

Transforming CSO Regulatory Event Notifications in Springfield, MA

Springfield, MA is the third-largest city in Massachusetts with a population of over 156,000. It is located near the confluence of four rivers, which have played a critical role in the city's development, and they are important for Springfield's growth and success. The city is known as "The City of Firsts" and has partnered with Aquasight and ADS Environmental Services to provide industry-leading public notification services for Combined Sewer Overflows (CSO) along the rivers in the city.

THE CHALLENGE

Combined Sewer Overflows (CSOs) are systems in some communities where rainfall runoff is combined with sanitary sewer flows and sent to a treatment facility, but during heavy rain events, a controlled discharge of combined rainwater and wastewater is released to receiving water bodies before treatment. These overflows must be closely monitored and reported to regulatory agencies, and the State of Massachusetts requires public notification of each overflow event to protect public health. Springfield's CSO system contains 19 overflow locations and needed to automate the public notification process.

KEY POINTS

- Regulatory CSO discharge announcements were manual, resource intensive, and time sensitive.
- Aquasight implemented an automated solution that increased efficiency and accuracy of CSO event management.
- Springfield residents now have fast and accurate CSO event announcements so they can make informed public health decisions.



BENEFITS

Provide continuous flow monitoring of their 19 CSO structures, and automated public reporting of the information, to give an easy-to-use, map-based public notification platform for viewing CSO status in real-time. Additionally, the solution provides automated email subscription and notification to community subscribers every time a permitted discharge starts and after the overflow ceases.



The Aquasight ACE™ CSO Public Notification solution is a powerful, automated, and winning solution for the City, the public, and our partners.



SOLUTION

Aquasight effectively addressed the challenges faced by Springfield in efficiently and accurately informing the public about CSO discharge events and providing improved transparency and access to information.

01

ACE™ Platform

Aquasight added an additional module to its existing ACE™ system for streamlined integration.

02

Interactive CSO GIS Map

An interactive map of CSO sites was provided with access to metadata, and can be easily edited.

03

Automatic Notifications

Automatic notifications via email to community subscribers and embedded on the town's website when a discharge starts, stops, or continues after 8 hours.

RESULT

Efficiency Gain

Automation of the solution saves the City and ADS hours of work during each CSO overflow event.

24/7 Transparency

Provides complete transparency of event data and notifications 24 hours per day, every day.

Empowering Citizens

Empowers residents to make informed decisions on the use of public water bodies after rain events.