

Proposed Budget for Fiscal Year 2026

Virtual Public Hearing
June 4, 2025



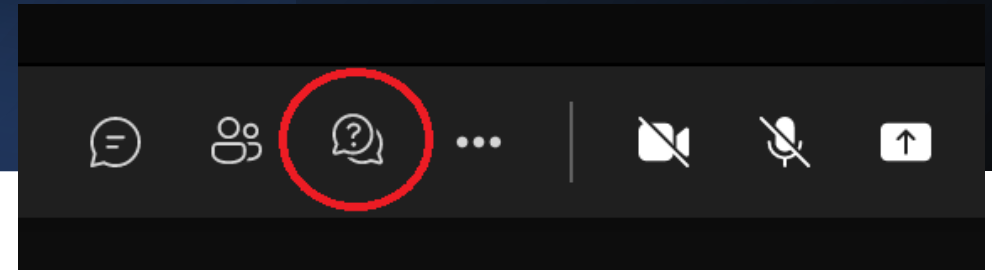


Welcome & Agenda

- Overview
- Budget Process
- Capital Projects & Proposed CIP
- Proposed Budget & Rates
- Rules and Regulations
- Summary and Closing
- Questions and Comments

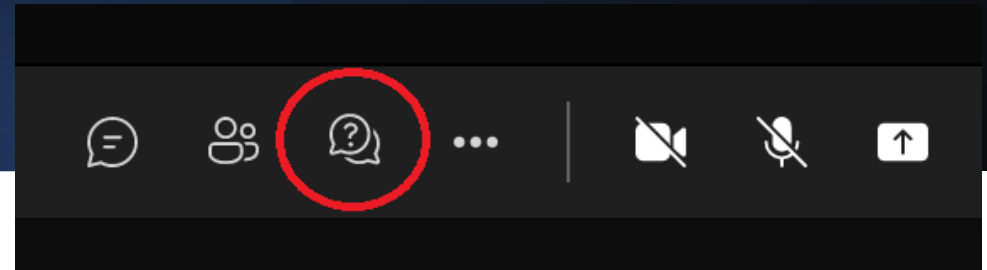
View from Provin Mountain Storage Tanks

Housekeeping

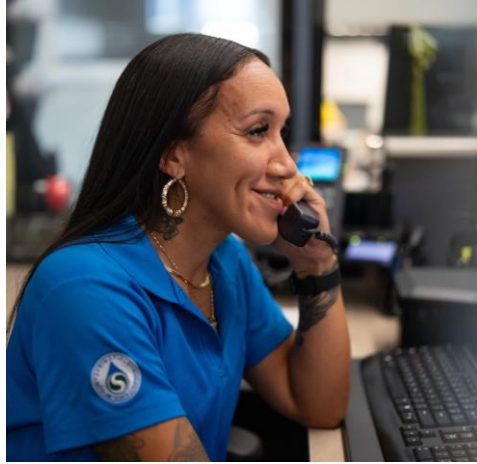


- Please keep your microphones muted
- Questions and answers will be taken following the presentation – please limit to 3 minutes
- Participants may type questions or comments into the Q&A box at any time, or call in (413-261-6430, conf. ID: 368 813 62#) to speak at the conclusion (**press *6 to speak**)
- Telephone participants will be called on using the last 4 digits of their telephone number to provide an opportunity to speak
- Spanish translation available / Traducción al español disponible
- Questions or comments can also be emailed to info@waterandsewer.org or directed to 413-452-1302 following this event
- If the event is disrupted for any reason, please go to Facebook, X or Instagram @SpfldWaterSewer for a new link and call-in information

Aspectos logísticos



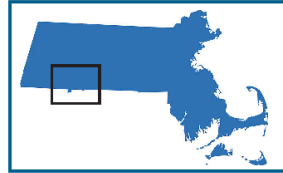
- Por favor, mantenga sus micrófonos en silencio
- Las preguntas y respuestas se abordarán al final de la presentación – por favor, limite su intervención a 3 minutos
- Los participantes pueden escribir preguntas o comentarios en el cuadro de preguntas y respuestas en cualquier momento, o llamar al (413-261-6430, ID de conferencia: 368 813 62#) para hablar al final (**presione *6 para hablar**)
- Los participantes que llamen por teléfono serán identificados por los últimos 4 dígitos de su número telefónico para brindarles la oportunidad de habla
- Las preguntas o comentarios también pueden enviarse por correo electrónico a info@waterandsewer.org o dirigirse al 413-452-1302 después del evento
- Si el evento se interrumpe por cualquier motivo, visite nuestras páginas Facebook, X o Instagram @SpfldWaterSewer para obtener un nuevo enlace e información para conectarse



Who We Are

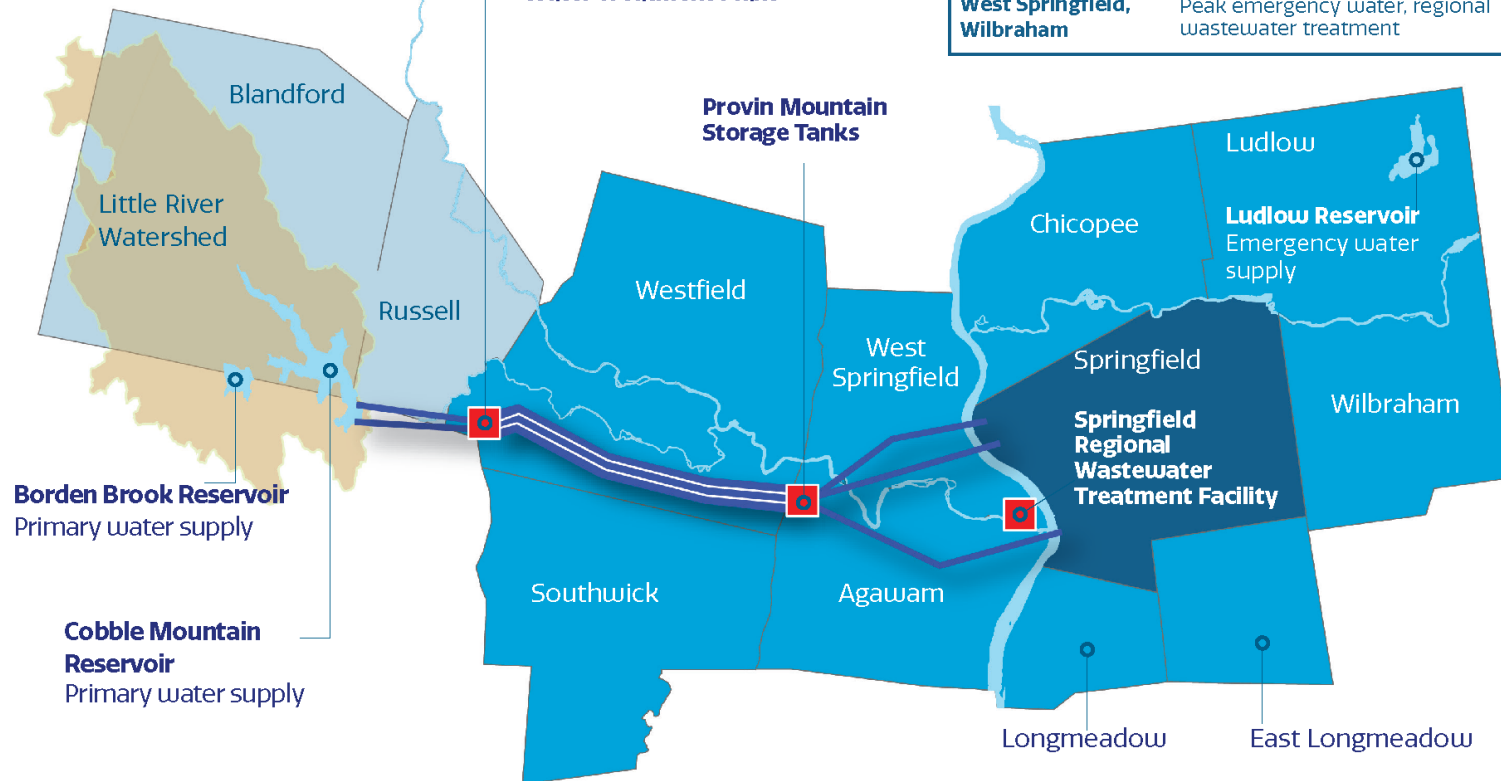
- Independent, public, regional utility
 - Providers of essential services to protect public health and safety for 250,000 people
- Governed by 3-member Board of Commissioners appointed by Mayor, approved by City Council
 - Stewards of infrastructure from hilltowns to Belchertown

SWSC System Map



Littleville Reservoir
Emergency water supply

**West Parish Filters
Water Treatment Plant**



Service Categories

Springfield (main customer)	Retail water and wastewater service
Ludlow	Retail water service and regional wastewater treatment
Agawam, Longmeadow, East Longmeadow	Regional water and wastewater treatment
Southwick	Regional water treatment, peak emergency water
Westfield, Chicopee	Peak emergency water
West Springfield, Wilbraham	Peak emergency water, regional wastewater treatment

Raindrop to River

Reservoirs



- 18,000 acres water supply forest
- 3 reservoirs (1872, 1909, 1930)
- 10 dams (1872-1960)

Drinking Water Treatment



- 1 treatment plant (1909, 1974)
- 1 power plant (1930)

Transmission, Storage & Distribution System



- 3 transmission mains (1909, 1928, 1960)
- 3 storage tanks
- 579 miles water pipe
- 6,210 fire hydrants
- 19,742 valves
- 5 pump stations

Raindrop to River

Collection System



- 473 miles sewer pipe

Wastewater Treatment Plant



- 1 treatment plant (1939, 1972)

Connecticut River



- 24 CSOs
- 1 WWTP discharge point

Regulatory Oversight

Safe Drinking Water Act (1974) (EPA)

- 90 Regulated Contaminants
- Stage 2 Disinfection Byproduct (DBPs) Rule **(1999, 2012)**
- Administrative Consent Order for DBPs **(2024)**
- Long-Term Enhanced Surface Water Treatment
- Lead & Copper Rule **(2020)**
- Total Coliform Rule
- Unregulated Contaminant Monitoring
- Contaminant Candidate List
- PFAS Limits **(2024)**

Mass DEP

- Water Management Act (1986, 2023)
- PFAS Limits (2020)
- Source Water Protection
- CSO Notification (2021)

