



# 2025

## Water Quality Report

*Featuring*

**From Source to Tap:**

**Protecting Your Water Through  
Watershed Stewardship**



# Message from the Executive Director

Dear Customer,

The Springfield Water and Sewer Commission is pleased to share the 2025 Water Quality Report, which includes information on your drinking water and many projects and initiatives the Commission is advancing to safeguard essential drinking water service.

This report summarizes 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.



Highlighted in this year's report is the Commission's Watershed Management Program, which includes initiatives to help ensure the long-term health of the Commission's drinking water supply. Please find a full update on page 5.

In 2025 the Commission also continued to advance critical water and wastewater upgrades as part of the Water and Wastewater Infrastructure Renewal Program (WWIRP). This generational reinvestment is replacing

aging infrastructure, enhancing resiliency, and helping to ensure service reliability for decades to come. An update on the New West Parish Water Treatment Plant project is included in this report on page 3.

We hope you find the information contained in this report to be helpful. Please reach out to the Commission with any questions or for more information regarding your water system. We can be contacted at [info@waterandsewer.org](mailto:info@waterandsewer.org) or 413-452-1300.

Please share this information with others who drink this water, especially those who may not have received it directly (such as residents of apartments, nursing homes, schools, and businesses).

This report is available online at [www.waterandsewer.org/waterqualityreport](http://www.waterandsewer.org/waterqualityreport)

**Joshua D. Schimmel**  
Executive Director

## Protecting the 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.



To protect your drinking water at the 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 management activities to promote a healthy and resilient forest (see page 5).

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](http://www.mass.gov/doc/western-region-source-water-assessment-protection-swap-program-reports).

## 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.



Water Operations staff at West Parish Filters.

### 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. Some 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 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 Mt. 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



Construction of the new West Parish Water Treatment Plant underway at the site of the existing plant in Westfield, MA, April 2026.

## The New West Parish Water Treatment Plant

The existing West Parish Water Treatment Plant was last modernized in 1974. Starting in 2015 a facilities improvement plan process identified a multi-phase approach to replace aging infrastructure and meet current and future regulations, including construction of the new West Parish Water Treatment Plant.

Prior to construction the Commission secured strategic financing opportunities to help support this generational reinvestment in our water system, including a low-interest loan from the U.S. Environmental Protection Agency's (EPA) Water Infrastructure Finance and Innovation Act (WIFIA) Program – the first to be awarded in Massachusetts.

Phase 1 of the upgrades at West Parish Filters was completed in 2023 and included a new Backwash Facility. The new Backwash Facility allows the 1970s-era filters of the existing plant to continue to operate reliably during construction and will eventually be connected to the new plant.

## Modernizing Our Drinking Water System

The new West Parish Water Treatment Plant will replace end-of-life infrastructure, improve resiliency, and address regulatory compliance.

Dissolved Air Flotation (DAF) is a new treatment step that will be added to remove more organics from the raw water to address issues with disinfection byproducts.

New filters, a safer disinfection process, and enhanced energy efficiency will also be incorporated into the new plant.

## Treatment Plant Construction

The project broke ground in 2024, and in 2025 construction activities at West Parish Filters included site preparation, installation of temporary utilities, and laying of a new raw water pipeline. The next phases of construction include large-scale demolition of existing structures, installation of under-slab piping, and continued site development.

The Commission is advancing this project as quickly as possible while continuing to maintain operations at the existing plant.

Because this is a generational investment in reliable drinking water for the community, the Commission is committed to keeping the public informed through ongoing outreach and a dedicated webpage with construction updates. Visit [newwestparish.com](http://newwestparish.com) to learn more.



## 2026 Construction Update

For the latest information regarding the identification of hazardous construction site materials and potential construction schedule changes please visit [newwestparish.com](http://newwestparish.com)

## Public Notification Disinfection Byproducts (DBPs)

### Maximum Contaminant Level (MCL) Exceedance

In 2025, 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 December 2018.

In accordance with regulations, the Commission issued a Public Notification by direct mail in paper billing statements, emails to electronic billing customers, the news media, and the Commission's website and social media pages 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 to the potential health risks if consumed at elevated levels over decades or a lifetime, and the MCL set for HAA5 provides a wide margin of protection against health effects. 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 2025 DBP test results are available at: [waterandsewer.org/dbps-faqs/](http://waterandsewer.org/dbps-faqs/). Customers with further questions about this exceedance may call 413-452-1300 or email [info@waterandsewer.org](mailto: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 DBPs in the distribution system.

