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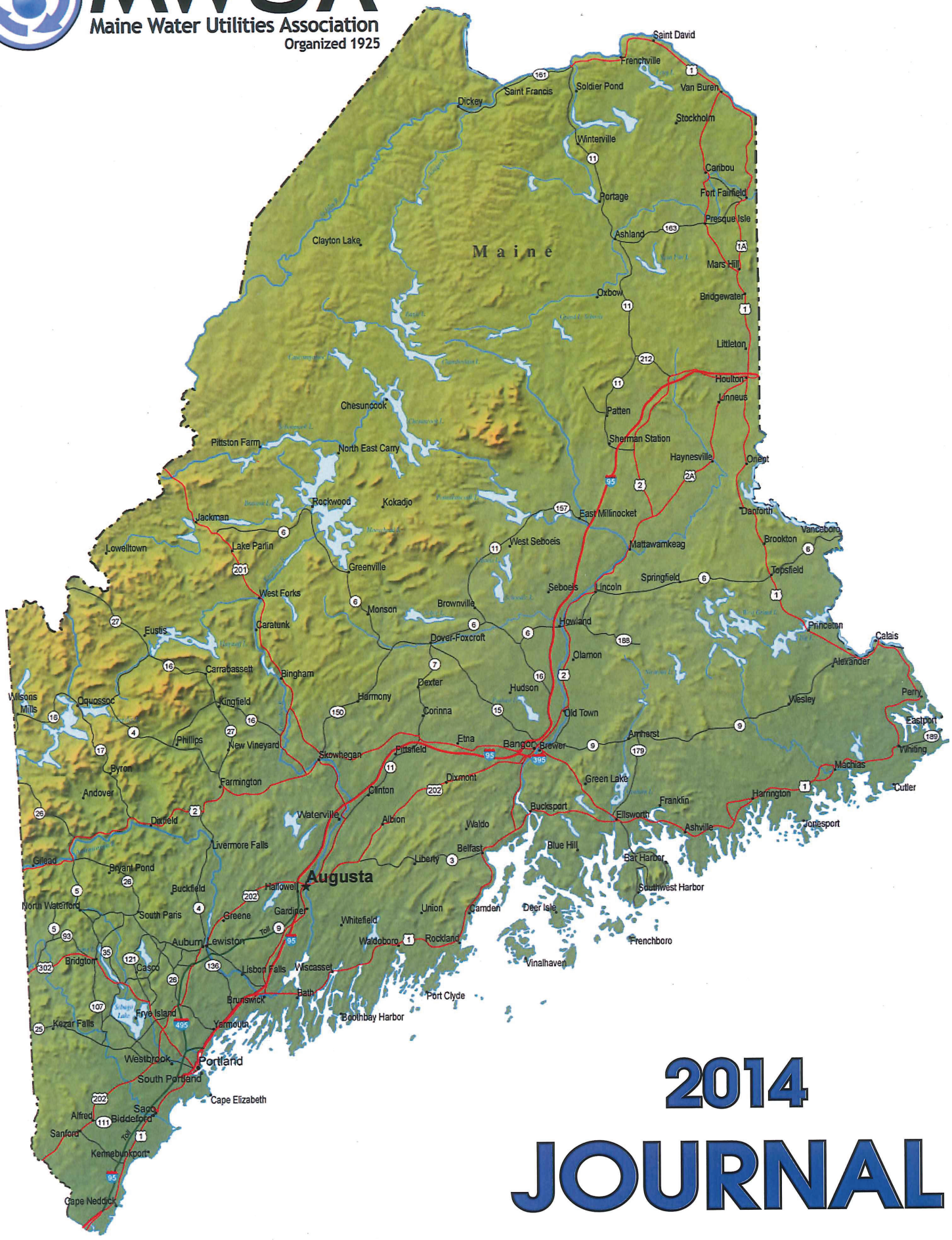

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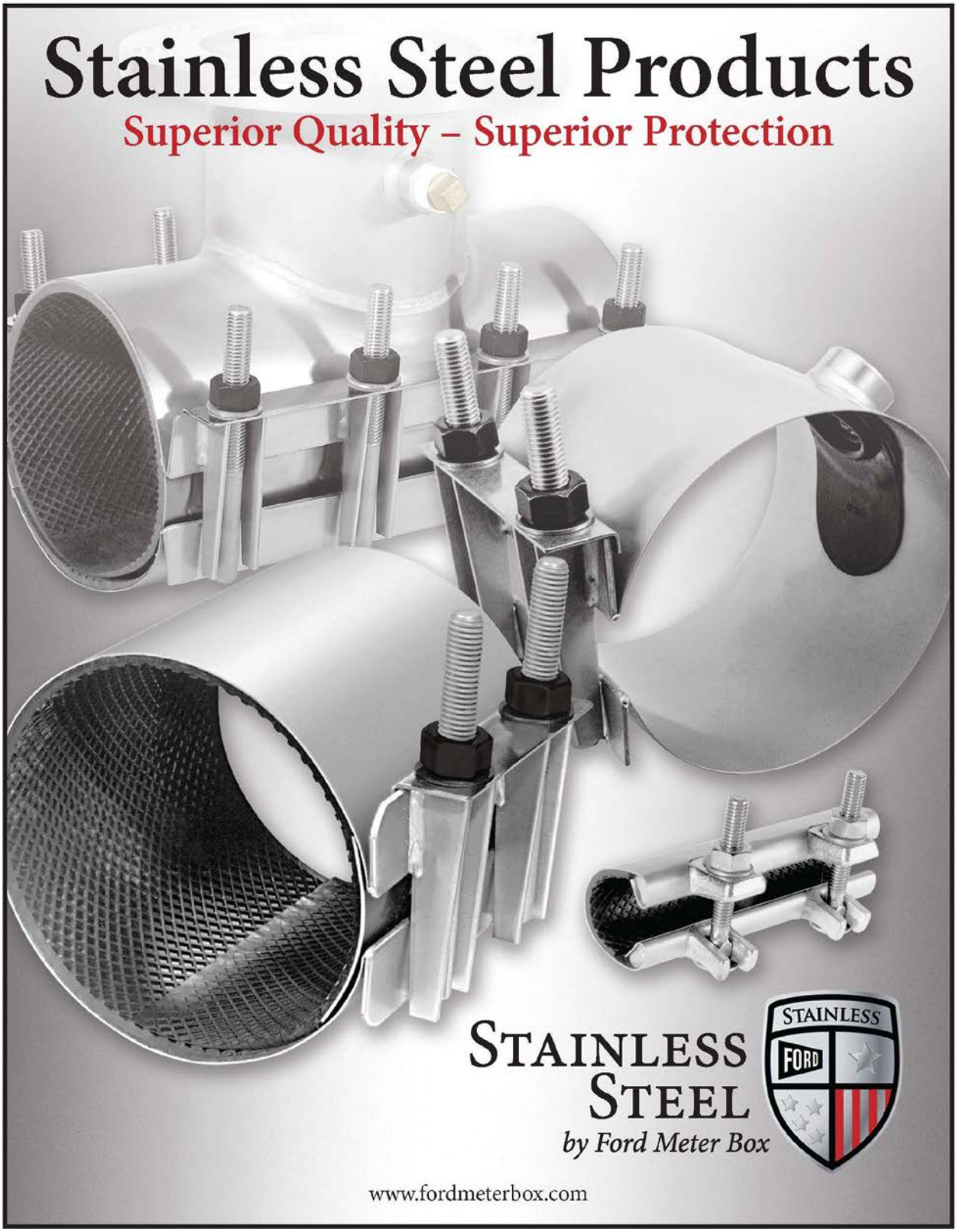
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Maine Water Utilities Association

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BILLS OF INTEREST TO THE WATER SUPPLY PROFESSION
SECOND REGULAR SESSION OF THE 126TH MAINE LEGISLATURE

The Second Regular Session of the 126th Maine Legislature was one where the association was successful in turning back some unfavorable initiatives. In addition MWUA, in concert with others, was able to address the Drinking Water and Clean Water State Revolving Fund match requirement shortfalls.

Dan Wells, Superintendent of the Winthrop Utilities District, once again served as Chair of the Legislative and Regulatory Affairs Committee. He, Executive Director McNelly, committee members and others dealt with a variety of issues. The outcomes of bills that the association actively lobbied, which includes many that had been carried over to the Second Session of the 126th, are detailed below.