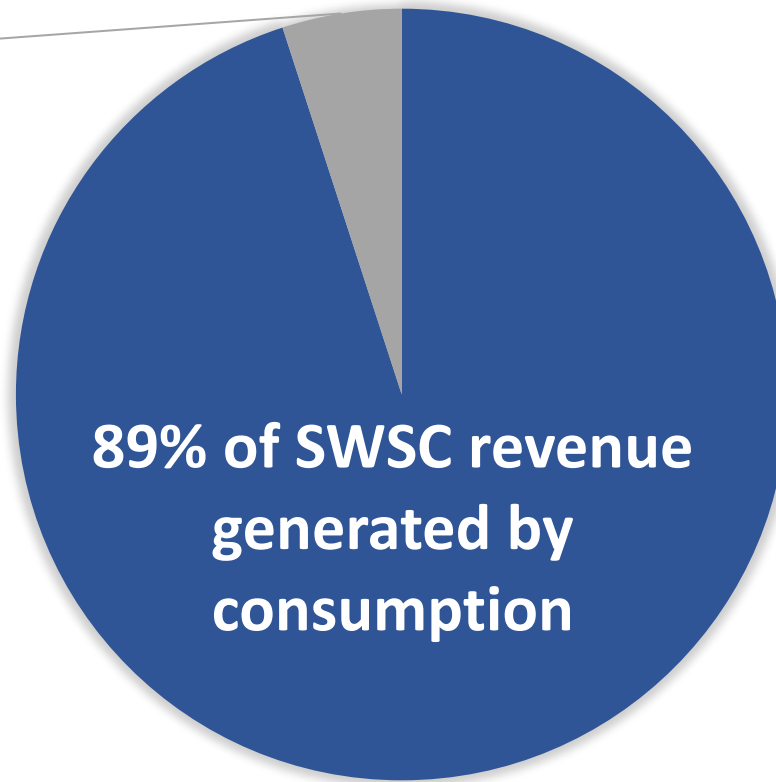
Clean Water Act (1972) (EPA)

- NPDES Permit for Drinking Water Plant
- NPDES Permit for Wastewater Plant (2021)
- Biosolids regulations
- CSO Administrative Order for CSOs (2004)
- Nutrient Removal (Nitrogen TMDL)
- CMOM requirements

Other State/Federal

- Endangered Species Act (1973)
- Wetlands Protection Act (1972)
- NHESP (1990)
- US Army Corps Section 404
- Dam/Levee Maintenance
- Risk & Resilience Assessments (2018)
- Emergency Preparedness
- Natural Hazard Mitigation
- Cybersecurity

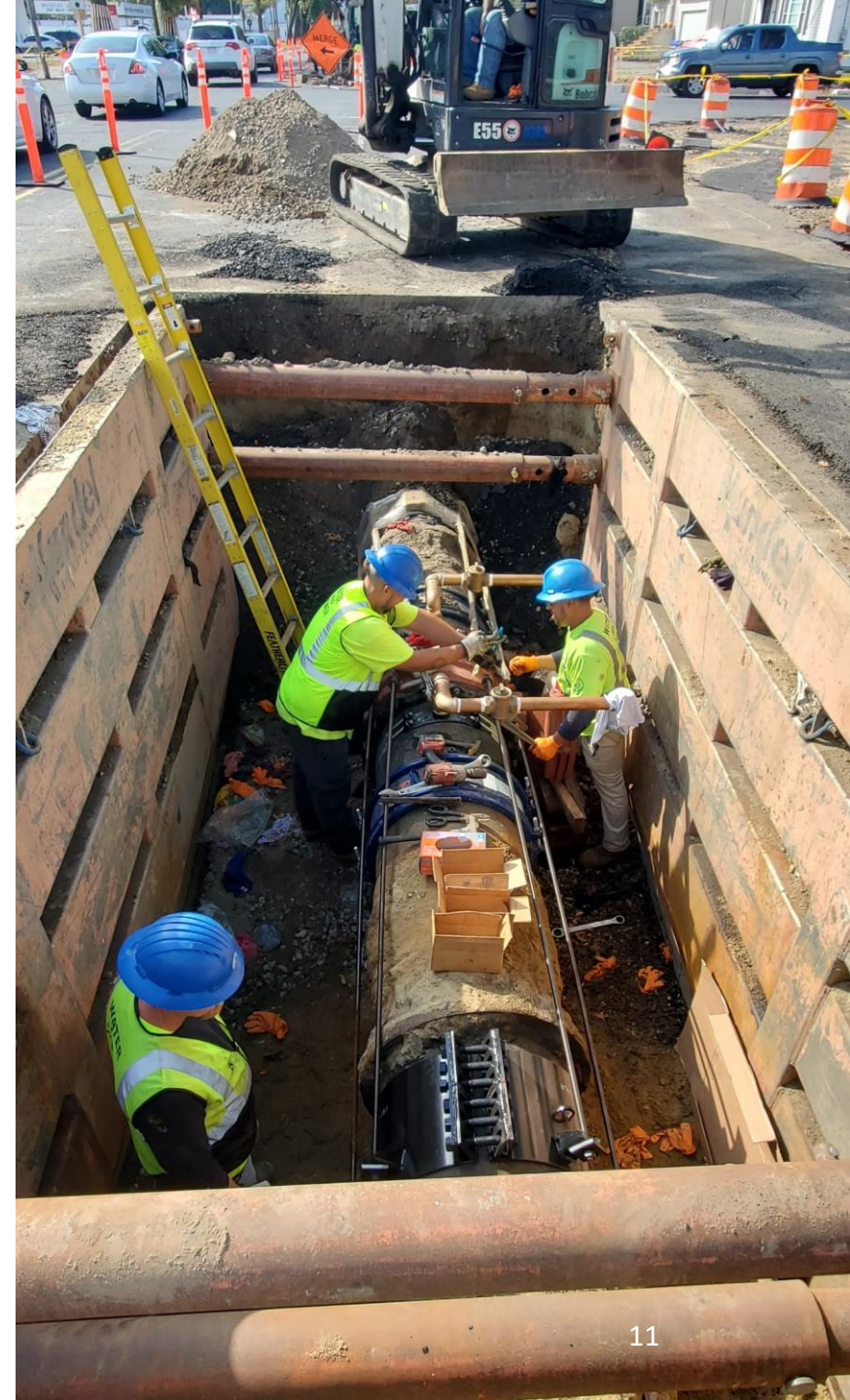
**11% - fees,
services, etc.**



Revenue Sources

Challenges Facing SWSC

- Aging infrastructure
 - Threatens system reliability & regulatory compliance
 - Infrastructure failure becoming more frequent
- Advancing regulations
 - New drinking water and wastewater standards
 - Unfunded mandates from state, federal agencies
 - Outdated technology not capable of responding
- Climate change
 - Stresses old infrastructure
 - Impacts environmental conditions (reservoir water quality, watershed forest, etc.)
 - Extreme weather patterns impact consumption patterns
- Security (physical & cyber)
 - Requires continual vigilance and upgrades
 - Risks constantly evolving



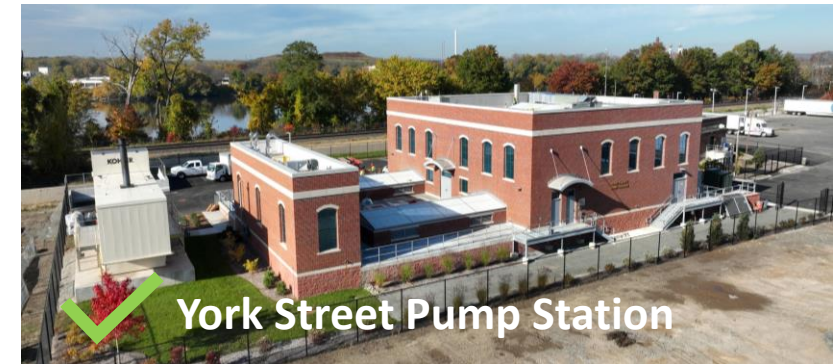


Water and Wastewater Infrastructure Renewal PROGRAM

- Launched in 2021
- 26 critically necessary infrastructure projects
- Projects delivered on accelerated timeframe
- Delivers water and wastewater system ready for 21st century demands
 - Regulatory compliance
 - Climate change
 - Science/technology advancements



