwise specified), and how they compare to state and federal standards. Approximately 52,000 water quality tests were analyzed using the Commission's own state-certified laboratory and private laboratories in 2024.

The testing results are from finished water in the distribution system. In 2024, sample results for one regulated contaminant exceeded regulatory limits. Information about this exceedance is also contained in this report.

PUBLIC WATER SUPPLY IDENTIFICATION #1281000								
COMPOUND	DATE	UNIT	MCL	MCLG	HIGHEST DETECTION OR AVERAGE	RANGE OF DETECTIONS	VIOLATION	MAJOR SOURCES IN DRINKING WATER
Chlorine	Daily	ppm	4.0 (MRDL)	4.0 (MRDLG)	0.66 *	ND-1.92	No	Water disinfectant
Heterotrophic Plate Counts (HPC) **	Daily	CFU	TT	N/A	52	ND-52	No	HPC is an indicator method that measures a range of naturally occurring bacteria in the environment
Nitrate	Annually	ppm	10	10	0.107	0.0601 - 0.107	No	Natural deposits, runoff from fertilizer use
Barium	Annually	ppm	2	2	0.006	0.006	No	Erosion of natural deposits, discharge from drilling waste or metal refineries
Di (2-ethylhexyl) phthalate	Q3, Q4	ppb	6	0	1.66	ND-1.66	No	Residual from rubber and chemical products
Total Trihalomethanes (THMs)	Quarterly	ppb	80	N/A	69 ***	49-78	No	By-product of water chlorination
Haloacetic Acids (HAA5)	Quarterly	ppb	60	N/A	69 ***	43-71	Yes	
TURBIDITY †	DATE	UNITS	MCLG	TT	HIGHEST SINGLE MEASURMENT	LOWEST MONTHLY PERCENTAGE ††	VIOLATION	MAJOR SOURCES IN DRINKING WATER
Rapid Sand Filtration (NTU) Combined Filter Effluent	Daily	NTU	N/A	1	0.11	100%	No	Soil runoff
Slow Sand Filtration (NTU)	Daily	NTU	N/A	5	0.13	100%	No	

* Running Annual Average (RAA)
** Heterotrophic Plate Count is not associated with health effects but is a method that measures the bacterial quality of water as an indicator of the adequacy of disinfection.
*** Highest locational Running Annual Average (LRAA) = highest locational running annual average 4 consecutive quarters.
† Monthly turbidity compliance is related to a specific treatment technique (TT).
†† Lowest Monthly % of samples < 0.3 NTU (Rapid Sand) or < 1.0 NTU (Slow Sand)

UNREGULATED OR SECONDARY CONTAMINANT	UNITS	DATE SAMPLED	ORSG/MCL	RESULT	MAJOR SOURCES IN DRINKING WATER
Sodium	ppm	10/15/2024	ORSG=20	11.9	Natural sources; runoff from use of de-icing compounds on roadways
Manganese	ppb	4/24/2024	SMCL=50 ORSG=20	5.99	Erosion of natural deposits
Chloroform	ppb	4/24/2024	ORSG=70	8.35	By-product of drinking water chlorination
Bromodichloromethane	ppb	4/24/2024	N/A	0.78	

Special Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people

should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the **Safe Drinking Water Hotline (1-800-426-4791)**.

2024 SWSC WATER QUALITY INFORMATION TABLE (CONTINUED)

PUBLIC WATER SUPPLY IDENTIFICATION #1281000								
HAA5 BY SAMPLE LOCATION	UNITS	DATE VIOLATED	MCL	MCLG	HIGHEST LRAA	RANGE OF DETECTIONS	VIOLATION	MAJOR SOURCES IN DRINKING WATER
833 Page Blvd.	ppb	Q2†, Q4	60	N/A	64	58-67	Yes	By-product of drinking water chlorination
Catalina Pump Station	ppb	Q1,Q2,Q4	60	N/A	69	58-71	Yes	
1400 State St., Vibra	ppb	Q2, Q4	60	N/A	65	58-68	Yes	
Center St. Fire Station, Ludlow	ppb	Q2,Q3,Q4	60	N/A	62	58-65	Yes	
1043 Sumner Ave.	ppb	Q1,Q2,Q4	60	N/A	68	55-67	Yes	
292 Main St.	ppb	Q1,Q2,Q4	60	N/A	63	54-64	Yes	
N. Main St. Fire Station	ppb	Q2, Q4	60	N/A	69	58-71	Yes	

† Q=Quarter

Important Information from U.S. EPA and MassDEP

What could be in the water before it is treated?

Sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Contaminants that may be present in source water include:

Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, humans, and wildlife.