LD 826 An Act to Eliminate the Opt-out Charges for Smart Meters was a carry-over bill. As originally printed, LD 826 would have prohibited a transmission and distribution utility from charging a customer a fee or a higher rate for declining the installation or for the removal of a wireless smart meter. The day of the hearing an amendment was proposed by the sponsor that broadened the definition of "smart meter" to include water meters.

The EUT Committee held a work session on the bill in January. At that time the Public Utilities Commission was conducting regulatory proceedings on a related docketed case. There were questions and concerns as to how a potential statutory amendment might affect their proceedings. The committee unanimously voted to report the bill out with an Ought Not to Pass recommendation.

LD 965 An Act to Improve Maine's Underground Facility Damage Prevention Program was a carry-over bill. The bill, submitted by the association, sought to create a Dig Safe Advisory Board and to also require that persons who own underground facilities and who are not Dig Safe system members register their facilities with the Public Utilities Commission and provide the commission with current 24-hour contact information for purposes of notification regarding excavations.

During the initial hearing, amendments to LD 965 were offered which proposed a makeup of an advisory board similar to two previous workgroups which almost solely focused on contractor convenience. Another provision of the amendment would have required mandatory Dig Safe system membership for all owners of underground facilities – or at least water and sewer systems and municipalities. Municipalities have historically been reluctant to embrace the concept of being required to join, and pay a portion of the costs of, a system that notifies them when someone is proposing to conduct excavation in their streets.

This bill had 15 work sessions; in addition there were numerous other meetings with the EUT Committee chairs and discussions with committee members. The association worked closely with the Maine Municipal Association and Maine WasteWater Control Association (now Maine Water Environment Association – NEWEA) on this bill.

The deliberations associated with LD 965 were usually challenging and, often, not pleasant. In the end it was not possible to craft a solution that met the needs/desires of all the parties. The Senate Chair of the committee asked the committee to report out a unanimous Ought Not to Pass recommendation and they did.

LD 1004 An Act to Clarify Voting Procedures for Standard Water Districts sought to clarify voting procedures for standard water districts. This bill would have clarified that secret ballot voting be the method to be used to enact or amend a standard district charter by referendum, to elect trustees or to establish or amend a debt limit by referendum, even if a municipality in which the standard district is located has not accepted this method of voting.

LD 1004 was carried over from the first session. Maine Rural Water Association and the Public Advocate testified in support. Maine Municipal Association testified in opposition, citing the fact that it would be a mandate on the municipalities that currently elect trustees, adopt charters and amendments, and approve debt limits from the floor of an open meeting, in that there would be increased costs of conducting a local election.

MMA also noted that it is becoming increasingly difficult for municipalities to find residents willing to run for local office and that the secret ballot process could make it nearly impossible to find last minute volunteers to serve on community boards. MMA also expressed the view that, by dictating one standard way to conduct these elections, LD 1004 would put the interest of the proponents of the bill ahead of those of the residents of the community who have rights under current law to establish the method of election. Ultimately, the EUT Committee reported the bill out with an Ought Not to Pass recommendation.

LD 1177 An Act to Implement the Recommendations from the Discontinued and Abandoned Roads and Stakeholder Group was a carry-over bill. A subcommittee of the State and Local Government Committee met throughout the summer of 2013 in an attempt to address issues associated with discontinued and abandoned roads, as set forth in LD 1177.

Deliberations on this bill proved to be very contentious.

There were a number of amendments. Key issues that proved to be problematic included a requirement that a municipality develop lists of all town ways that have been discontinued or abandoned, the process and time frames by which a municipal legislative body must vote on an order of discontinuance, retention of a public easement in a discontinued public way, and a provision that a person who causes damage to a discontinued or abandoned road in which a public easement exists commits a Class E crime.

The bill was engrossed in the Senate; it was in non-concurrence with the House. Ultimately LD 1177 was indefinitely postponed in the House.

LD 1455 An Act to Authorize a General Fund Bond Issue to Ensure Clean Water and Safe Communities was a carry-over bill. Originally the bill was a $50 million bond issue to accomplish a number of statewide environmental projects.

Ultimately the bill was amended to be a $10 million bond referendum. LD 1455 includes $1.8 million and $2.4 million in Drinking Water and Clean Water State Revolving Fund match funds, respectively. Of the remainder, $5.4 million will be used for public improvement projects including stream crossing or culvert upgrades and $ 0.4 million will be used to restore state wetlands.

Governor LePage chose to let LD 1455 become Public Law Chapter 589 without his signature and send it to the voters in November.

Approval of those funds, coupled with $1.0 Million that is in the 2015 Supplemental Budget (LD 1858), provides the Drinking Water and Clean Water requisite matches until the liquor contract revenues are sufficient to fully fund the annual match requirements. The Governor actually vetoed the 2015 Supplemental Budget; however the Legislature overrode that veto. Attainment of the matching funds was a collaborative effort of a broad based coalition, which included environmental, construction, business, water/wastewater, sportsmen’s and other interests.

LD 1532 An Act to Provide Model Language for Standard Sewer District Charters repealed the current chapter 12 in Title 38, governing sewer districts and created a model standard sewer district charter in statute. The bill adds assessments and supplemental charges to the definition of "rates" and clarifies that standard sewer district trustees must hold elections by secret ballot. LD 1532 removes the requirement that a registrar must be appointed by the trustees and that the trustees must set the registrar's salary; instead, it requires trustees to acquire a list of eligible voters. In addition the model charter adds a recall provision to the standard sewer district charter, makes it clear that a standard district, through its trustees, may contract with entities inside and outside the standard district's boundaries and adds a reference to the disconnection authority of multipurpose districts that are part of consumer-owned water utilities.

MWUA and MWWCA spent a considerable amount of time evaluating the impact of this bill. We expressed concerns associated with trustee elections and a provision that a local referendum be required (in addition to the referendum required to approve creation of the district) in order to grant lien authority. The committee heard those concerns, and amended the bill accordingly before voting it out of committee. LD 1532 was enacted by the full legislature as Public Law 555.

The impetus for LD 1619 An Act to Amend the Law Governing Conflicts of Interest with Respect to the Public Utilities Commission was a docketed case at the Public Utilities Commission concerning a proposed lease agreement and contract for bulk water sales between Fryeburg Water Company and Nestle Waters of North America. That investigation was suspended due to the lack of a quorum, resulting from the recusal of two of the Commissioners.

LD 1619, as originally printed, would have required the Governor to appoint a replacement for a member of the Public Utilities Commission whose recusal from a proceeding due to a conflict of interest prevented the Commission from having a quorum. That would have been accomplished via a lottery from a list maintained by the Governor of 5 qualified persons approved by the Energy, Utilities and Technology Committee. MWUA presented an amendment to LD 1619 which would have removed the lottery provision and replace it with a provision authorizing the Governor to make a temporary appointment of a former Public Utilities Commissioner or if none is available a former Supreme or Superior Court Justice.

Ultimately, that bill was vetoed by the Governor and he brought forth LD 1860 An Act to Provide for Temporary Commissioners at the Public Utilities Commission. This emergency legislation, which was enacted, authorizes the Governor to appoint, subject to confirmation by the Legislature, 3 individuals to be alternate commissioners of the Public Utilities Commission, on a case by case basis, whenever 2 or more commissioners, due to a conflict of interest, disability or other reason, are unable to serve in a proceeding, which results in the commission being unable to maintain a quorum. All appointed alternate commissioners must be retired judges or justices.

LD 1647 An Act to Make Changes to the So-called Dig Safe Law made a few changes to Chapter 895: Underground Facility Damage Prevention Requirements (the Dig Safe law). Excavators are required to re-notify the Dig Safe system when a proposed excavation or blasting commences or continues 60 calendar days after the initial notification or if the excavation or blasting will be expanded outside of the location originally specified in the notification. That re-notification is required for each successive 60-day period.

LD 1647 limits to single-family private residences the provision that excavators need not wait the 3 business days from the date of notification to commence the excavation; however, the excavator is liable for all damages to the underground facilities as a result of the excavation, if excavation occurs before the 3 days have passed.

The bill also directs the Public Utilities Commission to review the Chapter 895: Underground Facility Damage Prevention Requirements to identify ways to decrease the number of notices that do not necessitate or result in a marking.