Backwash Pump Station



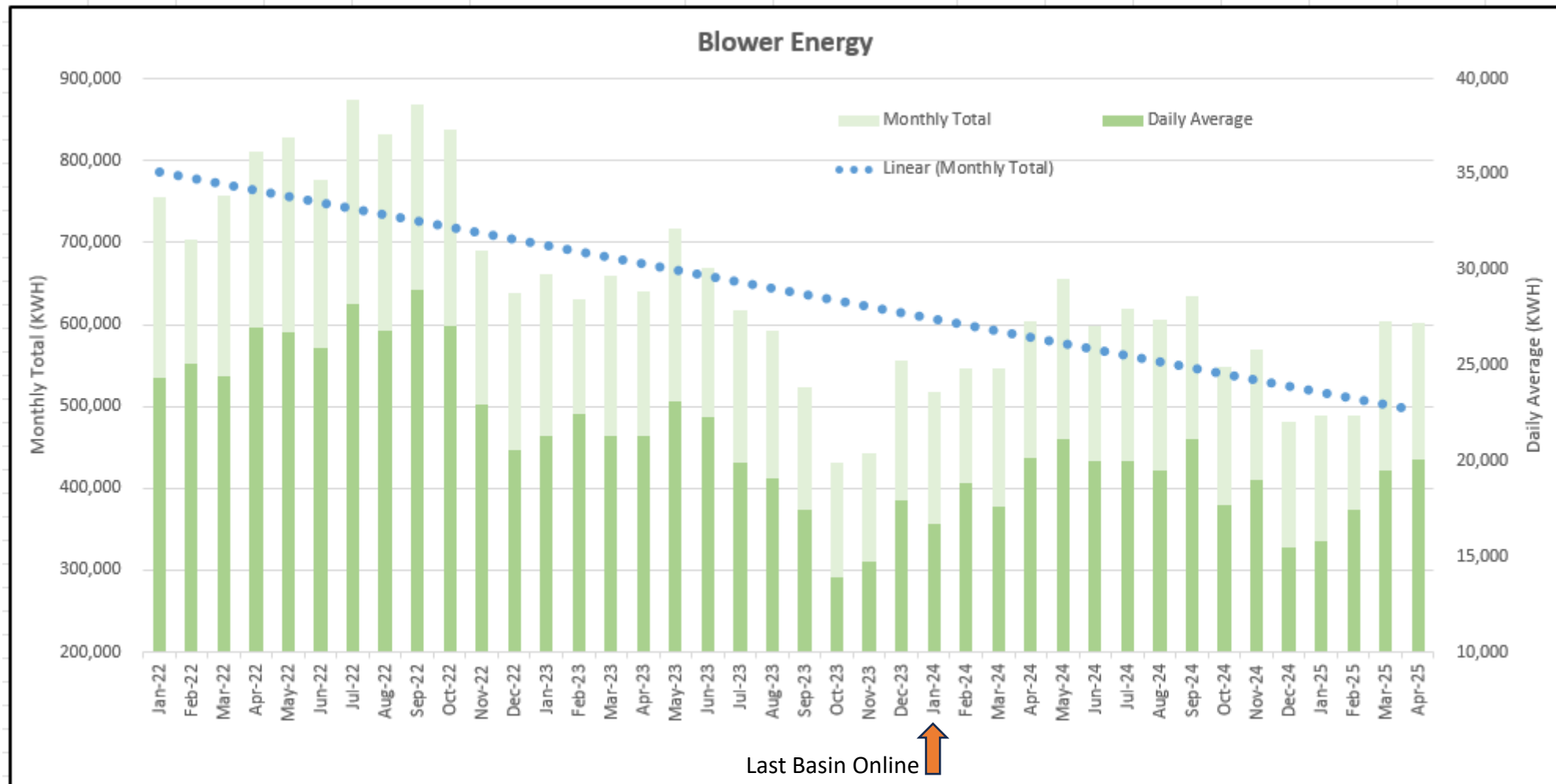
York Street Pump Station



Aeration Basin Nozzles



Water and Wastewater Infrastructure Renewal PROGRAM

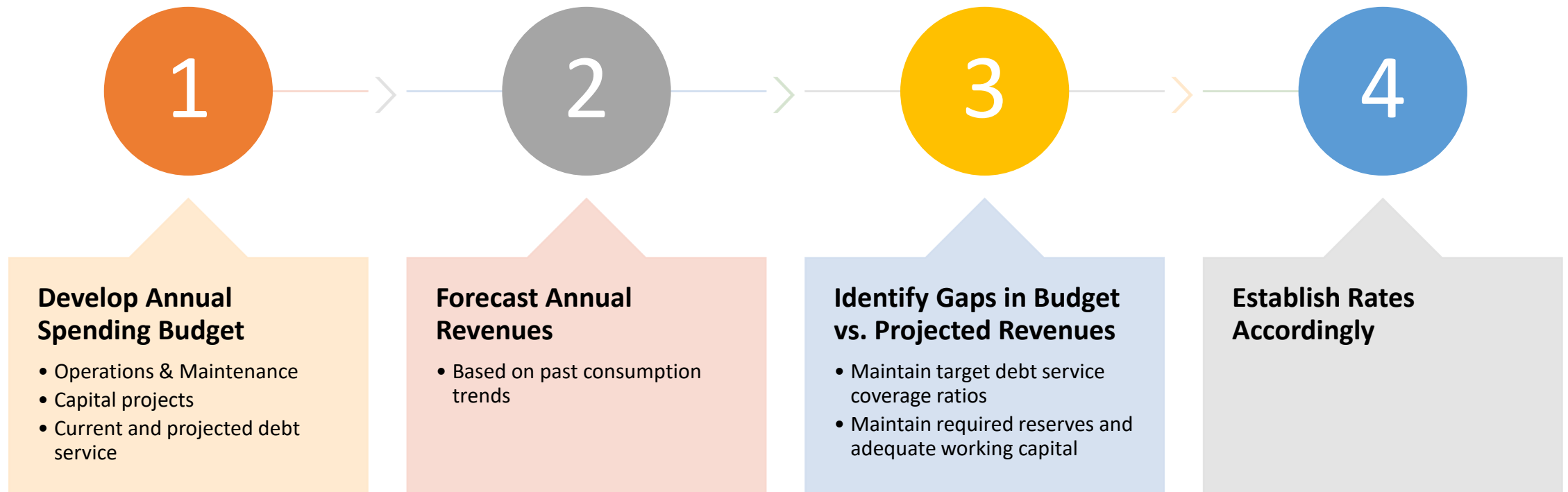


Josh Schimmel,
Executive Director

Budget Process



Annual Budget Process



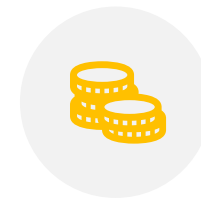
Budget Challenges



Decrease in consumption



Increases in operational fixed costs



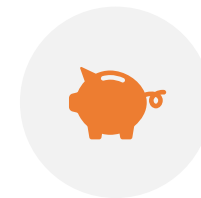
Volatility of capital project costs



Supply chain and labor disruptions



Heavy investment in infrastructure



State & federal funding availability

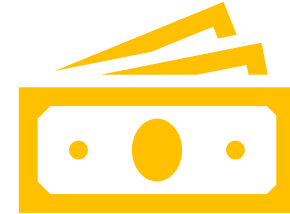
Revenue Factors



Consumption Trends



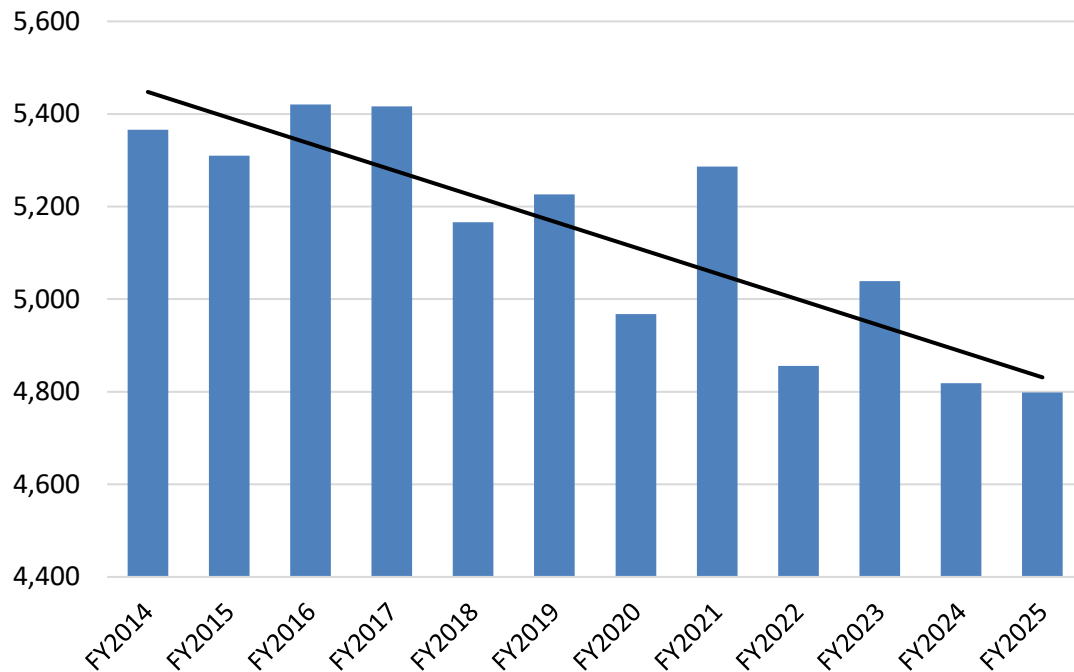
Limited growth in retail
customer base



Fixed costs vs. variable
revenue

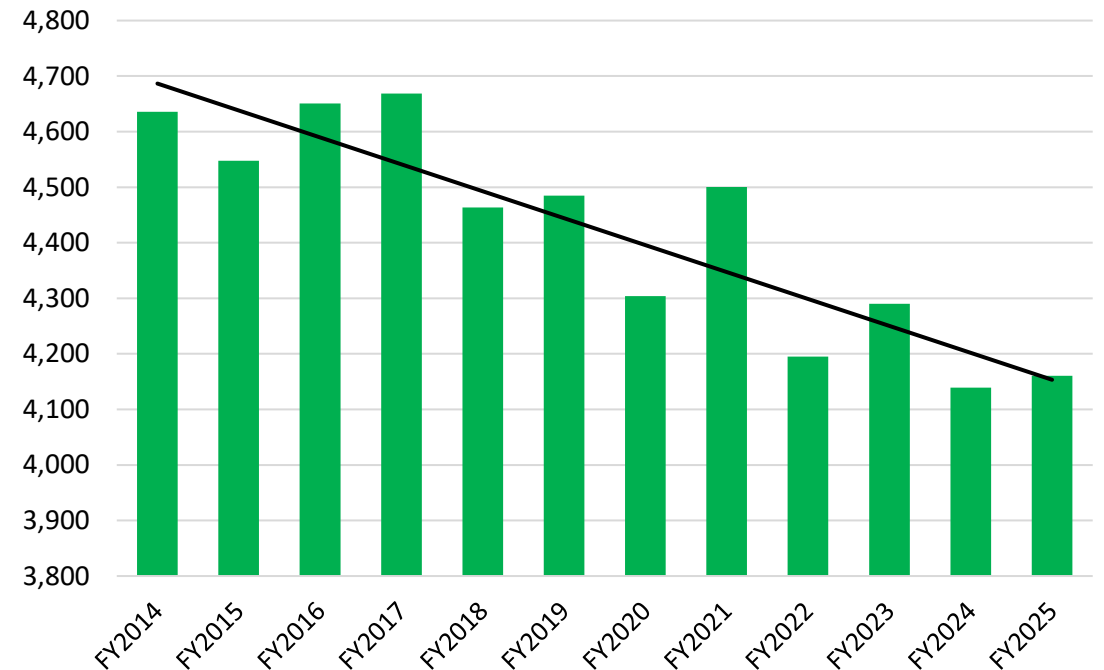
Consumption Trends

Water Billed Use (Million Gallons)



Billed water volumes are down 13% since FY2017 and 11% since FY2015

Sewer Billed Use (Million Gallons)



