

# The Flow

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## New 2024 Hours

### REVISED OFFICE & WINDOW HOURS BEGIN IN 2024

Beginning on January 1, 2024, the Window and Front Door will **ONLY BE OPEN** Monday through Thursday from 1 PM until 4:30 PM and Fridays from 1 PM until 4:00 PM. The phones will continue to be staffed beginning at 8:00 AM each weekday.

The drive through payment drop box and night deposit will remain in place for payments.

In addition to in-person, invoice payments can be made in many ways including bank drafts that are seamless and free of charge. Information related to this can be found at our website [www.springfieldwater.org](http://www.springfieldwater.org)

### *Happy Holidays from the team at Springfield Water & Sewer!*

Merry Christmas & Season's Greetings!  
Wishing you all the happiness your holiday can hold! We hope you have a safe and relaxing holiday season.



### UPDATED CONTACT INFO:

2023 saw several changes within SWSC related to various technologies and those include: New billing software, an increase in the use of GIS (infrastructure mapping) and the beginning of installation of AMI water meters. Your water meter is directly linked to all of these technologies and your correct and complete contact information within our database is more important than ever.

With correct contact information, SWSC can contact you related to possible leaks, high usage, boil water advisories, and any notices that may be customer relevant. IF any of your contact information has changed or you just want to add to that or confirm its accuracy, please call the office or email [service@springfieldwater.org](mailto:service@springfieldwater.org) and provide your account number, name, address, phone and email address.



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 No



## Newsletter Signup

For those that prefer this newsletter in their INBOX and not an envelope, please sign up for paperless billing and then signup for email delivery of the newsletter, by scanning the QR Code or by going to:

[www.springfieldwater.org/news](http://www.springfieldwater.org/news)



## Retirements

SWSC announces the retirement of two valued employees.

**Mark McGrath** is retiring after 21 years of dedicated service as a full-time plant operator.

**Terry Hill** has been an exceptional member of the team for 22 years in the distribution system and plant operations.

SWSC thanks, congratulates and wishes them well and the customers in Springfield and Washington County should do the same.

## Looking for a Local Career?

The SWSC is seeking applications for the water department in the distribution and plant operation departments. Seeking a:

- Current Certified Operator for 2nd shift
- Operator Trainee
- Distribution Employee

These are all full-time positions with good pay and full benefits. Pre-employment drug testing required.

\*Please reach out to:  
[swsc@springfieldwater.org](mailto:swsc@springfieldwater.org) with expressions of interest and/or more information.



**2024**  
HAPPY NEW YEAR

*Springfield Water & Sewer  
Commision wishes you a  
happy, healthy and  
prosperous 2024.*