Inorganic contaminants, such as salts and metals, can be naturally occurring or result from urban storm water runoff, industrial, or domestic wastewater discharges, oil and gas production, mining, and farming.

Pesticides and herbicides may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.

Organic chemical contaminants include synthetic and volatile organic chemicals that are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.



Commission laboratory staff conduct routine water quality monitoring in the watershed.

Radioactive contaminants can be naturally occurring or be the result of oil and gas production, and mining activities. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contamination. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's **Safe Drinking Water Hotline (1-800-426-4791)**.

In order to ensure that tap water is safe to drink, the Massachusetts Department of Environmental Protection (MassDEP) and U.S. Environmental Protection Agency (EPA) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) and Massachusetts Department of Public Health (DPH) regulations establish limits for contaminants in bottled water that must provide the same protection for public health.



Cobble Mountain Reservoir – the primary drinking water supply source.

Lead and Drinking Water

Lead is not present in the source water in Cobble Mountain Reservoir or treated water entering the distribution system. The most common sources of lead poisoning are paint and dust containing lead. In cases where lead is detected in drinking water, it is usually due to leaching from pipes that contain lead, such as lead service lines, or plumbing, fixtures, or solder in the home/building plumbing. Leaching is most likely to occur when the water is not moving, generally overnight or at other times when water is not used for several hours.

Water Treatment

At West Parish Filters Water Treatment Plant, water is treated with orthophosphate and sodium hydroxide to inhibit the corrosion of home/building plumbing and to help prevent lead from leaching into water.

Distribution System

In 1992 the Commission began to proactively remove lead service lines from the distribution system. As of November 2005, all known lead service lines have been removed and

replaced. In 2021, in advance of the U.S. Environmental Protection Agency’s (EPA) Lead and Cooper Rule Revisions (LCRR), which requires the identification and replacement of galvanized steel service lines, the Commission implemented a galvanized service line replacement program. By October 2024 when the LCRR went into effect, more than 660 galvanized service lines in Springfield and Ludlow had been removed and all known service lines had been identified. Approximately 19 galvanized service lines remained at the end of 2024 with customer outreach regarding the replacement program ongoing.

Testing for Lead and Copper

Testing for the presence of lead and copper is regulated under EPA’s Lead and Copper Rule. Testing takes place in three-year cycles. The latest round of sampling was completed in 2024 (results below).

More information

Customers can learn more about lead and the proactive measures the Commission has taken to reduce lead exposure in drinking water at waterandsewer.org/lead.

LEAD AND COPPER SAMPLING RESULTS - 2024

SUBSTANCE	MCLG	ACTION LEVEL (AL)	90th PERCENTILE SAMPLE	SAMPLING SITES EXCEEDING THE ACTION LEVEL	RANGE	VIOLATION	MAJOR SOURCES IN DRINKING WATER
Copper (ppm)	1.3	AL = 1.3	0.0972	0 out of 50	0.0082-1.05	No	Corrosion of Household Plumbing Systems
Lead (ppb)	0	AL = 15.0	0	1 out of 50	0-171	No	

The above table represents the latest round of lead and copper sampling that took place in the summer of 2024. The next required round of lead and copper sampling will take place in the summer of 2027 per regulatory requirements.

AL (Action Level) - The concentration of a contaminant that if exceeded, triggers treatment or other requirements that a water system must follow.

90th Percentile - Out of every 10 homes sampled, 9 were at or below this level.

MCL (Maximum Contaminant Level) - The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

MCLG (Maximum Contaminant Level Goal) - The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

Health Risks of Lead in Drinking Water

Lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The Commission is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family’s risk. Before drinking tap water, flush

your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the **Safe Drinking Water Hotline (1-800-426-4791)** or at <http://www.epa.gov/safe-water/lead>.

Systems Taking Action to Reduce Lead (STARL) Award

In May 2024 the Commission was honored at the Massachusetts Department of Environmental Protection (MassDEP) Annual Drinking Water Awards Day with the Systems Taking Action to Reduce Lead (STARL) Award.

The Commission received the award for its work conducting sampling in Springfield Public Schools as part of MassDEP’s Lead and Copper Rule Revision (LCRR) pilot program. From 2022-2024 Commission laboratory technicians provided water quality/lead testing in 43 Springfield Public School buildings and also provided outreach on lead sampling to licensed daycares across Springfield.



Commission laboratory staff were presented the STARL Award by MassDEP Commissioner Bonnie Heiple (at right) at the 2024 Massachusetts Drinking Water Day Awards.

