

# Working Together for Better Service

As we continue working together, Lebanon Water Works and Springfield Water and Sewer Commission want to remind you what this partnership means for customers:

## Enhanced Efficiency and Service

By coordinating technology, staff, and resources, both utilities are improving operations behind the scenes. This includes things such as:

- Integrated systems for billing, accounting, mapping, and SCADA operations
- Shared supervision of construction, operations, and maintenance
- Coordinated engineering, contractor oversight, and inspection for capital projects

## Investing in the Future

This partnership positions Lebanon Water Works and Springfield Water and Sewer Commission to pursue state and federal grant funding for replacing aging infrastructure. By sharing expertise and resources, both utilities are better prepared to meet complex regulatory and infrastructure challenges, ensuring long-term reliability for customers.

## What to Expect from This Newsletter

This newsletter is a shared communication for customers of both Lebanon Water Works and Springfield Water and Sewer Commission. It will serve as a reliable source of information related to services, operations, and projects affecting our communities.



## You can expect:

- Updates on projects impacting Lebanon, Springfield, and surrounding service areas
- Important reminders and billing-related notices
- Information about planned service interruptions or water shut-offs
- System updates, maintenance information, and conservation tips
- Helpful resources and opportunities to stay informed and engaged

Our goal is to provide clear, timely information so customers across both service areas can stay informed, plan ahead, and know what to expect.

Through continued collaboration and communication, we remain committed to providing efficient, reliable, and resilient water service to the communities we serve.

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**Working Together to  
 Improve Water  
 Quality & Service**

### Springfield Water & Sewer Commission

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