LD 1694 An Act to Improve the Water Quality of Inland Waters would have appropriated $100,000 annually to the Department of Environmental Protection to provide $80,000 to the Maine Lakes Society in its implementation of the LakeSmart program and $20,000 for the purpose of analyzing the data gathered by the Maine Volunteer Lake Monitoring Program. This bill never had a hearing; the sponsor asked that the Environment and Natural Resources Committee to report the bill out as Ought Not to Pass, which they did.

LD 1744 An Act to Protect Maine Lakes sought to make a number of changes to the laws governing the DEP's Lakes Assessment and Protection Program. There was extensive testimony at the public hearing. The Environment and Natural Resources Committee was divided on the issue, in that they reported out a majority report and two minority reports.

The issues of concern included education, the monitoring of lakes and conducting research, compliance monitoring and enforcement, water quality and habitat protection, restoration and maintenance; and partnerships. Also contemplated was a restriction on the use of fertilizers proximate to surface waters.

The bill also would have appropriated $40,000 to the DEP to provide to the Maine Lakes Society for implementation of the LakeSmart program as well as $20,000 for the purpose of managing and analyzing data gathered by the Maine Volunteer Lake Monitoring Program and $10,000 to Maine JETCC

for training purposes. Ultimately the bill died; however some of funding was secured via a separate appropriations vehicle.

LD 1755 An Act to Amend the Mandatory Shoreland Zoning Laws to Exclude Subsurface Waste Water Disposal Systems from the Definition of "Structure" was heard before the Environment and Natural Resources Committee. That bill was amended and given a new title. The amendment retains the provision of the bill that excludes subsurface waste water disposal systems from the definition of "structure" in the laws governing shoreland zoning but adds provisions to exclude geothermal heat exchange wells and wells or water wells from the definition. The amended bill received a unanimous endorsement and ultimately it was enacted as LD 489.

LD 1784 An Act To Reform Regulation of Consumer-owned Water Utilities contained the necessary changes to law for the Public Utilities Commission to implement its plan to reform the regulation of consumer-owned water utilities. LD 1784 would allow the Commission to grant exemptions from all or specified portions of Title 35-A to individual consumer-owned water utilities or a class of consumer-owned water utilities. An exemption would have to be granted in accordance with rules adopted by the commission. The exemption would have to be in the public interest and could not result in unjust or unreasonable rates or have a negative impact on the provision of safe, adequate and reliable service. MWUA, and many others, supported an amendment offered by the Southern Maine Regional Water Council. That amendment, the product of meetings of the water supply profession over several months, was viewed as an alternative to LD 1784 that provided greater predictability of outcome.

In the work session the Energy Utilities and Technology Committee chose to use the Commission approach. A number of issues were discussed during the work session, including whether there should be a public hearing associated with a request for exemption(s), whether the status quo should be maintained on consumer complaints/protection, rescission of exemptions, continuation of the annual Commission assessments, and other issues. The Public Advocate, after characterizing consumer owned water utilities in a very unfavorable light, was successful in convincing the committee to add a list of exceptions to the exemptions the Commission could grant. The bill was enacted as Public Law 573

LD 1809 An Act Concerning Meetings of Public Bodies Using Communications Technology sought to prohibit the use of telephonic, video, electronic or other similar means of communication to conduct public proceedings of elected public bodies of municipalities, quasi-municipal entities and school administrative units, but allow nonelected public bodies of municipalities, quasi-municipalities and school administrative units to do so only if specific requirements were met.

An amendment, in addition to changing the title, would have limited the application of the bill to the governing bodies of water, sewer or sanitary services if the governing bodies adopt policies that meet specified requirements. An additional amendment “carve out” would have expressly allowed a member of the Loring Development Authority of Maine or the Midcoast Regional Redevelopment Authority who is not physically present at a meeting but who is participating through combined audio and video means of communication to be considered present for purposes of establishing a quorum and to participate and vote in all proceedings of the authority.

For various reasons, MWUA, MWWCA and the Maine Municipal Association all opposed the bill and the amendments. The bill was enacted in both bodies of the Legislature. However, as the session drew to a close, Governor LePage vetoed the bill and the veto was sustained.

In response to the rapid expansion of gas facilities in many areas, the association unsuccessfully attempted to submit an after-deadline bill to enact more comprehensive design and installation standards for natural gas infrastructure. Meetings have been held with legislative leadership and it is expected that there will be conversations with the natural gas representatives in an attempt to develop standards that provide existing utilities better protection.

Accessing the Maine Legislature Website

The Maine Legislature website: **http://www.maine.gov/legis/** is a useful source of information. It is a relatively straightforward process to monitor and track legislation, and access the Constitution, state laws and other information.

2014 President Jefferson Longfellow

CONFERENCE NO. 527 JUNE 13, 2013 CARIBOU

Introduction and Welcome to Caribou

Austin Bleess, Caribou City Manager

Thank you for coming up to Caribou; I know it's quite a jaunt for some of you. We're proud of Caribou and everything we have to offer here. Hopefully some of you will be able to get out and enjoy some of the great outdoor adventures that we have to offer. We have a lot going for us right now, many prospective projects on the horizon. We have a community revitalization process in place and we're excited about that. This is a new adventure for me, coming from Minnesota, but it is fun. There are a lot of good people up here to work with.

Alan does a great job with the utilities district.

They gave me ten minutes to speak. I'm not sure what else to talk about unless you want to hear about how I was born on a cold, snowy day.

Thanks for coming to Caribou. We appreciate your attendance. Check out the downtown, there's a lot to see. Have a great meeting.

Overview of Caribou Utilities District

Alan Hitchcock, General Manager, Caribou Utilities District

Welcome to Caribou. As Austin said, several of you are local, but a few of you are not. We appreciate the folks who have to travel. We're glad to see you up here and it's a sunny day, so that's real nice.

I'm going to give you a quick history of our water system here in Caribou. The water company was originally chartered in 1887. Within 2 years, they changed the name, from the Caribou Water Company, to the Caribou Water, Light, and Power Company. In 1889 they first began construction of the water mains, as well as the dam and the hydro station.

In 1905, the Caribou Sewer Company was chartered. Both these companies were private companies that were started by investors who put their own money on the line, as was probably the situation for most of the original water companies in Maine.

Both of the systems expanded from 1900 into the 1940's. In 1941, the Caribou Water Works was sold to General Water Works and the power portion of the company was sold to Maine Public Service in Presque Isle. That year they also built the first filter plant. Previously the water had been drawn from the river and distributed to customers unfiltered.

In 1945, the utilities district was chartered with the rights to buy either or both the water and the sewer companies. They initially bought the sewer company and they negotiated the purchase of the water company from then until 1989. Loring Air Force Base was built here in the late 1940's. Caribou was one of the communities where there was an expansion of housing going on at that time, so we had an expansion in our residential area.

Again, in 1989 the district purchased the water company; since then we have operated both the water and sewer divisions. Our most recent initiative was in 2006 when we drilled two new wells and built a new treatment plant that's located on the river. We ran both the wells and the plant for about 4 months and then we abandoned the filter plant. It's no longer in operation.

In 1905 they began to install the sewer system in town, and all that sewage went directly to the river. There was no treatment whatsoever, as was the case in most other communities. In the 1920's they began to add chlorine gas to the water for treatment and in 1941 they commenced construction of the treatment plant. That went online in late 1941/42.

From 1945 through 2003, we had 3 different potato plants operating here in Caribou. We had 2 frozen french fry plants at various times and a starch factory. They were large industrial customers. They used plenty of water and they also had a lot of sewage treatment issues. In 1962, the sewer treatment plant was built and in 2003 the last potato plant closed in Caribou.

Atlantic salmon used to run up and down the St. John and up the Aroostook River. Ours was one of the first dams built and the salmon at that time were still trying to run up the river. They did build a fishway, which helped a lot, but when they built the Tinker Dam just downstream on the St. John River, that changed the salmon run forever. Even though the Canadians have since built several dams on the St. John and have installed fishways, the Atlantic salmon fishery has never really recovered from that. They're reintroducing salmon all the time but the salmon, I think, have lost their way.

