



Brookfield Water Department

**6 Central St.
Brookfield, MA 01506
Public Water Supply #2045000
508-867-2930 Ext. 17**

Notice to Brookfield Water Customer

July 17, 2026

As of 3:00 PM on Friday July 17, 2026, the Brookfield Public Drinking Water System will be transitioning from having a Town of Brookfield employee on staff Water Superintendent/Primary Operator to an interim contract agreement with East National Water Services LLC. to operate the Brookfield Public Drinking Water system. Brookfield water customers should continue to expect uninterrupted quality water and good customer service. The Water Commission will continue to explore operational options for the long-term operation of the system. East National Water will operate our system in compliance with all MA DEP Public Drinking Water standards and requirements.

Until we can develop a photo ID, each East National Water employee that will be employed to serve Brookfield will have a letter of introduction and carry his or her water operator's licenses and will be driving the Brookfield Water Department vehicle.

As in the past, any Brookfield water customer having questions about or requiring water services can call the Brookfield Water Department office at 508 867-2930 extension 17. After hour water needs will be handled through the Brookfield Police by calling the non-emergency phone 508 - 867-5570 or in an emergency by calling 911 or by calling Central Dispatch number 508-867-1170.

The Brookfield Water Office will be staffed by our Administrative Assistant, and the office hours are Monday and Wednesdays 10 AM – 4 PM. During the term of the contract, East National Water shall be responsible for water system operation and coverage 24/7 with their regular work hours between 8 AM and 4:30 PM Monday through Friday.

The Water Commission will continue to work toward finding a long-term solution to the Water Department operations, whether that be through an extended service contract agreement or by hiring a new Town of Brookfield employee to serve as the Superintendent/Primary Operator.

Brookfield Water Commission,
Donald R. Taft - Chairman



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