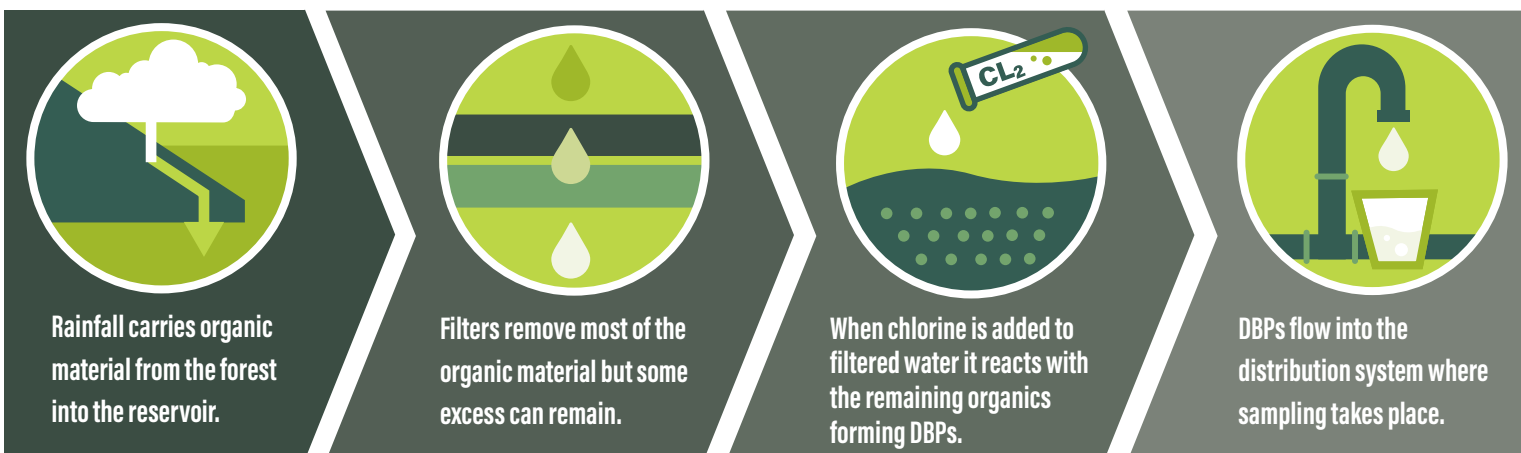
## What is the Commission Doing to Address DBPs?

The Commission continues to modify 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 advancing construction of the new West Parish Water Treatment Plant. The new plant will include the addition of a new treatment step - Dissolved Air Flotation (DAF) – which will remove more NOM from the raw water prior to filtration, limiting the formation of DBPs in the distribution system.

Construction of the new plant is underway (see page 3). Learn more about the new treatment plant on the Commission's website: [newwestparish.com](http://newwestparish.com)

## Disinfection Byproducts (DBPs) - How Do They Form?



# From Source to Tap: Protecting Your Drinking Water Through Watershed Stewardship

Borden Brook and Cobble Mountain Reservoirs were constructed in the pristine Little River Watershed in the early 1900s to provide Springfield with a high-quality, reliable drinking water supply. At the same time, efforts were made to protect the surrounding watershed. This protection was essential, as the surrounding forest acts as the first step in water treatment, naturally filtering water before it reaches the reservoirs. While this reflects innovative design by the original system engineers, like all water infrastructure, the watershed requires consistent monitoring, maintenance, and modernization to sustain operations and support the system for future generations.

Today, the Commission's Water Resources Department oversees the Water Management Program to protect our drinking water at its source. Regular responsibilities include monitoring for encroachment and contamination, maintenance of watershed roads and culverts, and sustainable forest management.

The Commission continues to modernize its system and adopt new technologies, including within the watershed. The Water Resources Department advanced key initiatives in 2025, including culvert replacements, silvicultural management, increased wildlife monitoring, and other strategies that support long-term watershed health and resilience.

Maintaining culverts prevents erosion and keeps sediment and pollutants out of streams, while well-managed, diverse forests naturally filter water by absorbing rainfall, trapping sediment, and removing contaminants. Additionally, wildlife monitoring helps manage animal populations that could introduce bacteria and excess nutrients into water sources, enabling early action to reduce potential risks.

