



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
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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 traduza-lo para você, ou falar com alguém que entenda-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.

Elevated Disinfection Byproducts at the Springfield Water and Sewer Commission (PWS ID# 1281000)

Our water system exceeded a drinking water standard, or maximum contaminant level (MCL), for a water disinfection byproduct (DBP). Testing results came from routine monitoring of drinking water contaminants from December 2024 to September 2025.

Testing results from September 2, 2025, showed that our system exceeded the standard or maximum contaminant level (MCL) established by drinking water regulations for haloacetic acids (HAA5) at six sampling locations. The MCL for HAA5 is 60 [micrograms per liter] ug/L (parts per billion, ppb). An MCL 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 December 2018.

DBP Sample Locations	Sample Result for Quarter 3 of 2025	Locational Running Annual Average (LRAA) for Quarter 3 of 2025*
	HAA5 (ppb ¹)	HAA5 (ppb ¹)
10081 – Chapin St Pump Station	65	58
10082 – 1400 State St Vibra/PV Hospital	70	63
10074 – 833 Page Blvd	68	61
10089 – 292 Main Street	62	59
10083 – North Main Fire Station	67	62
10085 – Center Street Fire Station	70	62
10086 – 1043 Sumner Ave	68	62
10075 – Catalina Pump Station	73	65

*LRAAs above the MCL for HAA5 (60 ppb) are in **bold**.

¹ parts per billion (ppb) = parts per million (ppm) / 1000

What does this mean?

This is not an emergency. If it had been an emergency, you would have been notified within 24 hours. Disinfectants added to drinking water sources can interact with natural organic material (NOM) in the water to form DBPs.

Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.

In addition, young children (including infants), pregnant women or those who may become pregnant may be potentially more susceptible to risks from exposures to chemicals, such as HAA5.

What is being done?

The Commission's existing West Parish Filters Water Treatment Plant was last modernized in 1974 and is not capable of removing current levels of NOM to the extent necessary to meet today's DBP regulations. The Commission continues to adjust the existing treatment process to maximize NOM removal. As a permanent solution, the Commission is building a new drinking water treatment plant. Construction of the new treatment plant began in fall 2024 and is expected to be complete by September 2028. Progress on the new plant's construction can be followed at newwestparish.com.

The 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 should I do?

You can choose to limit the amount of tap water used if you are pregnant, may become pregnant or are giving water to young children. For example, you can use water from another source, such as bottled water. While breast milk can be a source of HAA5 exposure for infants, **the Centers for Disease Control and Prevention recommend that nursing mothers continue to breastfeed their babies because of the numerous protective health benefits, despite the potential presence of environmental contaminants.**

If you have questions about your water system's operation, water quality monitoring, or response to this issue, please contact 413-310-3501 or info@waterandsewer.org or visit <https://waterandsewer.org/DBPs-FAQs>. If you have questions about the drinking water regulations or health risks posed by these contaminants,² you can contact the MassDEP Drinking Water Program at: program.director-dwp@mass.gov. If you have questions about specific symptoms, you can contact your doctor or other health care provider. If you have general questions about your health, you can contact the Massachusetts Department of Public Health at [617-624-5757](tel:617-624-5757). Further information is available in MassDEP's HAA5 in Drinking Water Information for Consumers Fact Sheet at: <https://www.mass.gov/media/2532591/download>

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. PWSID #1281000.

Date distributed: October 3, 2025

Phone: 413-310-3501

Email: info@waterandsewer.org

² <https://www.mass.gov/doc/supporting-documentation-for-drinking-water-standards-and-guidelines/download>