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CONTACTS:  Stephen Ryan (508) 893-7979  
Kirsten King (508) 893-7979

Pawtucket Water Supply Board Honored by the New England Water Works Association

HOLLISTON, Mass. – Pawtucket Water Supply Board (PWSB) received the Utility of the Year Award from the New England Water Works Association (NEWWA), the region’s largest and oldest not-for-profit organization of water works professionals.

This award recognizes utilities which have made significant improvements to the water system infrastructure, customer service, staff training, and/or operations to further protect public health of the customers it serves.

PWSB has demonstrated commitment to a comprehensive system-wide rehabilitation of its water system. They awarded the final contract of their comprehensive water system rehabilitation in the spring of 2016 and upon completion of this project in the spring of 2017, they will have completed the rehabilitation of a 260-mile transmission and distribution system. This will mean that all piping is either cement lined upon installation or has been cleaned and lined in the field. This utility has also made significant improvements in several areas of their customer service department, including the shift to monthly meter reading and billing.

The award was presented to James DeCelles, chief engineer of the Pawtucket Water Supply Board, on September 20, 2016, during the 135th NEWWA Annual Conference in Providence, Rhode Island.

The New England Water Works Association is a nonprofit, independent, member-driven organization dedicated to serving the region’s water works professionals and the public interest. It is the oldest and most active regional water works association in the United States. For more than a century, NEWWA has worked to improve and sustain public water supplies, protect public health and safety, and advance the water supply profession. Visit us at newwa.org.

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