Billed sewer volumes are down 12% since FY2017 and 9% since FY2015

Limited Growth

Fiscal Years

Water

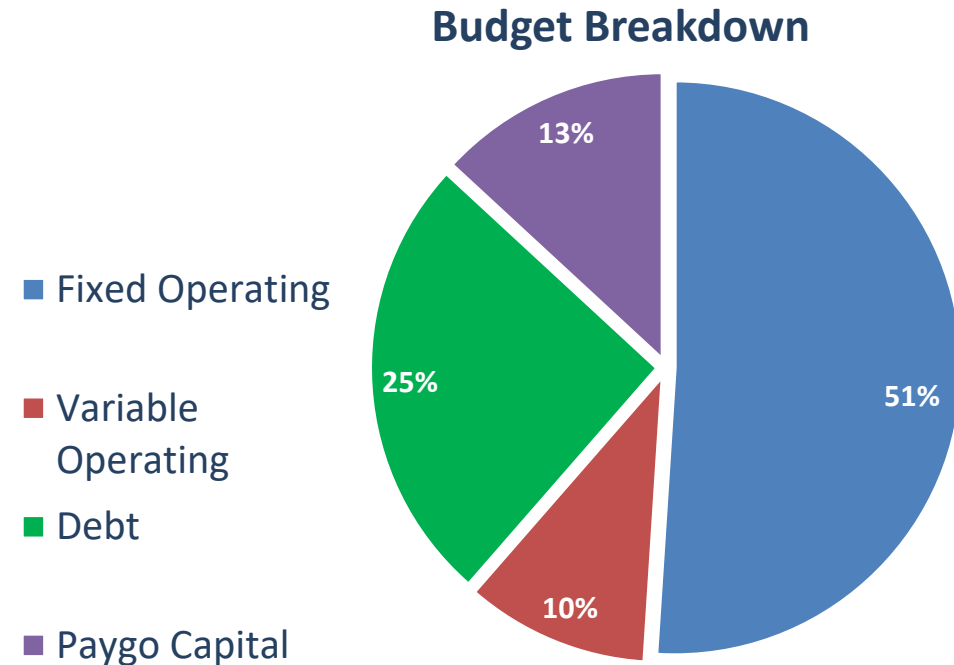
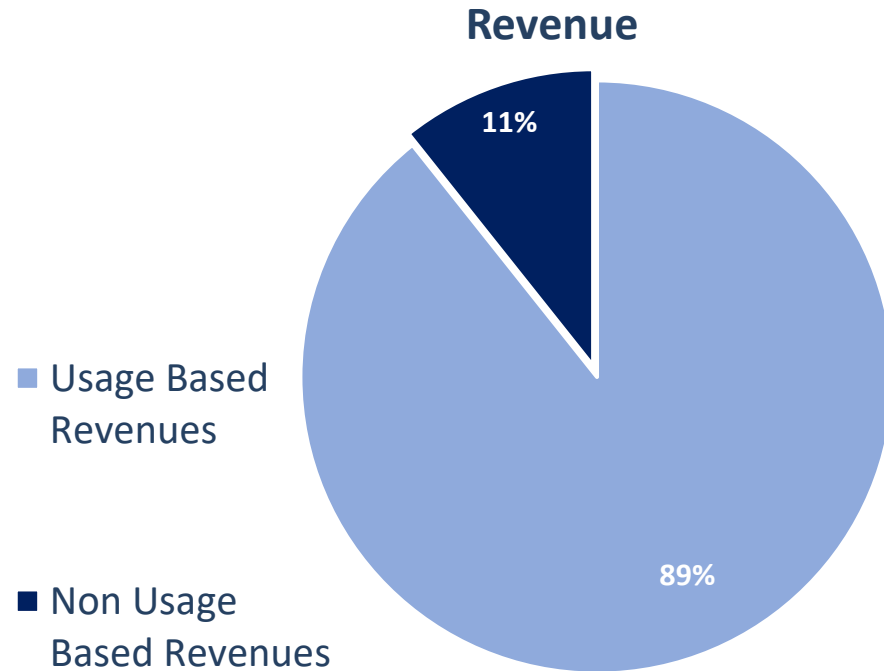
Accounts	<u>2024</u>	<u>2023</u>	<u>2022</u>	<u>2021</u>	<u>2020</u>	<u>2019</u>	<u>2018</u>	<u>2017</u>	<u>2016</u>	<u>2015</u>
Totals	43,276	43,225	43,178	43,129	43,019	42,944	42,855	42,810	42,754	42,687
% Change	0.1%	0.1%	0.1%	0.3%	0.2%	0.2%	0.1%	0.1%	0.2%	na

Sewer

Accounts	<u>2024</u>	<u>2023</u>	<u>2022</u>	<u>2021</u>	<u>2020</u>	<u>2019</u>	<u>2018</u>	<u>2017</u>	<u>2016</u>	<u>2015</u>
Totals	37,756	37,706	37,660	37,605	37,480	37,403	37,333	37,278	37,230	37,179
% Change	0.1%	0.1%	0.1%	0.3%	0.2%	0.2%	0.1%	0.1%	0.1%	N/A

Source: Commission Billing System

Fixed vs. Variable



Approximately **89%** of revenues are **variable**

Approximately **90%** of costs are **fixed***

**Costs that do not vary with increases or decreases in water produced / sewer treated*

Framework for Rate Stability

- **Sound financial policies and practices**
 - Budget discipline
 - Controlled flexibility for the unexpected
 - Strong financial rating
 - Reduced borrowing costs & competitiveness for limited resources
- **Proactive project planning**
 - **Maximized value & ratepayer dollars**
- **Re-investment addresses**
 - **Aging and failing infrastructure**
 - **Existing and future regulatory compliance**
 - **System modernization, climate change & cybersecurity**
 - **Risk reduction & increased reliability, resiliency**

Financing the Future

Seek savings in borrowing costs

- \$60M over 30 years (WIFIA) + \$32.9M over 20 years (SRF) + some loan forgiveness
- *To reduce pressure on future rate increases*

Advance accelerated project schedule

- Compress 20-year capital plan into 6 years
- **To reduce risk and increase reliability, sooner**
- **To reduce overall cost**

Maintain financial flexibility

- Developed customized repayment schedule to minimize annual debt payments; operational resiliency
- **To stabilize rate increases and position SWSC for any grant funding**



Grants & Loan Forgiveness

<u>Fiscal Year</u>	<u>Loan Forgiveness</u>
2011	\$2,607,968
2012	\$1,110,353
2014	\$203,737
2015	\$837,289
2016	\$942,314
2017	\$526,813
2021	\$4,892,418
2021	\$747,377
2023	\$2,970,000
2024	\$3,006,522
2024	\$5,862,431
2024	\$4,122,042
2025	\$6,574,812
Total	\$34,404,076

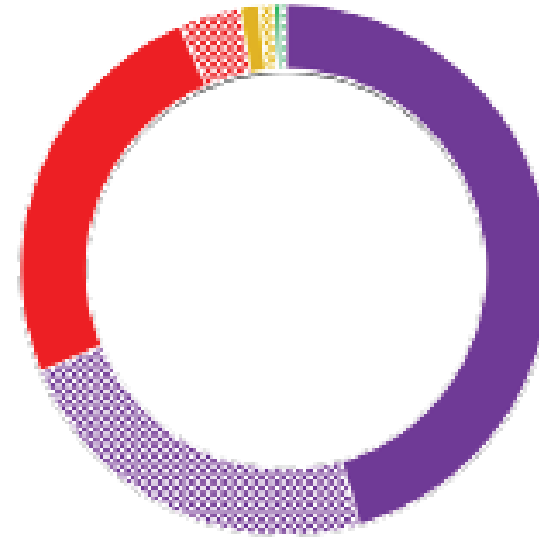
<u>Grants 2017-2025</u>	<u>Totals</u>
Columbia Gas (Eversource) Grant	\$1,028,838
MassDEP - CSO Monitoring	\$70,983
Div. of Energy	\$2,000
Executive Labor & Workforce Grant	\$2,800
MA Clean Energy Center	\$226,412
MA Woodland Forest Stewardship	\$59,757
MEMA Grant	\$46,415
Muni Energy Tech Grant	\$2,426
National Fish & Wildlife Foundation Grant	\$201,307
PVPC (CSOs)	\$3,930,476
Safety Training Grant	\$37,220
Sewer Rate Relief Grant	\$89,631
Storm Grant	\$3,480
Water Supply Protection Grant	\$45,000
Chapter 268 2022 Economic Development Bill (Rep. Orlando Ramos)	\$100,000
FY24 Congressionally Directed Spending (Markey/Warren earmark)	\$4,642,000
Drought Resiliency and Water Efficiency Grant	\$44,485
Total	\$10,533,227

Current Spending Status



PROGRAM BUDGET & FUNDING SOURCES

BUDGET REMAINING
ACTUAL



SRF/BOND	
\$467,692,361	
\$238,650,715	
WIFIA	
\$254,209,592	
\$38,490,518	
REVENUE RESERVE	
\$12,105,936	
\$9,708,485	
OTHER	
\$3,441,174	
\$3,441,174	
TOTAL	
\$737,449,063	
\$290,290,892	

Introduction of Infrastructure Renewal Charge (IRC)



Recovers a portion of annual debt service (approximately 24%)



Reflects the significant costs incurred to be “ready to serve” regardless of customer use



Scales by meter size, which reflects potential demand on system based on meter capacity

Meter Size	Infrastructure Renewal Charge (FY26)
1/2" & 5/8"	\$11.50
3/4"	\$11.50
1"	\$11.50
1-1/4"	\$23.00
1-1/2"	\$23.00
2"	\$36.80
3"	\$80.50
4"	\$138.00
6"	\$322.00
8"	\$644.00
10"	\$1,035.00
12"	\$1,265.00

93.5% of meters

Benefits of the IRC



Fixed Cost Recovery – Most of Commission's costs are fixed (infrastructure, maintenance, debt administration) regardless of water usage. IRC would recover more of these fixed costs from a fixed revenue stream.



Revenue Stability – Would provide enhanced revenue stability and lessen revenue erosion as billed volumes continue to decline.



Fair Cost Distribution – Better aligns with the costs of 24/7/365 readiness and reliability of service.



Supporting Long-Term Investments – Helps the Commission plan and invest in upgrades with reduced financial instability.



Industry Guidance – Consistent with industry standards, best practices and viewed positively by rating agencies.

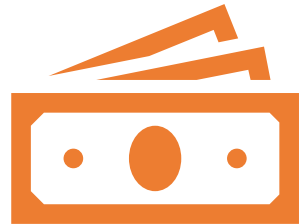


Rate Stability – Reduced dependency on billed usage provides increased stability in future rates and customer bills.

