

(continued)

Right now, almost half of the DPW&P's annual sewer budget goes to wastewater treatment costs. As a result, Worcester's ratepayers have seen an almost 400% increase in sewer rates since 2004.

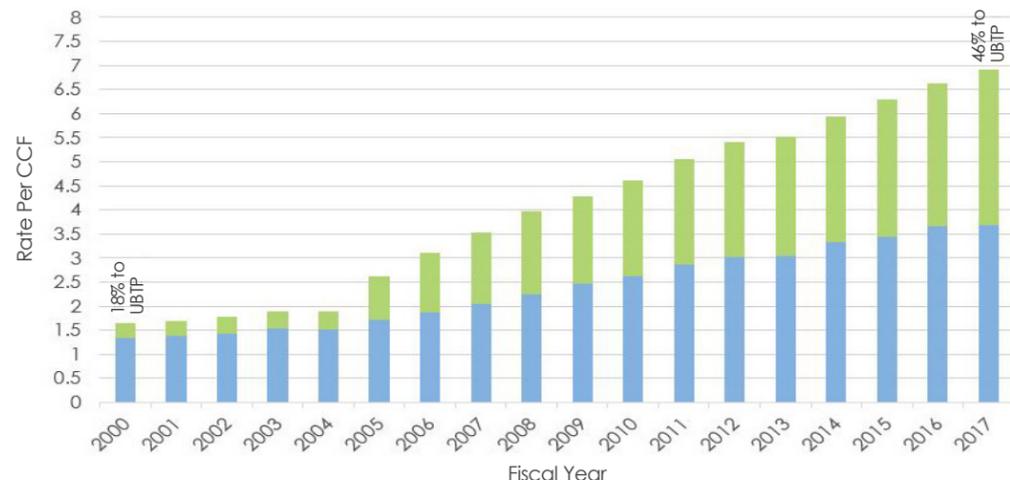
Rate increases can be managed through long-term planning.

DPW&P is formalizing its approach to affordably manage water resources to ensure the greatest benefit for the environment and our customers. This process will prioritize efforts that provide the

### WORCESTER SEWER RATES

- Portion of rate allocated to City infrastructure/utilities
- Portion of rate allocated to Upper Blackstone Treatment Plant (UBTP)

Approximately 400% increase over 14 years



most benefit and are more cost-effective, while still protecting the environment. This approach is called an:

## INTEGRATED WATER RESOURCES MANAGEMENT PLAN

or can also be called an **Integrated Plan**. We want **Clean Worcester Waters** for everyone!



### DPW&P: MANAGING YOUR WATER RESOURCES

Do you live, work or own a business in Worcester? If so, you depend on the Department of Public Works & Parks (DPW&P) to provide services essential to your daily life.

- **Treating and delivering** 8 billion gallons of clean water each year for drinking, cooking, producing goods and services, and fire protection.
- **Transporting wastewater** from your toilets, showers, sinks, washing machines, and production processes to the Upper Blackstone Treatment Plant before it is discharged into the Blackstone River.
- **Managing stormwater** that runs off streets, sidewalks and other hard surfaces when it rains and during snow melt.
- **Protecting** our rivers, lakes, and ponds from pollution.

**8 BILLION**  
GALLONS OF CLEAN WATER

equals

**1,500** Football Fields filled **12 FEET DEEP!**

### WHAT'S COMING NEXT?

DPW&P wants to hear from you! In spring 2018, we'll be reaching out to the public in a variety of ways to distribute educational materials and present our priorities for the **Integrated Plan**.



The **Integrated Plan** allows DPW&P to allocate limited resources to:

- Plan ahead to maintain high quality services
- Address multiple demands and needs
- Minimize impacts on the water and sewer rates you pay
- Protect your health and quality of life
- Balance both community and environmental benefits
- Foster continued economic growth



### DID YOU KNOW?

Worcester's wastewater makes up about **85% of the flow** to the Upper Blackstone Treatment Plant, so **85% of the costs** to operate, maintain, and upgrade the plant are paid by Worcester's residents and businesses. The treatment plant is one of the largest in New England serving 250,000 people in the greater Worcester area. Between 2004 and 2012, \$200 million was invested to upgrade the facility to comply with permit requirements. Regulators are seeking additional upgrades that could cost \$160 million.

**85% OF FLOW = 85% OF COSTS**



LEARN MORE:

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## BENEFITING THE COMMUNITY

DPW&P's essential services help protect your health and the environment, including the recreational areas you enjoy. They support Worcester's economy and continued growth. In addition to managing the City's water resources, DPW&P's professional, dedicated staff also take care of the City's parks, roadways, and removal of snow and trash.

All of these essential services benefit the City's 184,000 residents and over 13,000 businesses.

DPW&P provides critical services that many take for granted or know little about, as well as manages your water resources responsibly and affordably – homeowners, business owners, and world-class health care and biotech industry count on us.



## DID YOU KNOW?

Stormwater runoff occurs when rain falls onto hard surfaces, such as roofs and pavement, and drains to underground pipes via catch basins in the street. As it travels across the pavement, it picks up pollutants and carries them to local water bodies where it is discharged from the pipes through outfalls.

Worcester's area is 39 square miles and has 349 stormwater outfalls. By comparison, Boston is 48 square miles and only has 207 outfalls.



## A NEW REALITY

About one-third of Worcester's wastewater and stormwater systems were constructed *prior to 1900* and need to be updated. Renewing systems is necessary to maintain service and meet the needs of our residents and businesses.

Over the past 17 years, stricter federal and state environmental regulations have required DPW&P to devote more of its budget to wastewater treatment upgrades at the Upper Blackstone plant. This has left less money for updating 100-year-old pipes and maintaining the City's water resources systems to meet future needs.

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“DPW&P has many responsibilities that include providing essential water services to you and protecting the environment. Our mission is to provide reliable services and affordable rates.”

– Paul Moosey, DPW&P Commissioner

## A COMPLEX NETWORK OF WATER SYSTEMS

DPW&P manages complex water systems made up of numerous components. They include but are not limited to:

40

square miles of reservoir watershed outside City limits

10

drinking water reservoirs

1,285

miles of pipeline (equal to traveling from Worcester to Boston 27 times!)

30

dams

1

filtration plant that can treat 50 million gallons of drinking water per day

349

outfalls where stormwater is conveyed from your neighborhood & discharged to a local water body

41

pump stations to move water & wastewater from lower to higher elevations

16,000

catch basins (grates in streets & parking lots that collect rain & melting snow runoff from hard surfaces)

1

combined sewer overflow treatment facility to treat excess combined wastewater & stormwater