Service Line Inventory Map

The Service Line Inventory Map is an interactive map that includes an inventory of the 45,000 drinking water service lines within the Commission’s distribution system in Springfield and Ludlow. Customers can use the map to search for their property and find out more about the service line material that connects their home or business to the water main in the street.



The map was launched in 2024 as a service to customers and in compliance with the LCRR.

View the map here
waterandsewer.org/lead or scan the QR code:



Water/Sewer Alerts

In 2024 the Commission launched a new notification system (also known as a “Reverse 9-1-1” system) through which customers and members of the public can sign up for water and sewer alerts.

Customers can now receive automated notifications about routine water/sewer service maintenance that may be occurring in their neighborhood, such as

hydrant flushing, as well as emergency notifications for incidents such as large water main breaks.



Learn more and sign up:
waterandsewer.org/alerts



Cross Connection Control Program

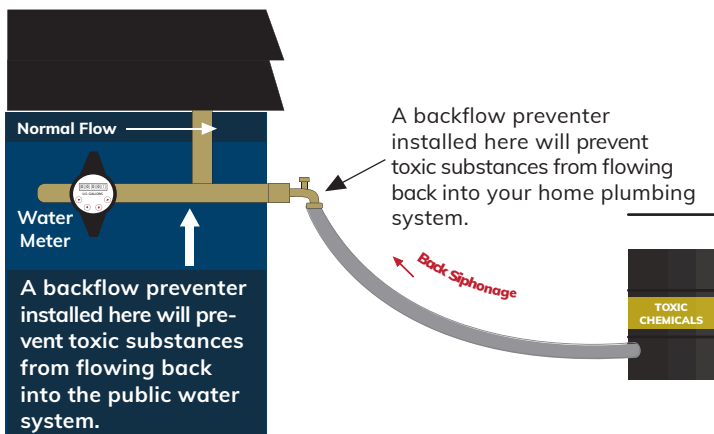
A cross connection is formed at any point where a drinking water line connects to a polluted source, such as boilers, air conditioning systems, fire sprinkler systems, irrigation systems, laboratory equipment, plating tanks, or chemical vats. In residences, a common cross connection is a garden hose attached to a fertilizer or chemical sprayer container, or a hose inserted into a pool. If water pressure drops, perhaps due to nearby fire hydrant use or a water main break, the resulting vacuum can pull pollutants back into the water system. To prevent contamination through cross connections:



- **Never submerge a hose in soapy water buckets, pet watering containers, pools, tubs, sinks, drains, or chemicals.**
- **Never attach a hose to a chemical sprayer without a backflow preventer.**
- **Install an inexpensive hose connection vacuum breaker on every threaded water fixture; buy appliances/equipment with a backflow preventer.**

If you are an owner of industrial, institutional, or commercial property, you must have your facility's internal plumbing surveyed for cross connection hazards, install proper backflow devices, or eliminate cross connections entirely.

Backflow Prevention



For more information, contact the Commission's Cross Connection Control Program at **413-310-3501**.

IMPORTANT WATER INFORMATION INFORMACIÓN IMPORTANTE SOBRE EL AGUA

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

Ce rapport contient des renseignements très importants sur votre eau potable. Veuillez le traduire ou parler à quelqu'un qui le comprend.

Este relatório contém informações muito importantes sobre a sua água potável. Por favor, traduzir ou falar com alguém que entende.

Questo rapporto contiene informazioni molto importanti sulla vostra acqua potabile. Si prega di tradurlo o parlare con qualcuno che lo capisce.

Raport ten zawiera bardzo ważne informacje na temat swojej wody pitnej. Proszę przetłumaczyć lub porozmawiać z kimś, kto go rozumie.

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.

Contact Information

Public Information: Jaimye Bartak or Katie Shea
(413) 452-1300

Water Quality Concerns & Water/Sewer Emergencies (24/7):
(413) 310-3501

Billing/Account Questions: (413) 452-1393

Water/Sewer Service, Repairs (24/7): (413) 310-3501

2024 Board of Commissioners

Vanessa Otero, Chairwoman

Daniel Rodriguez, Commissioner

Matthew Donnellan, Commissioner

Joshua D. Schimmel, Executive Director (413) 452-1300

info@waterandsewer.org www.waterandsewer.org

@SpfldWaterSewer



PWS# 1281000

The Board of Commissioners meets monthly.
Please call **413-452-1300** or visit:

[waterandsewer.org/updates/public-notices/](https://www.waterandsewer.org/updates/public-notices/)

for meeting dates and times or to obtain extra copies of this report.

The Springfield Water and Sewer Commission provides this report to meet federal and state Safe Drinking Water Act requirements.