FY26 Proposed Water/Sewer Increases in MA

Town	Water/Sewer Increase FY26
Holyoke	4.60%
Easthampton	8.44%
SWSC	8.90%
Greenfield	9.23%
Lee	10.00%
North Adams	10.00%
Lowell	10.50%
Wilbraham	10.50%
Framingham	16.00%
Somerville	18.00%
East Longmeadow	18.60%
Westfield	20.00%
Russell	20.00%
Longmeadow	22.34%
Amherst	22.86%
Orange	24.00%
Fall River	24.00%

Customer Assistance Programs



CAP customers

Raise the maximum CAP allowance to \$275
(from \$250)



Discount Programs

Increase monthly credit from \$9.00 to
\$10.50 per month (\$126/year)

Darleen Buttrick,
Director of Engineering

Capital Projects & CIP



CAPITAL PLAN (PROJECTS >\$1M)	2021				2022				2023				2024				2025				2026				2027				2028			
	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4				
Biological Nutrient Removal Process Upgrades																																
Grit Removal System Improvements																																
Cobble Mountain Hydroelectric Station Penstock Repairs																																
Cobble Mountain Reservoir Outlet Improvements																																
WPF Facility Improvements																																
WPF Clearwell & Backwash Pumps Replacement																																
42" Transmission Main Energy Dissipation Valve & Raw Water Conveyance Redesign & Reconstruction																																
WPF Lagoon Cleaning																																
Collection System Improvements Design																																
Sewer Rehabilitation Program—Watershops Pond																																
Sewer Rehabilitation Program—FY 23																																
Sewer Rehabilitation Program—FY 24																																
North Branch Sewer Separation																																
Sewer Rehabilitation Program—FY 27																																
Locust Transfer Structure																																
Water Distribution System Main Replacement Program—FY 22																																
Water Distribution System Main Replacement Program—FY 24																																
Water Distribution System Main Replacement Program Main Repair—Birnie Avenue																																
Collection System Cleaning & Assessment																																
Connecticut River Crossing & York Street Pump Station																																
Transmission Line 637 Poles Replacement																																
Water Conservation & Utilization Program																																
WPF Bulk Chemical & Chlorine Room Improvements																																



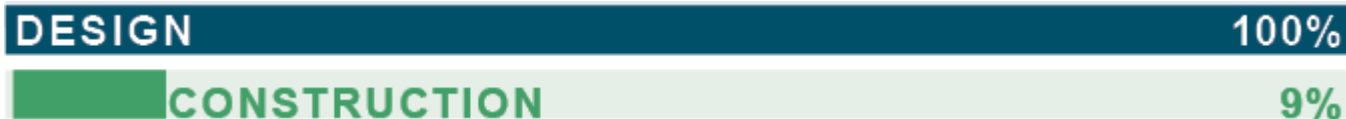
New West Parish Water Treatment Plant



- Replace existing 1920s and 1970s technology
- Addition of a new treatment step (Dissolved Air Flotation) to resolve disinfection byproducts (HAA5) exceedances
- Construction of 65 MGD water treatment plant



For more information & updates:
Newwestparish.com



Budgeted Cost: **\$363 million**

Financing/Funding Source: WIFIA, SRF, Grant

Scheduled Project Completion: 2028



42" Raw Water Transmission Main

- Restoration of critical water transmission path
- Replacement of damaged valve
- Rehabilitation of damaged pipeline
- Increased water conveyance paths



DESIGN

100%

CONSTRUCTION

23%

Estimated Cost: **\$35.5 Million**

Financing/Funding Source: **WIFIA, Insurance Proceeds**

Estimated Project Completion: **2026**



Wastewater Treatment Plant Upgrades

- Grit removal/primary treatment upgrades
- Electrical System Upgrades (nearing completion)
- Nutrient reduction upgrades (complete)



Estimated Cost: \$28,724,306
Financing/Funding Source: SRF
Estimated Project Completion: 2025



Locust Transfer Structure

- Connect Locust Street Sewer to new York Street Pump Station



Estimated Cost: \$32,267,077

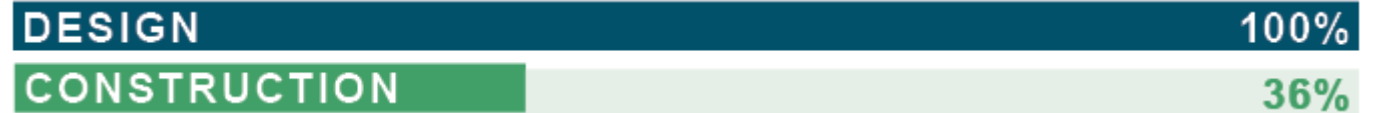
Financing/Funding Source: SRF, Revenue/Reserve

Estimated Project Completion: 2025



Birnie Avenue and Riverside Road

- Emergency repairs to two critical water transmission mains



Estimated Cost: \$8,290,258
Financing/Funding Source: WIFIA
Estimated Project Completion: 2026

FY26 Capital Improvement Program Budget

WATER SUPPLY & TRANSMISSION	FY 2026
Dam Maintenance/Various Locations	\$ 415,000
PFMA Action Items	\$ 165,000
Jabish Canal Culvert Replacement	\$ 70,000
Watershed Culvert Replacements	\$ 120,000
B.Brook Dam Spillway & Brdg Replc	\$ 150,000
Dam No. 2 WTP Removal	\$ 200,000
Dam No. 3 WTP Repairs	\$ 125,000
Broome Gate House Drainage	\$ 100,000
Intake Dam Screen Improvements	\$ 75,000
MWRA Interconnection Study	\$ 175,000
Treatment System Assessment & Design	\$ 550,000
Water Treatment System Improvements	\$ 300,000
42" Raw Water Conduit Repair	\$ 170,000
WPF Decommissioning	\$ 260,000
Vent Stack Repair - 42 Inch TM	\$ 100,000
Water Quality Analyzers for Finished Water	\$ 30,000
Flow Meters Water Transmission Mains	\$ 200,000
Transmission Main Pressure Monitoring	\$ 26,000
Transmission Main Leak Detection	\$ 225,000
Provin Mountain Reservoirs Master Plan	\$ 150,000

WATER DISTRIBUTION	FY2026
Distribution System Rehabilitation	\$ 500,000
Hydrant Replacement Program	\$ 100,000
Distribution System Assessment & Design	\$ 100,000
Roadway Improvement Program	\$ 650,000
Distribution Syst Main Annual Replacement	\$ 1,350,000

WASTEWATER COLLECTION	FY2026
Wastewater Reporting & Regulatory Compl	\$ 100,000
Collection Sys Rehab/Replace OnCall Contractor	\$ 150,000
Collection System Design	\$ 300,000
Collection System Cleaning & Assmt - WIFIA Program	\$ 500,000
Collection System Rehab/Replacement	\$ 75,000
Sewer Rehabilitation 27-28 Constr Season	\$ 2,200,000

WASTEWATER TREATMENT	FY2026
Wastewater Treatment Improvements	\$ 200,000
Wastewater Regulatory Compliance	\$ 100,000
Septage Facility Upgrades	\$ 200,000

POWER SUPPLY	FY2026
Power Supply Equipment Replacement	\$ 190,000
Dewatering Inspections U1	\$ 40,000
Cobble Mtn Hydropower - Unit #3 Replace GRB	\$ 30,000,000
ADMINISTRATION & ENGINEERING	FY2026
Commission Vehicles	\$ 500,000
Communications Equipment	\$ 170,000
Computers, Servers, Copiers	\$ 150,000
Building & Structure Improvements	\$ 1,785,000
Rolling Stock Equipment Replacement Program	\$ 867,500
Information Systems	\$ 210,000
Facilities Planning & Improvements	\$ 110,000

FY26 CIP Budget Total \$44,153,500
Funding Source: Revenue/Reserves/Bond



CIP Plan available at:
<https://waterandsewer.org/updates/public-notices/>

FY26 3-Year Capital Improvement Program,

WATER SUPPLY & TRANSMISSION	FY27	FY28
Dam Maintenance/Various Locations	\$ -	\$ 615,000
Jabish Canal Culvert Replacement	\$ 640,000	\$ -
Ludlow Reservoir Culvert Replacements	\$ 348,000	\$ -
Watershed Culvert Replacements	\$ 100,000	\$ 100,000
B.Brook Dam Spillway & Brdg Replc	\$ 500,000	\$ 850,000
Cherry Valley Dam Repairs	\$ -	\$ 50,000
Dam No. 2 WTP Removal	\$ 400,000	\$ -
Dam No. 3 WTP Repairs	\$ 100,000	\$ 200,000
Borden Brook Dam Spillway and Bridge Replace Const	\$ 2,250,000	\$ 2,500,000
Diving Inspections	\$ 75,000	\$ -
Dam No. 1 Repairs	\$ -	\$ 100,000
Treatment System Assessment & Design	\$ 500,000	\$ 500,000
Water Treatment System Improvements	\$ 300,000	\$ 300,000
WPF Decommissioning	\$ 400,000	\$ -
Vent Stack Repair - 42 Inch TM	\$ 400,000	\$ -
Huntington Pump Station Underground Storage Tank	\$ -	\$ 105,000
Transmission System Rehabilitation	\$ 100,000	\$ 100,000
Flow Meters Water Transmission Mains	\$ 400,000	\$ -
Provin Tank 1 Structural Monitoring & Surveys	\$ -	\$ 37,400
Provin Mountain Reservoirs Master Plan	\$ 175,000	\$ 1,000,000

FY27 CIP Budget Total \$17,858,000

FY28 CIP Budget Total \$18,952,400

CIP Plan available at:

