



Town of Wilbraham

DEPARTMENT OF PUBLIC WORKS

240 Springfield Street

Wilbraham, Massachusetts 01095

(413) 596-2800 ext. 208

Dear Wilbraham Sewer Customer,

As a valued member of our community, we are reaching out to inform you about an important issue that is affecting our local wastewater system and could potentially impact your facility.

Recently, we have experienced a significant increase in sewer line blockages and pump failures due to the improper disposal of wipes, rags, and similar items. These materials do not break down like toilet paper and are causing serious problems within our sewer infrastructure. The consequences include costly repairs, operational disruptions, and increased expenses for all wastewater customers.

It is crucial to understand that wipes labeled as "flushable" are often not suitable for flushing. When these products are disposed of via toilets, they can accumulate in sewer lines and pumps, leading to clogs and backups. This not only affects the wastewater system but can also cause backups in your facility, leading to potential health hazards and additional costs.

To mitigate these issues, we kindly request your cooperation in adhering to the following guidelines:

- **Do not flush wipes, rags, or similar items down the toilet.** Instead, dispose of them in trash receptacles.
- **Educate your staff and residents** (for assisted living facilities) or families (for day cares) about the proper disposal of these materials.
- **Post signs** in restrooms and other relevant areas to remind everyone of the proper disposal practices.

By taking these simple steps, you will help protect the integrity of our wastewater system and avoid unnecessary expenses and disruptions.

If you have any questions or need further information, please do not hesitate to contact us at (413) 596-2800.