Caribou was historically known as a major potato shipper. We had 3 railroads operating in the city from 1878. The Canadian Pacific first came to Caribou and then to Presque Isle and potatoes were shipped all over the country at that time. In 1892, the Bangor & Aroostook Railroad came to Caribou. A little later, in 1905, the Aroostook Valley Railroad came into existence. This was originally an electric railroad which served just the local area: Presque Isle, Washburn, Caribou, and the New Sweden area. All three railroads were interconnected from 1910 until the 60's and were used to ship potatoes.

Caribou shipped more cars of potatoes than any other US town or city. Sometimes Caribou and Fort Fairfield have vied over that distinction, but it's hard to believe the tremendous amount of potatoes these two towns have actually shipped over the years.

In 1945, one of the first French fry plants in the United States was built here in Caribou. The inventor of the frozen French fry is from Caribou Maine.

The history of potato shipping is pretty interesting. One of these slides shows them loading ice into the rail cars in order to cool the potatoes as they shipped them in the warmer months. They used charcoal in the bunkers of the cars in the winter months to keep them heated so they wouldn't freeze on the way to Boston. As agriculture started they used horses, then we went to barrels and trucks and now we have the harvesters.

Bill Gahagan is pictured here during the mid-1920s on his farm along the East Presque Isle Road in Caribou. *Courtesy of Mavis Gahagan.*

At one time there were at least a hundred potato storages along the Caribou rail yard, located down on Limestone and Broadway Streets. Except for one or two, those are all gone - some by fire, some by demolition. Most were abandoned eventually because the shipping went from the railroad to trucks. Rail traffic is not non-existent, but it is pretty low today.

Now, I will turn to our current operational status. We have 1,800 water and sewer customers, 10 employees, and a little over 30 miles of water pipe. We operate 4 stand pipes, 2 in the center section of town and then 2 with booster pumps at the extreme north and south ends of town. Those other 2 are

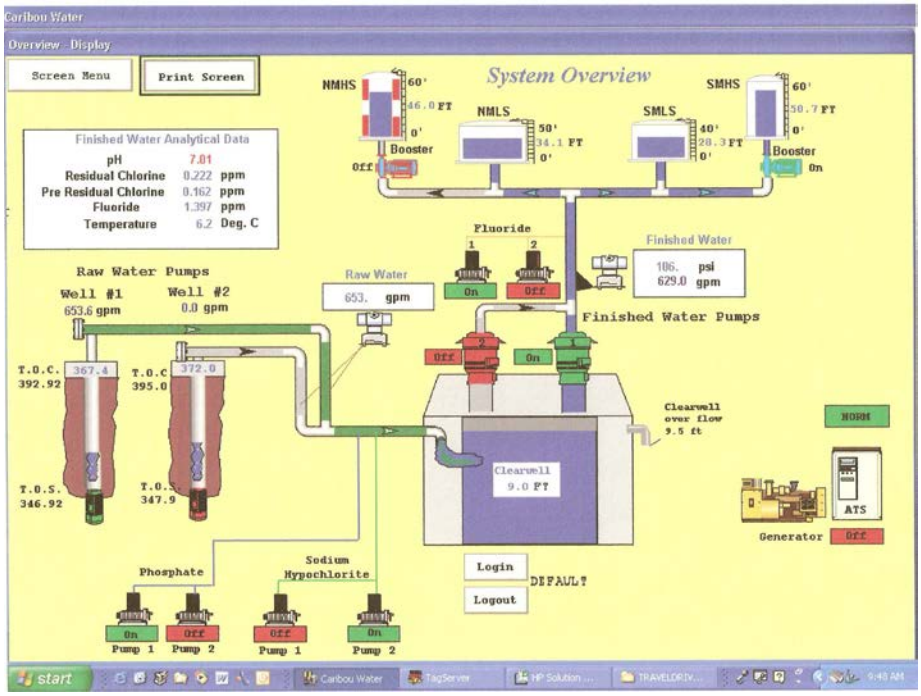
on a higher pressure zone. Our treatment plant is capable of pumping 2 million gallons per day (MGD). We typically pump less than that.

We also operate 45 miles of sewer pipe; we have 13 sewage pumping stations and a treatment facility with a 1.7 MGD operational capacity. The lagoons are 35 million gallons.

Our average daily water usage is roughly half a million gallons. That's down from about 1 to 1.2 MGD when I first came to work here, when some of the plants were still operating.

Our service area is the urban area of Caribou. We have 2 wells that we have been operating since 2006. They're about a half mile apart. They're both on the opposite side of the Aroostook River, are 55 feet deep, and they're natural gravel wells. We get very high quality water from those wells. It's a little harder than the water from the river. We have had a few customers complain about that, but overall the water quality is drastically improved.

Our treatment plant/pumping station basically has only 3 types of treatment. We add a small amount of chlorine, a small amount of fluoride and a low level of phosphate. We have a clear well in the basement. The building next to it houses our generator, which we brought up from our old filter plant. One bay houses the generator and the other bay is used for storage.



How our water plant operates, as depicted on this SCADA screen shot, is very similar to a lot of other plants, I think, in the area. We have 4 tanks, as the slide shows at the top. One of them is at the airport. Again, we have the 2 wells and 2 well pumps. 2 chemical pumps for each type of chemical and two high lift pumps. The generator is shown on the right side of the screen.

It's a pretty basic plant, actually, especially compared to the filter plant which was very complicated. There's somebody in the audience here who remembers that. I do want to recognize George Peters. Most of you know George, but you may not know he was in Caribou from the mid 70's until around 1989. He was the water manager here. I knew George back when I was a consultant and we worked together on a few projects. I'd also like to recognize Jan Murchison; she's the President of

our Board of Trustees and is here today. Jan and I worked together for many years, both when I was a consultant and then here at the district, so I'm glad to have her here as well.

With that I want to thank everyone very much for coming and I appreciate the Program Committee's efforts in putting this together. I know it's a lot of work.

Regulatory Update

Larry Girvan, Field Inspector & SRF Project Manager, Maine CDC Drinking Water Program

Good morning, I'm Larry Girvan, and I'm an engineer with the Maine Drinking Water Program.

When it was suggested that I provide the update for this meeting, I agreed to do so if some of the other staff would provide me with some information.

Program Director Roger Crouse wanted you to be aware of the Lead in Drinking Water Act. You're aware that the content of lead in plumbing fixtures, as of January 4, 2014, will be reduced from 8% down to 0.25%. It is our understanding that EPA is going to provide some guidance on that towards the end of the year, which should be helpful.

Secondly, the EPA is seeking to revise the Lead and Copper Rule. The proposed revisions are due in 2014, according to EPA; they may or may not meet that deadline.

We want to remind people that the Consumer Confidence Reports are due by the first of July. You must provide certification that those were delivered, no later than October 1st. You're aware that you are now allowed to provide electronic delivery for consumer confidence reports. AWWA has released a best-practices guide. We're thankful for that; it's on the awwa.org website.

We've been without 2 compliance officers for close to a year. We have finally filled those positions. Andy Tolman wanted you folks to know that he's going to retire later on this year, Also, Lindy Moceus, who is the compliance officer for this area, is also going to retire by the end of the year.

We will be working on revising the lab certification rules and the Rules Relating to Drinking Water this year. We currently don't have a certified lab up this way. It's unfortunate that the last one moved down state. If anybody's thinking about starting one up, I say go ahead. I think we could use one.

Norm Lamie wanted us to know that we believe we will get the state match for the Drinking Water State Revolving Fund. There are some delays. We have enough funds currently to fund 40% of the 2013 SRF projects, so we do have some projects that are on-going. We've been able to use repayment funds to do that. We also have enough money to fund the staff who are supported by the SRF program. I'm one of them, so I have a little bit of self-interest here.

The 2011 federal needs survey just came out. It's projected that Maine's infrastructure need is $1.14 Billion over the next 20 years. That's a lot of money, roughly $60 Million a year.

There's a lead fact sheet on our website, targeting the new lead rule. EPA has freed up some money for some free water operator training. If you know anybody that's interested in doing that, please contact Terry Trott.

Thanks to you folks who keep your licenses current and run our water systems and keep people healthy. Thanks very much.

Legislative Report – 126th Maine Legislature

Jeff McNelly - Executive Director

Good morning. We dealt with a great number of bills this past session. I'll run down through those as quickly as I can. I have some good stories and I'll try to weave those in.