<https://waterandsewer.org/updates/public-notices/>

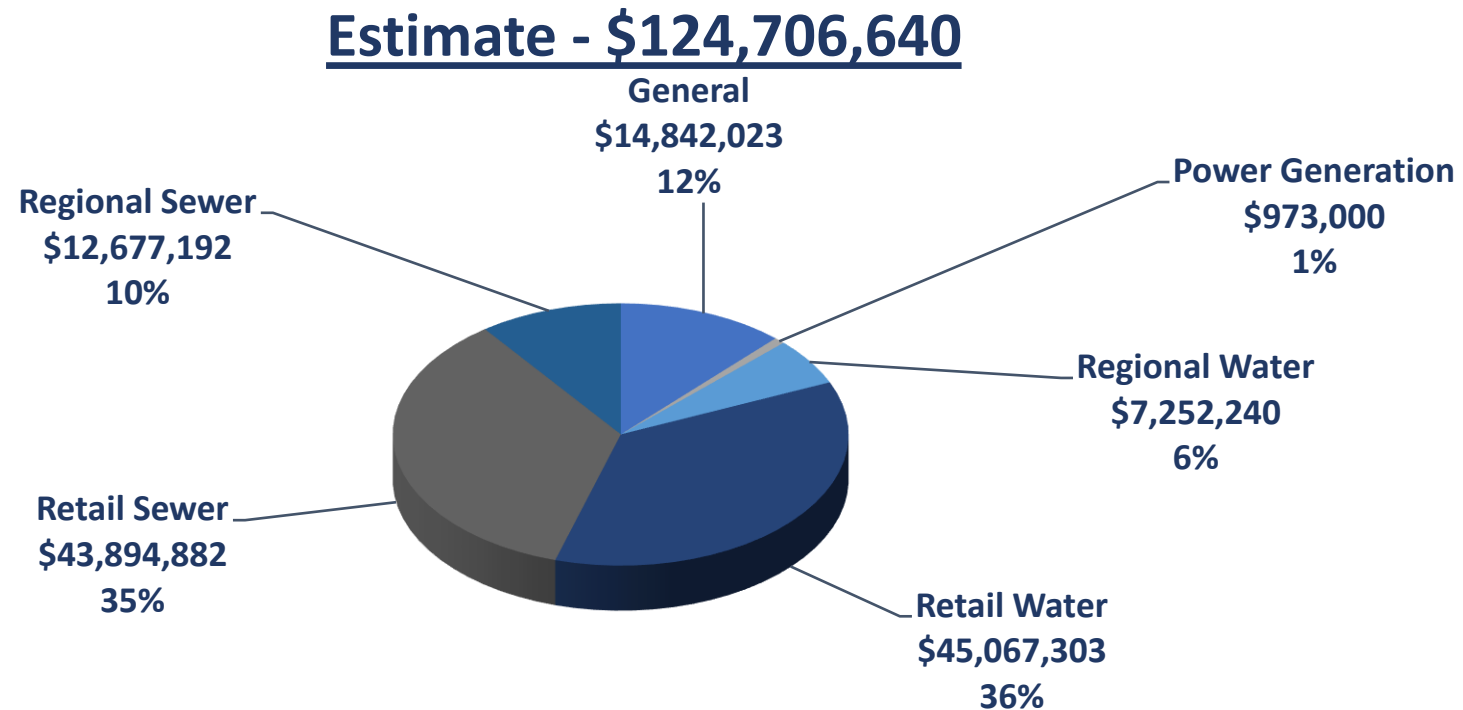
WATER DISTRIBUTION	FY27	FY28
Meter Replacement	\$ 450,000	\$ 600,000
Distribution System Rehabilitation	\$ 500,000	\$ 500,000
Hydrant Replacement Program	\$ 100,000	\$ 100,000
Distribution System Assessment & Design	\$ 100,000	\$ 100,000
Water Distribution System Leak Detection Program	\$ 200,000	\$ -
Roadway Improvement Program	\$ 650,000	\$ 650,000
Distribution Syst Main Annual Replacement	\$ 2,200,000	\$ 2,900,000
WASTEWATER COLLECTION	FY27	FY28
Pump Station Improvements	\$ 100,000	\$ -
Wastewater Reporting & Regulatory Compl	\$ 100,000	\$ 100,000
Collection Sys Rehab/Replace OnCall Contractor	\$ 300,000	\$ 500,000
Collection System Design	\$ 600,000	\$ 600,000
Collection System Cleaning & Assmt	\$ -	\$ 1,250,000
Collection System Cleaning & Assmt - WIFIA Program	\$ 500,000	\$ -
Collection System Rehab/Replacement	\$ 100,000	\$ 100,000
Sewer Rehilitation 27-28 Constr Season	\$ 2,500,000	\$ 2,500,000
WASTEWATER TREATMENT	FY27	FY28
Wastewater Treatment Improvements	\$ 250,000	\$ 250,000
Wastewater Regulatory Compliance	\$ 100,000	\$ 100,000
POWER SUPPLY	FY27	FY28
Power Supply Equipment Replacement	\$ 90,000	\$ 140,000
Dewatering Inspections U1	\$ 80,000	\$ 80,000
ADMINISTRATION & ENGINEERING	FY27	FY28
Commission Vehicles	\$ 500,000	\$ 500,000
Communications Equipment	\$ 200,000	\$ 200,000
Computers, Servers, Copiers	\$ 200,000	\$ 200,000
Building & Structure Improvements	\$ 300,000	\$ -
Rolling Stock Equipment Replacement Program	\$ 750,000	\$ 500,000
Information Systems	\$ 200,000	\$ 200,000
Facilities Planning & Improvements	\$ 100,000	\$ 300,000
Financial and Billing Software Upgrade	\$ -	\$ 125,000

