Water Main Breaks

You won't hear the words "water main break" spoken too frequently at the Water Department. Just like you don't announce a no-hitter during the game – it's simply tempting fate just to say the words, and it seems all too often it has happened.

If a water main break does occur please immediately notify the Water Department at 978-692-5529 (if the break occurs during working hours of 7:00 am to 4:00 pm) or the Police Department at 978-692-2161 if it occurs after working hours. Signs of a main break include water bubbling up the in the street, low water pressure, discoloration, or reduced/no flow in your home or business.   After hours the Police Dispatcher will notify the Water Department on-call personnel who will immediately respond to the scene of the break. Our personnel will notify the police if it is a main break in order to inform subsequent callers.

The first thing the Water Department will do is to assess the situation and immediately begin isolating the affected area by shutting down the appropriate valves – resulting in temporary loss of water service to associated customers. The Water Department must focus on shutting off the water to limit costly property damage, prevent the loss of thousands or even millions of gallons of treated drinking water, and most importantly protecting public health by preventing contaminants from being introduced into the distribution system.

Please keep in mind that water main breaks are unplanned emergency situations, and cannot be foreseen.   The Water Department is very sensitive to the fact that it is a huge inconvenience to be without water service (we all use water too!), and our goal has always been to restore service as swiftly as possible.

Effective immediately, water main break information will be posted on the Water Department website (www.westfordma.gov/water) . You will also find this information posted on the Town Notices. Please be sure to sign up for Town Notices if you are interested in receiving this information.