Dan Wells is our Legislative and Regulatory Affairs Committee chair. He's the Superintendent of the Winthrop Utilities District. He's done a very good job. It has been a great help to me to have him assist in the legislative effort.

Editor's Note: a complete recap of all the bills that the association dealt with during the First Session of the 126th Maine Legislature can be found in the 2013 Journal of the Maine Water Utilities Association.

Management Candidate School Presentation

Robert Lento, Superintendent, Mars Hill Utility District

Good morning. I started with Mars Hill Utility District in 1999 as a waste water operator. After 10 years in that position the superintendent's job become available. I applied and was successful in being hired for it. Compared to the operator's job, the manager's position was a whole different animal. We were in the midst of a $3.5 million dollar construction project, and were dealing with related customer complaints and a lot of other issues. There were days when I wished I was still a waste water employee.

The Management Candidate School Program is put on by the Joint Environmental Training Coordinating Committee (JETCC) and is supported by the Maine Waste Water Control Association, the Maine Water Utilities Association, DEP, and the Drinking Water Program. In the fall of 2010 I received a flyer talking about the class; they were trying to recruit operators, managers, superintendents, and others who thought they might have an interest in management training.

It was a year-long course; once a month I had to travel to Bangor for the class. Benefits of the program include exposure to a lot of different organizations and individuals. As a manager, these are all helpful contacts. There are different speakers every month. At the end of the course we had an opportunity to job shadow at another facility.

This program provides a great source of information for you. I would encourage anyone who is interested to take the class, make those contacts and develop those friendships. For example I call Alan Hitchcock maybe once a month; he's been a great mentor for me, and a valuable source of information.

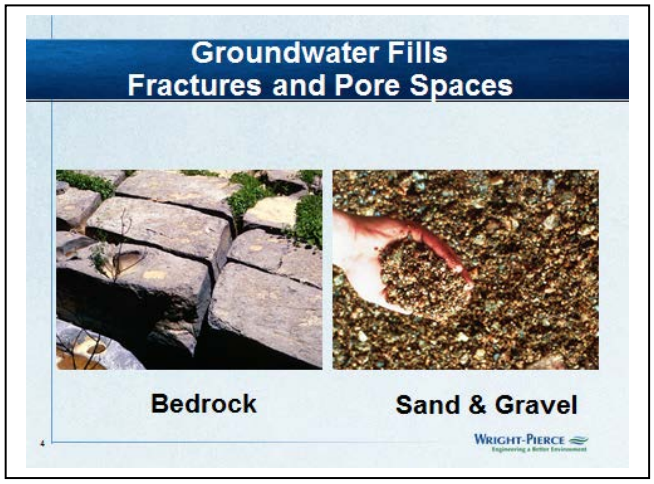
I encourage managers and superintendents to think about sending one of your operators to this class. Some of you might be retiring soon; there may be someone in your organization who might be a management candidate. If there are any questions about the school, I would be glad to try to answer them.

Understanding & Maintaining Your Groundwater Supply:
Managing Your System and Supply For Water Efficiency

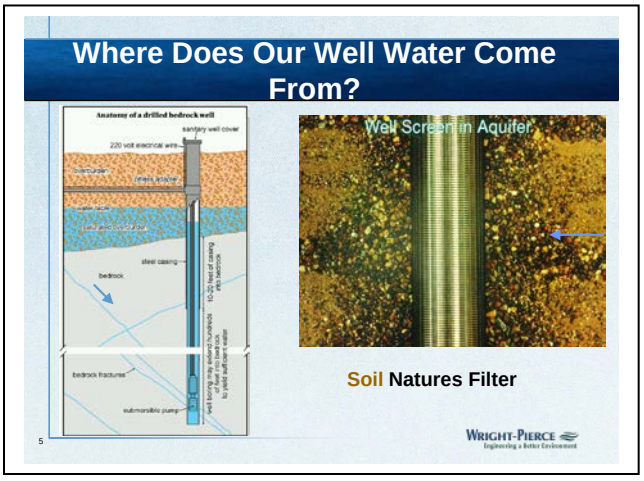
Gregory J. Smith, P.G, C.G., Hydrogeologist, Wright-Pierce

I'm going to focus on understanding and maintaining your ground water supply. To understand how we get our water, we first need to understand where it comes from. Basically all the water originates as precipitation. In some cases it'll land directly on bedrock, and go into a bedrock fractured aquifer, but in most cases, it's actually landing on the overburdened bedrock or directly over a sand and gravel aquifer. When you do a water budget you will find that only about 25% of that precipitation becomes available as ground water. Even though we get quite a bit of rain up here, it can be somewhat of a limited resource, especially in some areas.

We extract groundwater from the porous base of the rock or thin, sandy gravel. With a bedrock aquifer it's generally limited from a capacity standpoint, compared to a sand and gravel well. You can picture a sand and gravel aquifer being a bunch of glass beads that are all lined up; the spacing between those beads, which is generally about 25% of the volume, is actually groundwater.



Basically there are two main kinds of wells, bedrock wells and sand and gravel. A bedrock well has a pretty simple anatomy. What we have is a steel casing that's actually driven down to, and hopefully seated, at the top of the bedrock. That's really important, just from a water quality standpoint. You don't want water to be able to travel down those casings, and get in your boreholes. That can result in bacterial contamination. In a bedrock well, the water will actually travel through the overburden and then along the fracture zones.



In a gravel well, the water travels horizontally to the well bore, as opposed to more of a vertical component in a bedrock well. This slide depicts a stainless steel well screen that's been completely developed out. When we design one of these wells, what you want to do is evacuate a lot of the fine sand that's right around that well screen. What you'll end up with is mostly gravel, which is more effective in transmitting water. That results in a well that is more efficient; the more efficient your well is the less money it actually will cost in the long run.

One of the most important things that you operators are being charged with is making sure that nobody gets sick. You don't want to have any contaminants get into your well. The reasons why these wells work, and why people don't get sick, is because we have a natural filtration process. There can be several types of filtration at work in this situation. There is absorption, which is at the molecular level, where the soil particles have an electrical

charge that attracts impurities such as iron or manganese. Biodegradation is another process whereby microorganisms attenuate impurities. We also rely on physical straining, which is not unlike a slow sand filter that might be used on a surface water source.

One of the important things when you're siting a new well in Maine is to have at least a 150 foot setback from surface water. You can put a well within 150 feet of surface water, but you have to deal with micro particulate analysis (MPA) testing, and that will entail a significant regulatory testing regimen.

One thing you don't want to do when you're siting a well, is to have it in an area where there is aquifer material that's really open and transmits a lot of water. The problem is - it doesn't filter. You need to balance transmissivity and filtering.

Developing a well can be a long process. I've seen it take a number of years. And other times, if you want to fast-track it, it can take a year, depending on the situation, what state you're in, the regulatory hurdles, and available land. The first step is to look at available properties that you can and want to get on, review geological maps, and figure out where you think favorable exploration areas exist. Once you have done that you have to obtain permission to drill on these lands. Sometimes that can be the most challenging part of the project.

In the groundwater exploration phase, you determine what the resources are and see if you can meet the needs of the project by developing them. Typically the approach is to install small diameter test wells which are cost-effective. A pump test is run on these small wells; that enables us to predict the yield of a larger production well at that location.

After you've tested and located a good spot for a production well, the next step is to move in and drill a production well. That will involve a pumping test for regulatory purposes and it will include water quality testing. It’s good idea to communicate with the regulators in order to know what they require.

There are many different ways to design a well. There are a few general guidelines. Typically, the 48 inch well has become a bit of a dinosaur. It's really expensive and it doesn't clean out that well. It's a good well if you want to put it in a dump (landfill), with a lot of sand, if you need that large a well in order to pump a lot of water. Typically we're looking at 12-24 inch wells throughout most of Maine.

If you're talking about a bedrock well, depending on the yield, typically you're going to want anywhere between an 8 or 12 inch well.

A common misconception is that a bigger well means a lot more water, and that's not necessarily the case. The difference between a 12-inch and a 24-inch well is about a 10% increase in yield.

Once you have your well, you want to make sure that your well is operating the best it can and that it is a viable source for the future. There are a few key simple measures that you can take as operators to ensure that this is happening.