Patrick Burns,
Comptroller

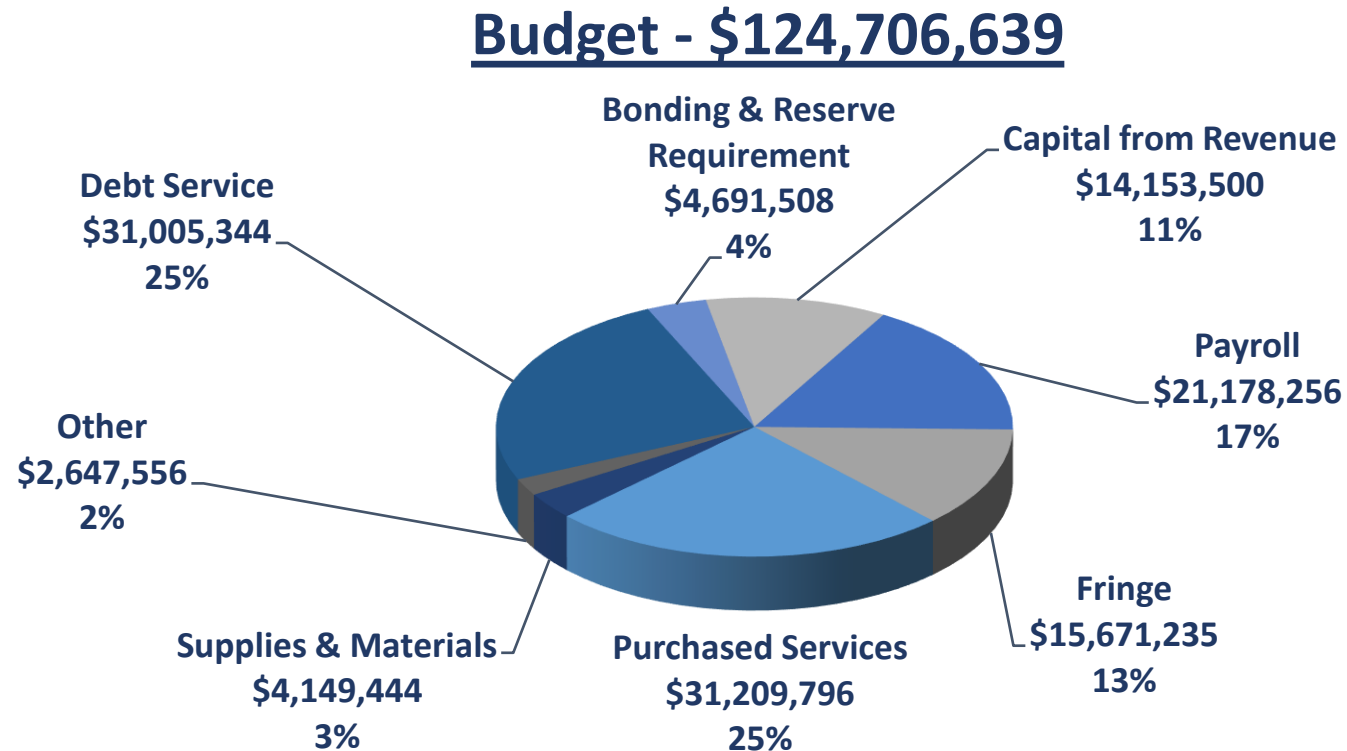
Proposed Budget & Rates



Required Revenues for FY26

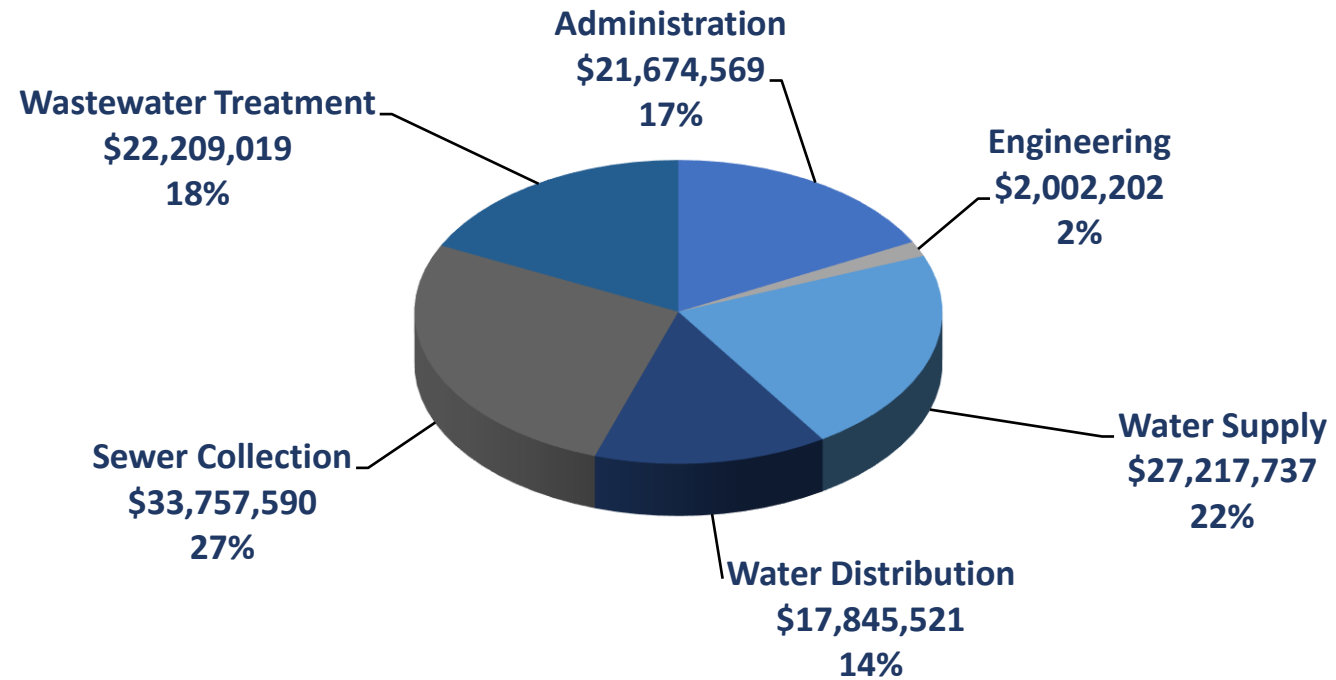


Total Spending by Category



Total Spending by Function

Budget - \$124,706,639

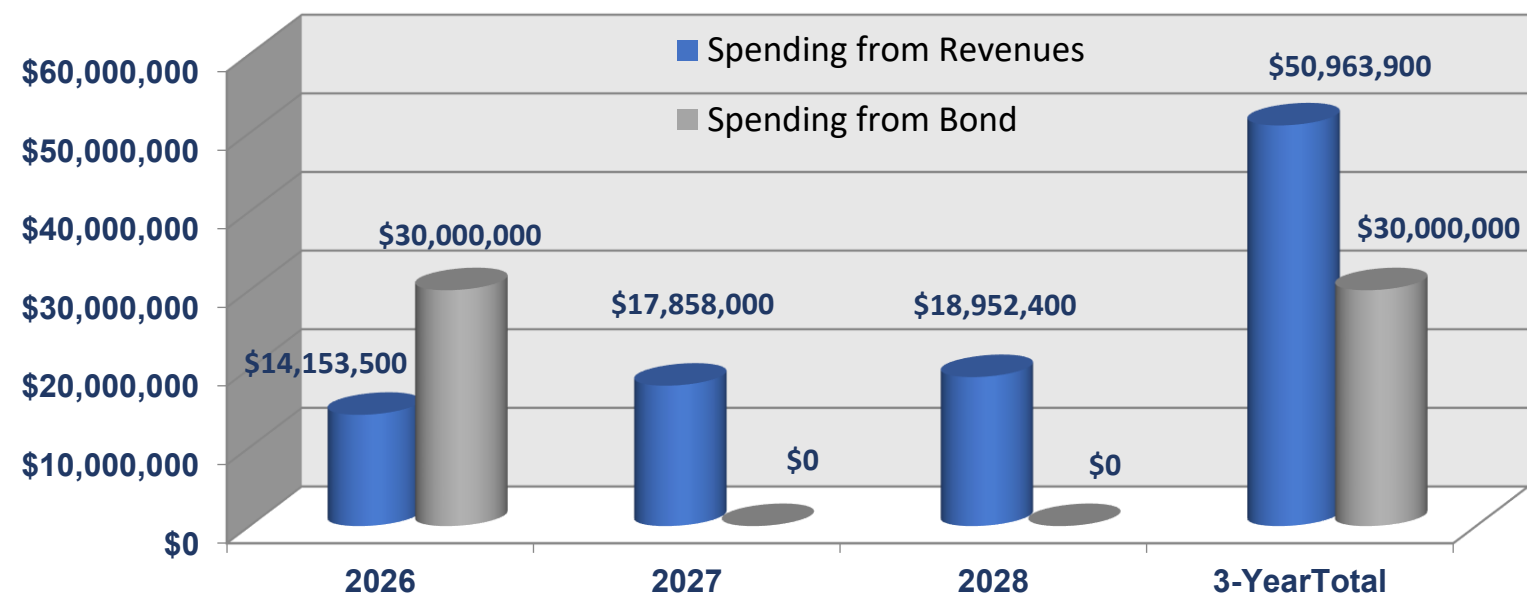


FY26 Operations & Maintenance Budget

Operating Budget	Approved FY 2025	Proposed FY 2026
Operations:		
Personal Services	\$ 20,853,892	\$ 21,178,256
Fringe Benefits	13,737,415	15,671,235
Purchased Services	30,265,164	31,209,796
Supplies and Materials	4,246,990	4,149,444
Intergovernmental	606,479	608,226
Other charges and expenses	1,334,750	1,316,290
Capital outlay	392,246	329,826
Loan Service Charge	348,072	393,213
Total Operations	\$ 71,785,008	\$ 74,856,286
Debt Service:		
Principal Payment	18,922,790	21,395,063
Interest Expense	8,309,745	9,610,281
Total Debt Service	27,232,535	31,005,344
Total Operating Budget	\$ 99,017,543	\$ 105,861,630

Three Year Capital Plan

Capital Budget Source	2026	2027	2028	3-YearTotal
Spending from Revenues	\$14,153,500	\$17,858,000	\$18,952,400	\$50,963,900
Spending from Bond	<u>\$30,000,000</u>	<u>\$0</u>	<u>\$0</u>	<u>\$30,000,000</u>
	\$44,153,500	\$17,858,000	\$18,952,400	\$80,963,900



Water and Sewer Rate Changes in FY26

	FY2025 Eff. July 1, 2024	FY2026 Eff. July 1, 2025	% Incr.
Water:			
Residential & Commercial	\$5.15	\$5.15	0.0%
Industrial & Municipal	\$3.85	\$3.85	0.0%
Sewer:			
Residential & Municipal	\$7.85	\$7.85	0.0%
Commercial & Hospital	\$8.64	\$8.64	0.0%
Industrial	\$9.42	\$9.42	0.0%
Restaurant	\$10.20	\$10.20	0.0%
Combined Water and Sewer:			
Residential	\$13.00	\$13.00	
Annual Meter Fee	\$41.04	\$45.12	
<i>Annual Infrastructure Renewal Fee</i>	<i>\$0.00</i>	<i>\$138.00</i>	
Typical Annual Household Bill	\$1,601.24	\$1,743.32	8.9%
<p>Note: Rates above are for each 100 cubic feet (or 748 gallons) of metered water.</p> <p>Annual Household Bill assumes single family home with four residents consuming 120 HCF</p>			

Changes on Your Bill

SPRINGFIELD WATER AND SEWER COMMISSION
P.O. BOX 3688, SPRINGFIELD, MA 01101-3688
billing@waterandsewer.org 413-452-1300
PAY ONLINE at <https://pn.paymentus.com/cp/swsc>

PAYMENTS RECEIVED AFTER 07/25/25
MAY NOT REFLECT ON THIS BILL

MR. SAMPLE
123 SAMPLE STREET
Springfield, MA 01129

Account
Statement

ACCOUNT INFORMATION

ACCOUNT: 000123-000
SERVICE ADDRESS: 123 SAMPLE STREET
SERVICE PERIOD: 5/13/2025 to 6/14/2025
BILLING DATE: 07/02/2025

DUE DATE: 8/1/2025

METER READING

Serial No	Previous Reading Date	Previous Reading	Current Reading Date	Current Reading	Usage
132345327	05/13/2025	119940	6/14/2025	13264	1270

SPECIAL MESSAGE

PLEASE PAY YOUR BILL BY THE 25TH OF THE MONTH FOR PAYMENTS TO REFLECT ON NEXT BILLING STATEMENT

The Water Quality Report for Calendar Year 2024 is now available at waterandsewer.org/waterqualityreport. Please visit www.waterandsewer.org for an important message about a drinking water violation. Please call 413-310-3501 or email info@waterandsewer.org with any questions

Pay your bill by MAIL OR ONLINE at our website www.waterandsewer.org

USAGE HISTORY

Payment
Coupon

ACCOUNT INFORMATION

PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT

PLEASE MAKE CHECK PAYABLE TO:
SPRINGFIELD WATER AND SEWER

ACCOUNT: 000123-000
SERVICE ADDRESS: 123 SAMPLE STREET
SERVICE PERIOD: 5/13/2025 to 6/14/2025
BILLING DATE: 7/2/2025

DUE DATE: 8/1/2025

MR. SAMPLE
123 SAMPLE STREET
Springfield, MA 01129

CURRENT CHARGES

5/8" IRC		11.50
5/8" Meter Monthly		3.76
Water Usage	@0.0515	65.41
Sewer Usage	@0.0785	99.70
		180.37

CURRENT CHARGES

5/8" Infrastructure Renewal Chrg	11.50
5/8" Meter Monthly	3.76

AMOUNT DUE

TOTAL AMOUNT DUE BY 8/1/2025 180.37

AMOUNT ENCLOSED

REMIT PAYMENT TO:

SPRINGFIELD WATER AND SEWER COMM
PO Box 3688
Springfield, MA 01101-3688

000467000013563119

Katie Shea,
Educational Outreach
Manager

Rules and Regulations



Updates to Rules & Regulations

[waterandsewer.org/
rules-and-regulations](https://waterandsewer.org/rules-and-regulations)

Section	FY26 Changes
Chapter 3; Section 3.2.5; Water Conservation and Emergencies; Item 3:	Update: clarifying language regarding Declaring a State of Water Supply Conservation; The Commission through its Board of Commissioners may declare a State of Water Supply Conservation upon a determination that a shortage of water exists and conservation measures are appropriate to ensure an adequate supply of water to all Water Consumers
Chapter 3; Section 3.2.5; Water Conservation and Emergencies; Item 4:	Update: Conservation Restrictions, Conditions, and Requirements; updated restrictions, conditions, and requirements based on the Commission Drought Level (as determined by the Commission's Drought Management Plan); provides guidance for restrictions, nonessential outdoor water use , etc.
Chapter 3; Section 3.2.5; Water Conservation and Emergencies; Item 5-8:	Update: clarifying language to be consistent with drought declaration procedures as outlined in above sections.
Chapter 3; Section 3.2.11; Hydrants; Item 6:	Update: Fire Flow testing procedures update; The fire protection systems professional will be required to provide calibrated equipment necessary to perform the fire flow test, install said equipment, and operate the hydrants designated for the test during the application process

Updates to Rules & Regulations

[waterandsewer.org/
rules-and-regulations](http://waterandsewer.org/rules-and-regulations)

Section	FY26 Changes
Chapter 3; Section 3.3.6; Repairs, Maintenance, and Thawing; Item 2:	Insert: (g) With the approval of the Executive Director, the Commission may allow a Partial Water Service Pipe Replacement exception given cause and only when there is not a prohibiting rule in Section 3.3.6.3. Such an exception does not exempt the Owner from responsibility for the reused portion of the Water Service Pipe regardless of when a leak becomes evident.
Chapter 3; Section 3.3.6; Repairs, Maintenance, and Thawing; Item 3:	Update: clarifying language based on updates to Item 2; (c) No ¾-inch copper tube Water Service Pipe may be reused other than when a Partial Water Service Pipe Replacement exception is made. (d) If an existing 1-inch or greater copper tube Water Service is thirty (30) years old or less and has had one (1) or more leaks it must be replaced other than when a Partial Water Service Pipe Replacement exception is made.
Chapter 3; Section 3.4.3; Fire Service Pipes; Item 7:	Update: Installation of Backflow Prevention Device. All new Fire Service Pipe supply lines shall be equipped with an approved Backflow Prevention Device that has a detector Meter in accordance with these Rules and Regulations.

Updates to Rules & Regulations

[waterandsewer.org/
rules-and-regulations](http://waterandsewer.org/rules-and-regulations)

Section	FY26 Changes
Chapter 3; Section 3.4.4; Metering:	Update: Per Chapter 10 of the Commission’s Guidelines and Policies, an Owner is required to install a detector Meter on a Fire Service Pipe for the purpose of monitoring leakage and unauthorized water consumption. All expenses for furnishing and installation of the detector Meter shall be borne by the Owner. Replacement of a detector meter with a Commission owned smart meter may be required by the Executive Director or their designee. Such a meter would be installed by the Commission at no installation cost to the Owner. However, a monthly service charge for a Commission owned smart meter based on the size of the meter on the bypass service line on the Backflow Prevention Device will be charged to the account in accordance with Chapter 5 of these Rules and Regulations. The provisions of Section 3.3.5 with respect to Meter location, right to enter Premises, Meter testing, Meter tampering, and Meter replacement or repair shall apply to Fire Service Pipe Meters.
Chapter 3; Section 3.5.1; Backflow Prevention Devices; Item 6:	Update: clarifying language regarding backflow prevention device testing procedures. Insert: (a) If necessary, Water Service Pipe shall be disconnected for failure to test or maintain backflow prevention devices in a manner acceptable to the Commission as non-compliant water services pose a risk to the public water supply. If it is found that the Backflow Prevention Device has been removed or by-passed or otherwise rendered ineffective, water service shall be discontinued unless corrections are made immediately pursuant to Section 4.5. The Commission will Discontinue the Water Service Pipe by cutting off, capping and/or removing the Water Service Connection to the Commission’s water main at the Owners expense. This language is in accordance with MassDEP Cross Connection Control Program Regulations 310 CMR 22.22 Section(2)(h) Maintenance of a Cross Connection.

