



# Town Of Webster

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## Massachusetts

Est. 1832

## Infiltration and Inflow

### Quick Guide for Residents

#### Background

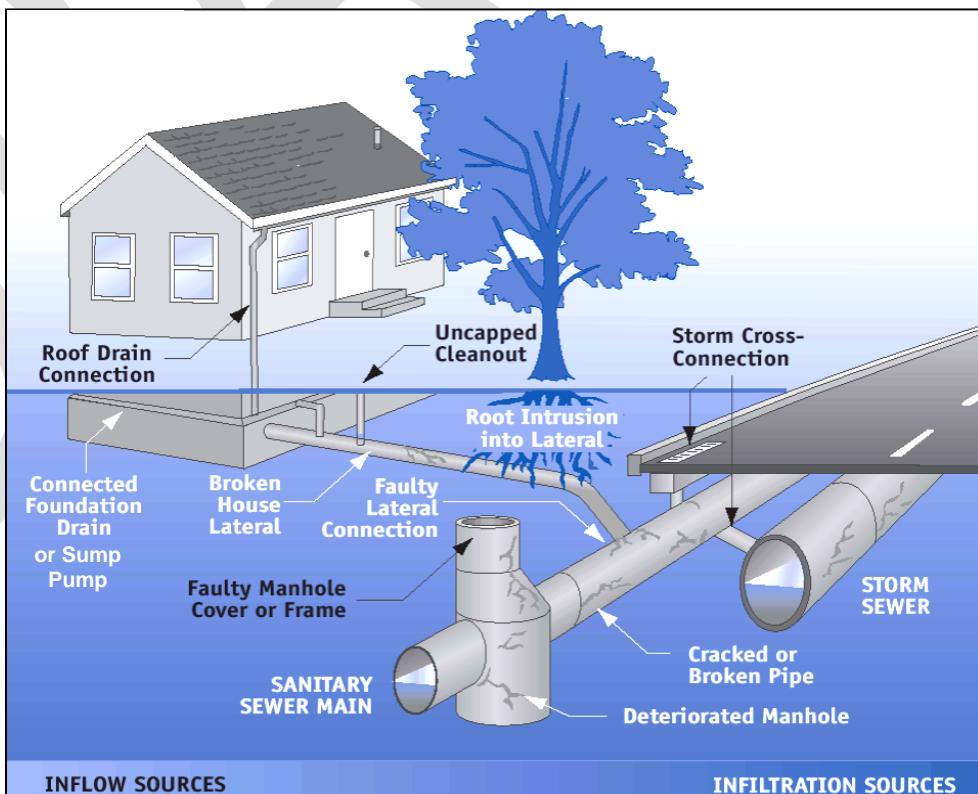
This flyer is intended to be used as a tool to educate Webster Sewer Customers on infiltration and inflow (I/I).

The Town of Webster operates and maintains a municipal wastewater collection system, which is comprised of approximately 69 miles of sewer mains along with 20 sewer pump stations and serves approximately 17,776 residents in the Town of Webster. Wastewater flows that enter the collection system are conveyed to the wastewater treatment facility (WWTF) for treatment and subsequent treated water discharge to the French River. As part of maintaining the collection system, the Town strives to minimize sources of problematic infiltration and inflow in the sewer system.

#### What is Infiltration and Inflow?

Wastewater entering the collection system is comprised of residential sanitary flow, non-residential sanitary flow, infiltration, and inflow. I/I are terms used to describe sources of "clear" water (typically groundwater and stormwater) that enter the collection system.

**Inflow** is water that enters the wastewater collection system through improper connections from sources such as catch basins, yard drains, roof leaders, and sump pumps. During rain events or periods of high groundwater these connections can contribute inflow to the collection system.



**Infiltration** is groundwater that enters the wastewater collection system through cracked or damaged sewer pipes and structures. Some examples of I/I sources are shown on the figure on the front page.

## Concerns Related to Infiltration and Inflow

When I/I enters the collection system, it must be conveyed and treated like sanitary wastewater, increasing conveyance and treatment costs. In addition, I/I entering the sewer system reduces the available sanitary flow capacity of the sewers, pumping stations and WWTF, which can shorten equipment life, and can impair performance of the WWTF. Significant I/I can also cause sanitary sewer backups and overflows, potentially impacting the public and the environment.

## **Webster I/I Reduction Plan**

The Town of Webster completed an I/I Analysis followed by a Sewer System Evaluation Survey (SSES) per MassDEP guidelines. Based on the recommendations from those reports the Town has completed 2 phases of a 3 phase Sewer Collections System Rehabilitation project and is in progress of Phase 3 which started August 2025 and is anticipated to be complete by February 2026.

## How can you help reduce I/I

A portion of I/I comes from privately owned portions of the collection system, to help minimize I/I into the collection system and in turn reduce system operating costs, Residents are encouraged to:

- Repair or replace broken or missing cleanout caps.
- Disconnect downspouts discharging to the sanitary sewer.
- If your home has a sump pump, make sure it does not discharge to the sanitary sewer.
- Disconnect driveway drains and foundation drains from the sanitary sewer.
- Have your home's service lateral inspected and make the recommended repairs.
- Plan your landscaping to avoid root intrusion into service laterals and sewer mains.

Any additional questions can be directed to the Town of Webster Sewer Department at 508-949-3800 extension 4014 or our webpage at <https://www.webster-ma.gov/545/Sewer-Department>.