Probably the most important thing you need to be doing is measuring the water levels in your well. Track this over time so that you know what's going on in your well. Is it the same level this year, compared to this time last year, or is it pumping 10 feet lower now? Graph that up and look at the trends. You’ll really start to understand what's going on with your well.

It's a good idea to periodically check the amperage for noise in the bearing or listen for any noises that tell you if the bearings are going to go in your pump.

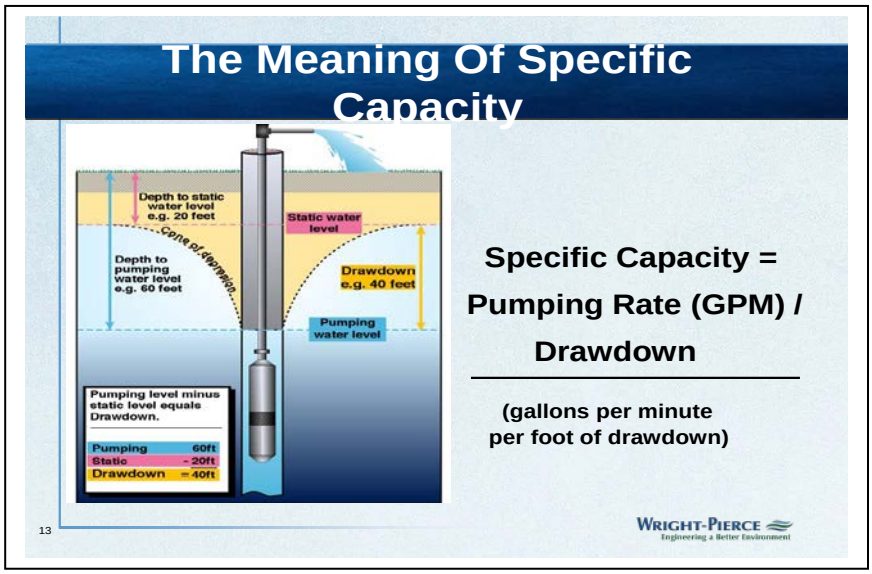
Another thing you should also do is inspect any meters you have and make sure they're calibrated. Meters can start reading lower than they actually should, so it's really important to know what kind of volumes are coming out of your systems.

Often operators do not know what they are pumping out into their system. One way to tell if your wells aren't performing as they should is to look at how long it takes to fill your storage tank. If your pump runs a lot longer than normal, that could indicate a major system inefficiency. Also, be aware of any odors (such as rotten egg smell) or other indication that the chemistry has changed.

These few things I have mentioned can give you a good hint as to what some of the problems may be. Also, it's always good to train others in your methodology; you're not going to be there forever - no matter what you think - and it's always good to have someone who can come in and operate that well.

I think that taking really good notes is important; I find that to be very helpful when somebody asks me to take a look at somebody else's information.

Worst-case scenario, what happens when the well runs dry? This is what you don't want to have happen as operators. So, if you didn't take good notes, and you have no clue as to what's going on, you probably can't figure it out. We have to start trying to get some information and to make an assessment of what the real problem is.



So, we need to take a look at the system and many times you have to literally stick your head down a mine and assess what's going on, i.e. camera your wells, check for loose wires, check the pumps, etc., in order to get your hands around what's going on. It's very important to not only measure water levels in your well, but also outside of your well. That can tell you a lot about what's really going on. If you don't have measurements outside of your well, you don't know if your well is experiencing a drop in efficiency or if the aquifer is actually dropping.

The most important number that you can generate is specific capacity. This is simply your pumping rate divided by your drawdown. Drawdown is basically your static water level, which in this example is 20 feet, minus your pumping water level (which is 60 feet) and that equates to 40 feet of drawdown. If you are pumping at 400 gallons a minute, 400 divided by 40 is going to give you a specific capacity of one hundred gallons per minute per foot of drawdown. This is basically the horsepower that your well has. It's a great way to track what's actually going on in your well. You can graph these numbers and I recommend doing that so that you can see what's actually going on in your well over time.

One of the things that happens is that well screens tend to get “gunked up”. When that happens, you'll have a water level in the aquifer that'll be higher than the pumping level in the pumping well; that means that your well efficiency is not as high as it should be. Our wells apparently have a little bit of inefficiency in them. This inefficiency will increase as this well screen gets compromised. There are a few things that can cause this to happen. You have silt and clay that tends to migrate in pumping conditions toward your well screen; this fills up the pore spaces and impedes the movement of water moving toward the well bore. A biofilm will develop because the water that is traveling towards the well experiences a change of velocity. A change in velocity basically means there's a pressure change and that pressure change can cause iron and manganese to come out of solution.

It's a complicated environment and it's kind of a site specific scenario, but you really want to be as far away from wetlands as you can, if at all possible. The water in wetlands can be very acidic and it actually has quite a bit of iron anomalies in it. That acidity will also mobilize naturally occurring minerals in the aquifer and send that to your well. Sometimes you just have to be in the suitable aquifer soils and go where the water is. In that case you may not have a choice as to how far you are from a wetland and then you have to deal with the iron.

One of the biggest problems is that people don't really want to spend the money to clean their wells. The frequency of cleaning wells depends on how much iron and other minerals you may have. One thing you shouldn't be doing is waiting until your specific capacity drops to 50% of its original value. Sometimes a cleaning will bring your well back to its original capacity and in that case you would be lucky. It is best to initiate cleaning when you have a 10-20% decline in specific capacity. I know this may not be economically viable for a lot of people but if you keep up on it, you'll have to clean it less

frequently and your well will last potentially for, who knows how long? It could be 50 years; I've seen wells that are that old.

Once you've identified that your well needs to get cleaned, how do we approach that? Basically, you want to make sure you use the correct types of acid.

We recommend not using polyphosphates. Those basically act as a soap and if you don't evacuate all of it, it can be a major food source. We recommend using a synthetic polymer. There are a number of different brands available that are marketed by companies. After you've cleaned your well and redeveloped it, you want to make sure you disinfect it properly. Typically you want to make sure you have 50 to 100 parts per million chlorine dosage. Typically we don't like using calcium hypochlorite. The calcium acts as a buffer and that can raise the pH to a point where your chlorine is not as effective as it could be. Once you get out of the 6 to 6.5 range, you start seeing a dramatic drop in effectiveness of chlorine products. So, typically, we use standard bleach (sodium hypochlorite).

There are some things that can be done to sustain the yield of the well. You can construct the well screen in the shallow zone of the aquifer. I'm working on a project in Gardiner right now for a replacement well and during test well drilling, we saw that there was nice sand and gravel all the way down to about seven feet. Below that the materials was indicative of a reducing zone and so we didn't screen that, even though it was permeable sand and gravel.

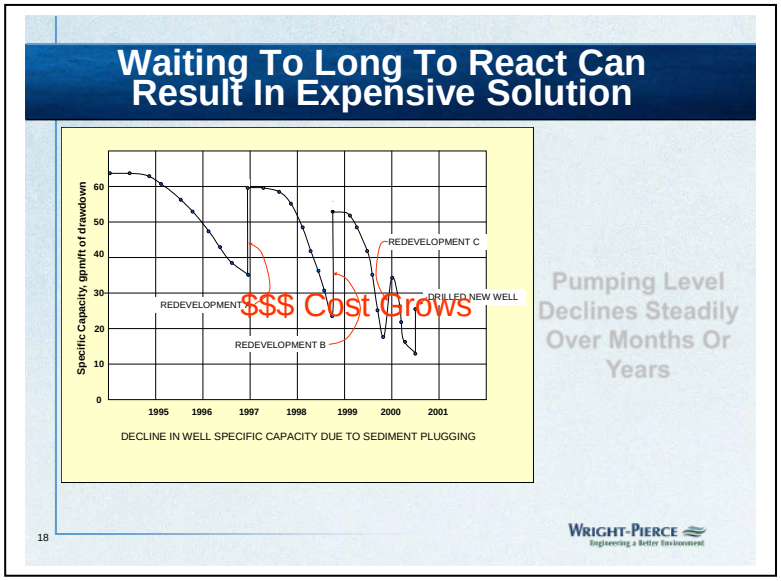
You can increase the screen slot opening. The larger the slot size you have, the lower the velocity will be at the screen interface. That's a positive thing, from a maintenance standpoint.

