

WATER DEPARTMENT – FIRE DISTRICT NO.1
438 GRANBY ROAD
SOUTH HADLEY, MA 01075
413-532-0666

June 3, 2025

To the Water Customers of Fire District No.1:

As the Water Commissioners of Fire District No. 1 our goal has always been to run the Water Department in a most cost-efficient manner while providing a clean and safe water supply. As most of you are aware the aging infrastructures all over the country are becoming a growing concern and Fire District No. 1 is no exception.

Some examples of our future infrastructure needs are the painting of our 2- 1.5-million-gallon water tanks. Our Alvord St. tank was painted back in 2004 and will need to be re-painted within the 1-2 years. Our Industrial Drive water tank will need to be repainted within the next 6-8 years. The estimated cost of these projects combined is 3 million dollars. While these are our most pressing projects, there are several other improvements that must also be addressed such as water main replacements, vehicles, building maintenance etc. Our Capital plan is on our website at www.shdistrict1.org under the Water Department section. We strive to do many of these water mains and building maintenance with our own staff and equipment to keep the prices as low as possible. Improvement projects are critical to improving our water system above its' present level to ensure the reliability of water supply as our most precious resource.

In order to meet these expenses and future needs, we need to increase our water rate 11% from the current rate of \$4.23 to \$4.70 per 100 Cubic Feet (748 gallons). We also need to increase the family unit charge from \$12.00 to \$15.00 per quarter. For the average household (120 cu. Ft.) this would be a 12% increase of \$67.84 per year. These changes will take effect in the October billing cycle.

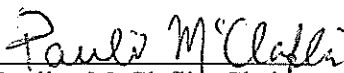
With the rising costs associated with projects, maintenance, and operations, and water from the MWRA, we as the Board of Water Commissioners analyze data in order to set water rates and fees appropriately. Investment is extremely important to the safety and health of our water supply system now and in the future. Please take a moment to read the following articles (<https://waterfm.com/rate-setting-in-unsettled-times>) and (<https://waterfm.com/report-non-revenue-water-costs-u-s-utilities-6-4-billion-annually>).

The Water Distribution system of Fire District No.1 is owned entirely by the consumers and managed by the Board of Water Commissioners. We are fully committed to operating the Water Department efficiently by providing the consumers with a service they expect from a municipal department at the lowest possible cost.

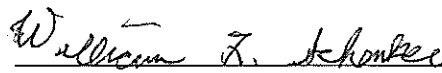
If any additional information is needed, please feel free to contact our Water Superintendent, Jeffrey Cyr at the number listed above.

Respectfully Yours,

Board of Water Commissioners- Fire District No.1


Pauline McClaflin, Chair


Chuck Scott, Clerk


William Schenker, Assoc. Member