An innovative technique recently adopted by the Commission is the construction of slash walls. First deployed in 2024 and continued in 2025, these 20-foot-wide, 10-foot-high natural barriers are built from low-value harvested wood and protect young tree seedlings from deer browsing. Monitoring shows strong regeneration within these protected areas, based on regular field checks.

In addition to the efforts of the Water Resources team, the Commission also collaborates with conservation organizations to protect additional watershed land within the Little River Watershed. Together, these efforts strengthen forest resilience, support environmental protection, and help safeguard our drinking water supply.

Learn more:

[waterandsewer.org/education/  
source-water-protection/](https://waterandsewer.org/education/source-water-protection/)



*Photos (from top): Watershed Resources team members monitor a watershed brook; A slash wall installed near Cobble Mountain Reservoir; Conducting source water sampling in the watershed; Employees conducting on-the-ground inspections throughout the watershed.*

## Workforce Development and Career Pathways

The Commission continues to invest in developing the region's future water workforce through internships, training, scholarships, facility tours, and accessible educational content.

In the summer of 2025, the Commission completed its third cohort of the Pipeline Program, a paid internship for 12 Springfield high school students that provides hands-on experience through enrichment activities and departmental rotations. As part of the Pipeline Program the Commission hosted Western Mass Water Works Day, highlighting the rewarding career opportunities across the lower Pioneer Valley's water and wastewater systems through career panels and facility tours.

To further support workforce development, the Commission offers scholarships each semester for drinking water treatment courses. In September 2025, one scholarship recipient accepted a full-time position with the Commission, highlighting how the program helps create pathways into water careers.

*Pictured: Pipeline Program interns gather with Springfield Mayor Domenic Sarno, Springfield Public Schools Superintendent Dr. Sonia Dinnall, Executive Director Josh Schimmel, Commissioner Matthew Donnellan, and representatives from program partner Veolia in July 2025.*



## Tours and Educational Outreach

The Commission provides educational tours of Cobble Mountain Reservoir, West Parish Filters Water Treatment Plant, Ludlow Reservoir, and the Springfield Regional Wastewater Treatment Facility, for schools, community organizations, and professional groups. In 2025 tours were provided to groups including the Massachusetts Health Officers Association, college STEM students, and high school classes to learn how our system provides essential services every day.

### Digital Outreach

Throughout 2025, the Commission also expanded its digital outreach by releasing a Water Careers video featuring staff members explaining their pathways into the water sector and the value of mission-driven work.

In addition, the Commission released short educational videos that highlight water operations. Check them out at: [youtube.com/@SpfldWaterSewer](https://youtube.com/@SpfldWaterSewer)

Learn more about all of the Commission's workforce and educational programs: [waterandsewer.org/education](https://waterandsewer.org/education)



## Commission in the Community

The Commission is always glad to be out in the community, connecting with customers at neighborhood presentations, community expos, and local events. We also bring our mobile water station, offering fresh tap water from Cobble Mountain Reservoir and refillable water bottles—making it easy for residents to stay hydrated while learning more about their water system.

In 2025, we were excited to debut a new water buggy, bringing fresh tap water from Cobble Mountain Reservoir to events across Springfield—from the World's Largest Pancake Breakfast downtown to neighborhood block parties. We also hosted our first "Truck or Treatment" at the Commission's Operations Center. The event highlighted our Field Services team, the essential work they do to maintain the water and wastewater systems, and the trucks and equipment that make it all possible. We look forward to connecting with even more customers at community events in the year ahead.

See where we will be next: [waterandsewer.org/neighborhood-updates/](https://waterandsewer.org/neighborhood-updates/)



*Commission staff connect with community members at the "Truck or Treatment" event at the SWSC Operations Center in October 2025.*

# 2025 SWSC WATER QUALITY INFORMATION TABLE

The table below shows detections of regulated contaminants through water quality testing in 2025 (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 2025.