You can lower the pumping rates. Instead of pumping all your water in 3 hours, pump it over a 12 hour period or longer.

Cathodic protection is very important, as the integrity of the well will be compromised in a much shorter time than normal if you do not incorporate that into the design and construction of the well.

There can be benefits from spacing wells farther apart and as far as you can from surface water and wetlands. In Massachusetts we have a system where there are one or two wells with really high iron and manganese. They are cleaning them every six months. That's very expensive, so it's actually cost-effective for them to set up more of a well field and put in 4 or 5 wells and pump at much lower rates, around-the-clock. We have had really good results - cost savings - with that. As I said, pumping constantly at a steady flow rate can be a good way to manage a situation such as that.

As can be seen on this specific capacity graph, there is a general decline in capacity after each cleaning. If one waits longer than is prudent, eventually the well never comes back. At that point, you have to drill a new well and that's expensive. It's a lot more expensive than actually keeping up on your cleanings, especially if you have a contractor who has an effective cleaning method and you have them do that every time. That's a good way to maintain your well and make sure you don't lose that well and have to pay for a replacement well.



A well that has experienced a significant decline in specific capacity also impacts your pump efficiency. It is difficult to pump the amount of water you need, so you must resort to longer run times in order to supply your demand. That can result in a significant increase in power costs.

One thing that you really need to make sure of is that your wells have good integrity. Typically, a bedrock well will have a grout seal. These can crack and when that happens, surface water can get into

the well. I've seen it happen quite a few times. You want to make sure you inspect your well. Look at the well cap. Is it sealed up properly? Does it look like it has shifted or has been damaged in any way?

Make sure you have a redundancy plan. If one of your wells goes down and you don't have a viable backup, you're shot. You can't supply water. I know that some of you have the luxury of being able to connect to other systems, but if you don't have that option, you should really consider putting in a backup well - just a physical backup well. This can be done fairly cheaply. I know some of your systems don't have a lot of money, but it might be worth saving for if you don't have that set up.

Thank you.

Well Pump Maintenance

Gene Weeks, Sales Engineer, Blake Equipment Co.

Good morning.

The big maintenance questions are: when do I pull my pump and can I anticipate problems and act proactively?

There are various maintenance philosophies. One is a reactive philosophy - run a pump until it breaks and fix or replace it when it does. Another is preventative - use time based maintenance activities to make equipment last longer. With the predictive philosophy you use operating data to help predict the likelihood of a failure.

Gathering data fits into both the preventative and predictive maintenance categories. How does one determine what pump you need? That is a long term question to consider with your engineer.

It is prudent to gather on your well pump(s) data such as flow, pressure, amperage draw, voltage, vibration, and motor temperature. The nature and extent of alarms and Meg Ohm readings can all be useful information.

There are additional data that can be added, over time, to your base of information. You can add current sensors to your pump controls, install an accurate flowmeter, add a power monitor relay to your pump controls or add vibration monitors.

There are specific preventative maintenance protocols that you can adopt, if you have not already done so. Observe any unusual noises, vibrations, sights or smells. Check for leaks, especially around the packing or shaft seal. Lubricate the equipment, check controls and keep good records.

Use your SCADA system. Do you have backup? Paper records should be in a usable format and they need to be kept in a safe place.

Look for trends; know if data are trending up or down over time. For example, is your pump operating point moving off the curve? Is electricity use going up or is the amperage draw changing? Is your Meg Ohm reading going out of spec?

Analyze those trends and try to determine what could be causing the data trend. Is it possible to rule out some of the possible causes? Is the data trend indicative of a problem? Is the possible problem a short term issue or a long term issue? Can we address the problem without pulling the pump?

Pump issues are often motor issues. I encourage you to perform all electrical checks before pulling the pump. Check the voltage and amperage; check the Meg Ohm reading of the motor. Check the Hertz reading on the VFD and check the direction of rotation. Check anything else that you think might provide an indication of what could be wrong.

If you have to pull the pump, then what? Can we find out why the pump failed and make changes to prevent future failures? If we are able to determine the cause of failure, can we say that it was preventable or, at least, could it have been delayed?

It is important to consider whether you should have your well serviced while the pump is out.

Diagnose the problem if possible. If it is an electrical problem, what electrical change(s) can we make? The same approach holds true for mechanical problems – are there mechanical changes we can make? For hydraulic problems, what pump or system change(s) can we make?

Variable Frequency Drives (VFDs) are electronic devices that can change the frequency (Hertz) of the power supplied to an electric motor – such as a pump motor. The rotational speed of the motor is directly proportional to the Hertz. A VFD is usually used to control the speed of a motor. Why control the speed? Look to the Affinity Laws for the answer to that question. The Affinity Laws state:

Flow Varies directly with the speed
$Q1/Q2 = RPM1/RPM2$

Head varies as square of the speed
$H1/H2 = (RPM1/RPM2)^2$

Power varies as the cube of the speed
$HP1/HP2 = (RPM1/RPM2)^3$

I am going to present a couple of examples of how VFDs can save power - and money. The first example is a town that is flat, with 19,400 feet equivalent length of 8" PVC Pipe. The hydraulic conditions are as follows:

Flow (gpm)	Head Loss	Head (ft.)
850	1.11/100 ft.	215
700	.76/100 ft.	147
600	.58/100 ft.	112
500	.42/100 ft.	81
0	0	0

We can use the VFD to turn the pump down to 1200 rpm and end up with an estimated duty point of 630 gpm @ 95' total dynamic head. The hertz at 1200 rpm is about 40; which is (40/60), or 0.67 of the original. Our motor used to draw 55 horsepower (hp); now it draws: 55hp x (.67x.67x.67) = 16.5 hp

In the second example, the town has 104' of elevation change and 10,000 feet of 8" PVC pipe. We have the following hydraulic conditions:

Flow (gpm)	Head Loss	Head (ft.)
850	1.11	104+111=215
700	.76	104+76=180
600	.58	104+58=162
500	.42	104+42=146
0	0	104

We can use the VFD to turn down the speed to 1500 rpm and end up with an estimated duty point of 650 gpm @165' total dynamic head. The Hertz at 1500 rpm is about 50, which is (50/60), or 0.83 of the original. Our motor used to draw 55 hp; now it draws 55 x (.83 x .83 x .83) = 31 hp. We are pumping (650/850) = 76% of the water and using 31/55 = 56% of the horsepower.

So, in conclusion, much can be learned and gained by collecting and analyzing pump data. Problems can be predicted or avoided and efficiencies and cost savings can be realized. If you are not doing that, I would strongly encourage you to at least start somewhere and develop a program.

MAINE WATER UTILITIES ASSOCIATION 2014

August Golf Tournament

The 28th Annual Golf Tournament was held August 14, 2013 at the Val Halla Golf Course in Cumberland.

Annual Golf Tournament Results

1st Place Team	***2nd Place Team***	***3rd Place Team***
Porter Gervais	Robbie Chadwick	Dan Burdin
Brian McGuire	Gerry Last	Craig Douglas
Josh McGuire	Steve Prescott	Robbie Lockhart
Mike Pelkey	Rosie Santerre	Dewayne Taylor

Closest to Pin #3	***Closest to Pin #11***
Gerry Last	Greg Leighton
Men's Long Drive	***Women's Long Drive***
Peter Goodwin	Elaine Bridges

MWUA SINCERELY THANKS ALL OF ITS GOLF SPONSORS!

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Mueller Systems
New England Backflow
PPF
Quality Water Products
Tata & Howard, Inc.
Ted Berry Co. Inc.
Ti-Sales
US Pipe & Foundry
Verrill Dana
Weston & Sampson Engineers
Wise Company
Woodard & Curran, Inc.
Wright-Pierce Engineers

The August Clambake

For whatever reason, the Association always seems to be blessed with good weather for the clambake; once again, the sun shined down on the 2013 event. It's the President's job to line up the weather. They seem to be taking the task seriously.

Thank you, once again, to Brunswick & Topsham Water District for being wonderful hosts. We had a great turnout, and look forward to next year's annual festivities.