Updates to Rules & Regulations

[waterandsewer.org/
rules-and-regulations](https://waterandsewer.org/rules-and-regulations)

Section	FY26 Changes
Chapter 3; Section 3.12.5; Reclassification and Abatement; Item 2 Non-Beneficial Use Allowance:	Update: clarifying language regarding non-beneficial use allowance. Update: The Non-Beneficial Use allowance may be applied for and granted to the same Owner or Life Estate Beneficiary once every five (5) years. An Owner of a Property may not be granted a non-beneficial use allowance if a residing Life Estate Beneficiary has already received a non-beneficial use allowance, within the last five (5) years, either as past Owner or as a Life Estate Beneficiary for the same Property.
Chapter 3; Section 3.13; Item 2, Service Charge:	Update: Service Charge- include Backflow Device detector meters to the types of meters charged a monthly service charge.
Chapter 3; Section 3.13; Item 3, Fire Pipe Service Charge:	Insert: Rates, fees, and charges support the infrastructure needs required to serve the capacity for fire protection and the readiness to provide water supply when needed. The Owner is responsible for all rates, fees, charges, and penalties that are associated with the Fire Service Pipe
Chapter 3; Section 3.13; Item 4, Infrastructure Renewal Charge (IRC):	Insert: The Infrastructure Renewal Charge (IRC) ensures ongoing reliability of the water and wastewater assets by providing funding for costs associated with necessary upgrades to those systems. Funding for such upgrades helps to proactively address system needs, reduce the risk of service disruptions, support long-term sustainability, and contribute to rate stability. The IRC shall be applied to Customers' bills monthly and shall be based on fee schedule defined in Chapter 5.

Updates to Rules & Regulations

[waterandsewer.org/
rules-and-regulations](http://waterandsewer.org/rules-and-regulations)

Section	FY26 Changes
Chapter 3; Section 3.13; Item 5, Combined Service Charge:	Update: The Combined Service Charge shall be based on the size of the Meter and be the sum of the size equivalent Service Charge, Infrastructure Renewal Charge, and the Fire Pipe Service Charge as set forth in CHAPTER 5 Section 5.2 of these Rules and Regulations
Chapter 4; Section 4.2.1; Item 2:	Update: When Due - Bills are considered due and payable on the billing date indicated on the billing statement. No Bill is subject to Late Payment Fee under applicable law or these Rules and Regulations if paid by the due date indicated on the billing statement.
Chapter 4; Section 4.2.1; Item 5:	Update: A Customer may make payments by mail, phone, or online (via checking/savings account, cash, credit or debit using the online payment system).
Chapter 4; Section 4.2.1; Item 8:	Insert: Customers who qualify may apply to the Commission to enter into a Payment Agreement, with a minimum payment of 50% of all Charges and arrearages, as detailed in these Rules and Regulations, in order to reinstate water service and pay all Charges over time.

Updates to Rules & Regulations

[waterandsewer.org/
rules-and-regulations](http://waterandsewer.org/rules-and-regulations)

Section	FY26 Changes
Ch. 5; Section 5.2; Monthly Service Charges	Increased all Monthly Service Charges Proportionally based on meter size Residential Meter Charge: \$3.76 Residential IRC \$11.50 Fire Pipe Service Charge 2" \$9.02 Fire Pipe IRC \$0 Combined Service Charge 2" \$17.39 Combined Service IRC 2" \$36.80
Ch. 5; Section 5.3; Water Drought Surcharge	Added \$0.25 water and sewer surcharge for Levels 1 and 2; Level 3 from \$0.25 to \$0.50; Level 4 from \$0.50 to \$1.00
Section 5.4 Allowance Program Discounts	Increased per month allowance rate from \$9.00 to \$10.50
Section 5.6.28 Fire Flow Test Fees	Deleted \$100.00 Deposit and replaced with \$100.00 Application Fee
Section 5.9 Septage Disposal Rates for All Septage Haulers	Increased rate from \$0.11/gal to \$0.14/gal

Updates to Rules & Regulations

[waterandsewer.org/
rules-and-regulations](https://waterandsewer.org/rules-and-regulations)

Section	FY26 Changes
Section 5.15 Penalties	Item 2 Renamed “Lawn Watering during Mandated No Lawn Watering Ban” to “Failure to Comply with Water Use Restrictions” Item 3 Increased Final Notice and Demand Administration Fee from \$45.00 to \$55.00 Item 9 Increased Administrative Posting Penalty Fee from \$45.00 to \$55.00

Updates to Rules & Regulations

[waterandsewer.org/
rules-and-regulations](https://waterandsewer.org/rules-and-regulations)

Section	FY26 Changes
Ch. 6; Section 6.1; Definitions, Item 5	Update: Allowance Program discounts - For Disabled Veterans the disability must be 10% and must be military service related.
Ch. 6; Section 6.1; Definitions, Item 77	Update: Fire Service Pipe shall mean the private water piping and associated valves, control valves, and appurtenances installed solely to furnish water for extinguishing fires that extend from a Water Service Connection into a Premise. The Customer owns the Fire Service Pipe. The Customer is responsible for all rates, fees, charges, and penalties that are associated with the Fire Service Pipe. Rates, fees, charges support the infrastructure needs required to serve the capacity for fire protection and the readiness to provide adequate water supply when needed.
Ch. 6; Section 6.1; Definitions, Item 106	Insert: Infrastructure Renewal Charge (IRC) shall mean the fee charged to the Customer to support ongoing investment in renewal and repair of water and wastewater assets. The IRC ensures continued reliability of the systems by providing funding for necessary upgrades. The IRC helps to proactively address system needs, reduce the risk of service disruptions, support long term sustainability, and contributes to rate stability
Ch. 6; Section 6.1; Definitions, Item 137	Insert: Non-Beneficial Use is excess use above normal use resulting from a Leak either from a pipe break or a faulty toilet or other plumbing fixture.
Ch. 6; Section 6.1; Definitions, Item 140	Insert: Partial Water Service Pipe Replacement shall mean either replacement of the piping and associated valves and appurtenances that extend from a Water Service Connection to the curb stop in the tree belt area or from the curb stop in the tree belt area to the Commission's Meter.

Updates to Rules & Regulations

waterandsewer.org/
rules-and-regulations

Full Proposed Changes to Rules and Regulations
(including Chapter 5 Schedule of Rates, Fees, Charges & Penalties) available at:

<https://waterandsewer.org/proposed-fy26-budget/>



Customer Assistance Programs

Payment Plans

- Equal Installment Option (fixed amount on scheduled dates)

Senior, Disabled, Disabled Veteran Discounts

- Annual discount increasing to \$126 (administered as \$10.50 monthly credit)

Leak Surveys & Adjustments

- Provide 1 free in-home leak survey to residential customers
- Leak abatements up to \$500 once every 5 years

Customer Assistance Program (CAP)

- Supports low-income, single-family homeowners with SWSC water and/or sewer accounts
- One-time, annual account credit up to 25% of average annual bill, utilizing Home Energy Assistance Program (HEAP) eligibility up to \$275

Katie Shea,
Educational Outreach
Manager

Summary & Closing



Commission in the Community

- Public Presentations, Neighborhood Council and Senior Center Presentations
- Collaboration with local schools, colleges, environmental groups
- Facility Tours and Open Houses
- Project updates
- Educational Tours and Programs
- Scholarships
- Internships
- Mobile Water Station & Public Education at Community Events
- Multimedia outreach @SpfldWaterSewer



Charting New Pathways

- Job-shadowing
- Hands-on skills
- Exposure to variety of water sector careers
- Offered in partnership with Veolia, Massachusetts Water Works Association, and Springfield Public Schools



PIPELINE PROGRAM

Springfield Water and Sewer Commission



Investing in Our Community









The Value of Water

A modern and reliable water and wastewater system is essential for:

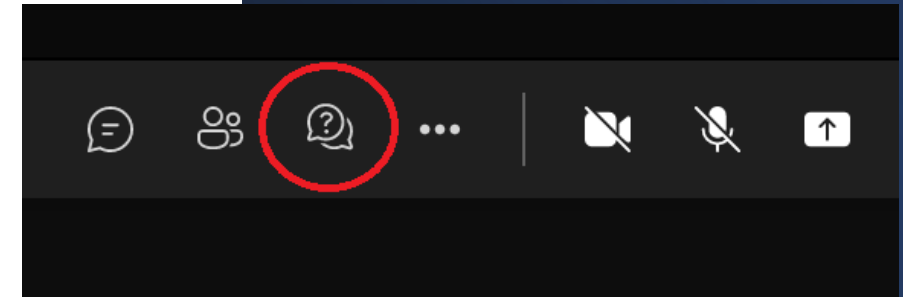
- Daily life
- Public health
- Fire protection
- Economic development

Next Steps

- **Recording of this presentation will be available**
 - <https://waterandsewer.org/about-the-commission/commission-reports/>
 - YouTube: @SpfldWaterSewer
- **Commission Board Meeting / Vote on FY26 Budget**
 - June 18, 2025, 9 A.M.
 - Virtual meeting, public invited – <https://tinyurl.com/fdb9z82m>
Call-in: 413-261-6430 conference ID – 444 774 009#
- **Questions and Comments Always Welcome**
 - info@waterandsewer.org or 413-452-1302
- **Always Available, 24/7/365**
 - Water and Sewer Emergencies: Call 413-310-3501
 - waterandsewer.org
 -     @SpfldWaterSewer

Questions/Comments

- **For Participants on Telephone:**
 - Wait until moderator calls on last four digits of your number
 - **Dial *6 to speak**
 - As a reminder, please keep comments to 3 minutes to allow time for all of those that may wish to speak.
 - Please state your name and primary residential address
- **For Participants on Computers & Mobile Devices:**
 - Type question or comment into Q&A box
 - OR call 413-261-6430, Conference ID: 368 813 62# to speak
 - **Please provide your name and address when submitting a question or comment**



Preguntas/Comentarios

- **Para participantes vía teléfono:**
 - Espere al que el moderador llame los últimos 4 dígitos de su número de teléfono y luego ...
 - **Presione el número (*) 6 para hablar**
 - Como recordar, los comentarios en tres minutos para dar tiempo a todos aquellos que deseen hablar, por favor.
 - Por favor indique su nombre y dirección residencial principal.
- **Para participantes utilizando su computadora o celular:**
 - Utilice el cuadro de “preguntas y respuestas” para enviar sus preguntas o comentarios
 - O llame al 413-261-6430, Presione el Número de Identificación: 368 813 62# para hablar.
 - **Por favor provea su nombre y dirección al someter su pregunta o comentario**