The testing results are from finished water in the distribution system. In 2025, 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	UNITS	DATE COLLECTED	MCL	MCLG	HIGHEST DETECTION OR AVERAGE	RANGE DETECTED	VIOLATION	MAJOR SOURCES IN DRINKING WATER
Nitrate	ppm	10/29/2025	10	10	0.134	0.134	No	Natural deposits, runoff from fertilizer use
Barium	ppm	10/29/2025	2	2	0.007	0.007	No	Erosion of natural deposits, discharge from drilling waste or metal refineries
2,4-D	ppb	Quarterly	70	70	0.446	ND-0.446	No	Runoff from herbicide used on row crops
Heterotrophic Plate Counts (HPC)*	CFU	Daily	TT	N/A	79	ND-79	No	Naturally occurring bacteria in the environment
Total Trihalomethanes (THMs)	ppb	Quarterly	80	N/A	70**	45-85	No	By-product of water chlorination
Haloacetic Acids (HAA5s)	ppb	Quarterly	60	N/A	67**	46-80	Yes	By-product of water chlorination
Chlorine	ppm	Daily	4 (MRDL)	4 (MRDLG)	0.71***	ND-2.50	No	Water disinfectant

\* 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.  
 \*\*\* Running Annual Average (RAA)

TURBIDITY †	UNITS	TT MAX VALUE	HIGHEST DETECTED DAILY VALUE	LOWEST MONTHLY PERCENTAGE † ‡	VIOLATION	SOURCE IN DRINKING WATER
Rapid Sand Filtration Combined Filter Effluent	NTU	1	0.081	100%	No	Soil Runoff
Slow Sand Filtration	NTU	5	0.12	100%	NA	

MRDL = maximum residual disinfectant limit  
 MRDLG = maximum residual disinfectant limit goal  
 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.

† 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 COLLECTED	ORSG/MCL	RESULT	SOURCES IN DRINKING WATER
Sodium	ppm	10/29/2025	ORSG=20	13.5	Natural sources; runoff from use of de-icing compounds on roadways
Manganese	ppb	4/9/2025	SMCL=50 ORSG=300	6.8	Erosion of natural deposits
Chloroform	ppb	4/9/2025	ORSG=70	8.22	By-product of drinking water chlorination
Bromodichloromethane	ppb	4/9/2025	N/A	0.83	

ORSG = Massachusetts Office of Research and Standards Guideline; SMCL = Secondary Maximum Contaminant Level

## 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)**.

# HAA5 by Sample Location

HAA5 SAMPLE SITE	UNITS	MCL	MCLG	HIGHEST LRAA	RANGE DETECTED	VIOLATION	SOURCES IN DRINKING WATER
Chapin St Pump Station	ppb	60	N/A	61	51-74	YES	By-product of drinking water chlorination
1400 State St.	ppb	60	N/A	65	49-74	YES	
833 Page Blvd.	ppb	60	N/A	63	46-75	YES	
North Main Fire Station	ppb	60	N/A	65	47-80	YES	
Center St Fire Station Ludlow	ppb	60	N/A	67	48-78	YES	
1043 Sumner Ave	ppb	60	N/A	63	49-69	YES	
Catalina Pump Station	ppb	60	N/A	65	50-73	YES	

HAA5 sampling is performed quarterly. See page 4 for more information on HAA5.

## Notice Regarding Disinfection Byproducts

On April 22, 2024, the Commission entered into an Administrative Consent Order (ACO) with the Massachusetts Department of Environmental Protection (MassDEP) regarding disinfection byproducts (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.

Please see page 4 of this report for more information and steps the Commission is taking to address DBPs.

More information on the ACO is available at [waterandsewer.org/updates/public-notices/aco/](http://waterandsewer.org/updates/public-notices/aco/), or by contacting the Commission at 413-452-1300 or [info@waterandsewer.org](mailto:info@waterandsewer.org)

# 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. **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 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.

*Pictured: Laboratory staff conduct water quality testing in the Commission's state-certified laboratory at West Parish Filters.*



## Sanitary Survey

In 2025, the Massachusetts Department of Environmental Protection (MassDEP) conducted a routine sanitary survey of the Commission. This comprehensive on-site inspection, performed every three years, evaluates the system's ability to reliably produce and deliver safe drinking water by reviewing facilities, operations, and management practices. **2025 findings:** The Commission is required to notify MassDEP of any changes to the project completion schedule for the new West Parish Water Treatment Plant.

## Lead and Drinking Water

Cobble Mountain Reservoir's source water, as well as the treated water supplied to the distribution system, contains no detectable lead. The primary sources of lead exposure are typically lead-based paint and dust. If lead is found in drinking water, it is generally the result of leaching from plumbing materials containing lead, including service lines, fixtures, or solder within a home or building. Leaching is most likely to occur when water remains stagnant 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 Copper Rule Revisions (LCRR), which requires the identification and replacement of galvanized steel service lines, the Commission implemented a galvanized service line replacement program. 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 2025 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](http://waterandsewer.org/lead).

## LEAD AND COPPER SAMPLING TABLE

SUBSTANCE	MCLG	ACTION LEVEL (AL)	90th PERCENTILE SAMPLE	SAMPLING SITES EXCEEDING THE ACTION LEVELS	RANGE OF RESULTS	VIOLATION	MAJOR SOURCES IN DRINKING WATER
Copper (ppm)	1.3	1.3	0.0972	0 out of 50	0.0082 to 1.05	No	Corrosion of household plumbing systems
Lead (ppb)	0	15.0	0	1 out of 50	0 to 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.

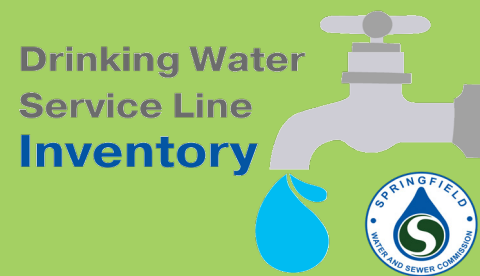
**MCL (Maximum Contaminant Level)** - The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

**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.

## Service Line Inventory Map

The Service Line Inventory Map was launched in 2024 and 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 is provided as a service to customers and in compliance with the LCRR.



View the map here: [waterandsewer.org/lead](http://waterandsewer.org/lead) or scan the QR code

## Health Risks of Lead in Drinking Water

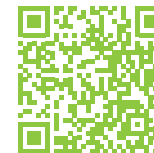
Lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The Springfield Water and Sewer Commission is responsible for providing high quality drinking water and removing lead pipes (see page 9), 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 and wish to have your water tested, contact the Commission at **413-310-3501** or [info@waterandsewer.org](mailto:info@waterandsewer.org). Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead).

## 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.



As part of the alert system customers can 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 water main breaks.



Learn more and sign up: [waterandsewer.org/alerts](http://waterandsewer.org/alerts)



(Left) Commission staff connect with customers at the Spirit of Springfield's World's Largest Pancake Breakfast in Downtown Springfield. (Right) Commission staff provide tours of drinking water treatment facilities.

## 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 Guide-line)** - 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)**

**2, 4-D (2,4-Dichlorophenoxyacetic acid)**

**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.

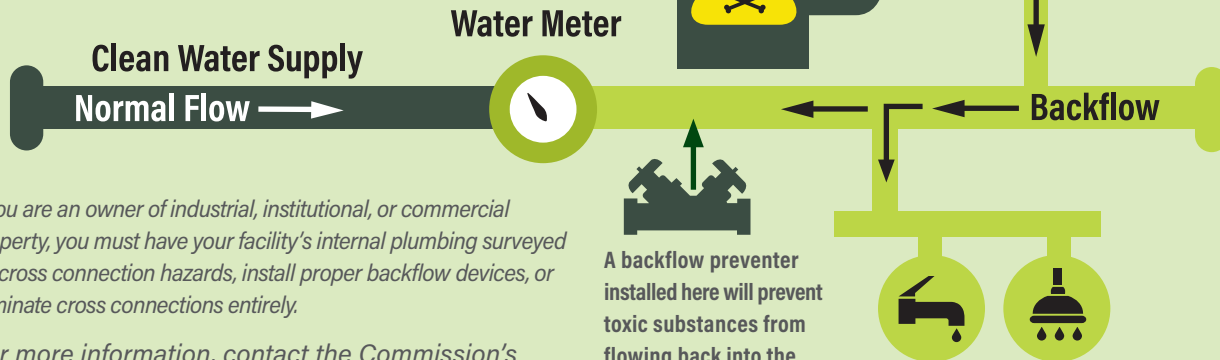


# Cross Connection Control Program

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.**

## Backflow Prevention



A backflow preventer installed here will prevent toxic substances from flowing back into your home plumbing system.

*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.*

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

A backflow preventer installed here will prevent toxic substances from flowing back into the public water system.

## 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

## 2025 Board of Commissioners

**Daniel Rodriguez, Chairman**

**Vanessa Otero, Commissioner**

**Matthew Donnellan, Commissioner**

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

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The Board of Commissioners meets monthly.

Please call **413-452-1300** or visit:

**waterandsewer.org/updates/public-notice/**

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.*

## 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.