CONFERENCE NO. 529 OCTOBER 9, 2013 SEARSPORT

Welcome to Searsport

James Gillway Sr., Town Mgr., Representative to Maine Legislature

I have been working for the Town of Searsport for 27 years in many roles. Now I serve as the Town Manager and as the Representative for this legislative district. I want to talk today about the past, present and future of Searsport. This area was settled in 1670 and became a town in 1845. It was named after a wealthy landowner who summered here. At one time there were seventeen shipyards operating here. It became very important in trade. Sea captains here brought home many treasures. This led us to become the antique capital of Maine.

Presently we're seeing applications for building permits. We recently had a tank issue that you may be aware of. That application has been withdrawn. We have been given a permit to build a small tank. Irwin Fuels is going to be building a bio-diesel tank in this area. There is growth. New businesses are coming to Searsport. Welcome to Searsport.

Overview of Searsport Water District

Herb Kronholm, Superintendent, Searsport Water District

Good morning. Some of our trustees have joined us today: William Shorey, who has been Chairman of the Board since 1993, Larry Clark, who has been Clerk since 1999 and Bruce Mills, who has served as Treasurer since 2007. We also have with us Bruce Page, who has been foreman since 1985, Service Techs Tim Wilson and Adam Clark, Brenda Corbin, our Office Manager, and Kyle Anne Benson, our Office Assistant.

I would like to recognize the Searsport Bay Area Lions for the outstanding job in preparing the snacks and lunch for all of us here today. I want to thank James Gillway for his introduction this morning and I would also like to recognize and thank Senator Mike Thibodeau for being here today as well.

One hundred years ago, Stockton Springs, Maine was a thriving town with a population of over 2,000. By the year 1900, it boasted luxury resort hotels, a good harbor, the longest docks in the world and good railroad service; the area was expected to continue to grow. One problem was that there was no public water system. This posed a particular problem at the docks since the only fire protection came from a local hose company, and insurance rates were high for an area without an adequate water supply.

In March of 1905 a charter was obtained from the Maine Legislature for a water supply company in Stockton Springs and, in August of 1906, the Stockton Springs Water Company was formed.

The distributions system was designed by John J. Moore of Boston, Massachusetts, who specialized in gravity feed water systems. The Stockton Springs area was ideal for this kind of system. Half Moon Pond, only six miles from the center of town, was chosen as the source of supply. This spring-fed pond, which is half in Searsport and half in Prospect, covers an area of 175 acres, has an average depth of 25 feet and has 1.25 million gallons of water available daily. The elevation at the pond is 327 feet. An 8 inch cast iron main was laid from the pond to Stockton Springs, where a reservoir was built in

1906 at an elevation of 280 feet. A second reservoir was built in Searsport in 1909 at an elevation of 200 feet.

The reservoirs are similar in design and size. Each was dug by hand and constructed of earth and stone by a crew of Italian laborers. The reservoirs were uncovered, dish-shaped containers 100 feet in diameter and approximately 15 feet deep. The Stockton Springs reservoir had a capacity of 550,000 gallons, and the Searsport reservoir had a capacity of 500,000 gallons. Fire hydrants were installed and one local history book states that the "rushing water, sufficient to tear shingles from the roofs, when given full headway, creates a feeling of security among the property holders. In each trial, the means have proved adequate to the demand."

Searsport joined the Stockton Springs Water Supply Company in 1909, and the two towns comprised the area served by the company until 1932 when the Stockton Springs company was sold to the Penobscot Water Company of Orono, which was owned by General Water Works. The Searsport Water Company was formed in 1947 and, in 1957, became the Searsport Water District, a quasi-municipal corporation. In 1966, the Searsport Water District purchased the Stockton Springs Water Company and the two systems were combined into one district.

It is the responsibility of the Searsport Water District to provide adequate amounts of water which is potable, palatable and non-harmful to property to customers in Searsport and Stockton Springs.

The volume of water distributed by the District in 1976 was 144,000,000 gallons or nearly 400,000 gallons a day. Of this amount, approximately half is used for industrial purposes and half is for domestic use. The Delta Chemical Corporation in Searsport, which manufactures sulfuric acid and liquid alum, uses about 5,000,000 gallons a month. The other large users are the Bangor and Aroostook Railroad, which uses boilers to keep bunker C oil warm and sells water to the cargo ships which come into Searsport Harbor. These ships, especially those arriving from foreign ports, generally empty their water tanks at sea in order to take on local water, which is of a higher quality than that available in many ports. These ships would take on from 20,000-40,000 gallons each.

Improvements to this system have been possible due to a series of loans/grants. From 1988 to the present, projects financed this way have ranged from the replacement of uncovered reservoirs, the replacement of water mains, and construction of a new groundwater supply and pump station. In 2011 we were able to replace all residential meters in the system with new radio read meters. We were also able to install new meter setters, gate valves, and back flow devices as part of this replacement program.

Regulatory Update

Roger Crouse, Director, Maine Drinking Water Program

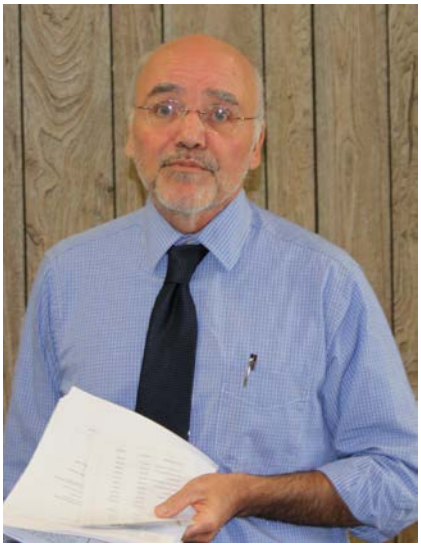
Under our SRF program we have received 48 project requests for a total of $24 million. This is down for the amount of dollars requested but up for the total number of projects. What Congress does will also affect this and our staffing. We received our state match for 2012/2013. We received our grant award in August. This money is being put to work. It pays for outreach, training and other things.

The state match for 2014 is unknown. The legislature adjourned without providing the mechanism for this match. They did fund the match for 2015 through the state liquor contract; however we do have a year gap.

We have had some staffing changes. Andy Tolman retired from the state in August. There is an opening for an ES3 lab position. The DEP has ramped up their efforts to make sure that all the data that comes to them comes from a certified lab. Therefore we have been inundated with a lot more lab requests creating the need for this position.

The Federal Lead Reduction Act takes effect in January. All of your product has to meet the new definition of lead free which is 0.25 %. There is information on our website. My advice is that seasonal meters are allowed as long as they are labeled as such. There is no need to throw away "good stuff".

The revised Coliform Rule is a ways off. It doesn't take effect until April of 2016. It will be implemented January 1st of 2016. There will be changes in how you deal with coliforms and who can make assessments.



Presentation of Revised Dues Schedule and 2014 Budget

Don Gobeil, President

The last newsletter outlined the new dues structure. We restructured the jump between steps in the old system. The new system has 17 steps. The goal of this process was to keep the system revenue neutral, not to increase dues but to streamline the steps. What we ended up with was much more equitable.

The budget for 2014 is up slightly to $394,883. There is no increase in dues for this year.

Nominating Committee Report

John Storer, Nominating Committee Chair

The Nominating Committee consists of the succeeding past five past presidents who are in good standing and who are not serving as Directors. There is a seven member board presently, with two vacancies for the coming year. Current Directors who want to serve a second term are given preferred consideration. By unanimous consent the committee nominated Alan Hitchcock from Caribou Utilities District, who will run for a second term, and Frank Kearny from Old Town Water District. There were no nominations from the floor. A motion to cease nominations was made and seconded and the motion passed.

Storer asked for a show of hands from voting members to elect the candidates. There was no oppositions and these Board members were congratulated.

Storer also informed the membership that the Nominating Committee is discussing the possibility of allowing an Associate member to serve as a member of the Board.

Natural Gas:
Expansion of Service Territory and Impacts on Water & Wastewater Utilities

Summit Natural Gas' Entry into the Gas Market: Potential Implications for Water and Wastewater Facilities

Stacey Fitts, Regulatory Manager, Summit Natural Gas

Summit Utilities, Inc. (SUI) is a leader in the natural gas utility industry through its strategy of expanding natural gas distribution service to un-served areas. SUI currently manages approximately $260M in assets through its subsidiaries in Colorado, Missouri and Maine. Summit is wholly-owned by the Infrastructure Investments Fund, a private equity fund advised by JP Morgan Asset Management

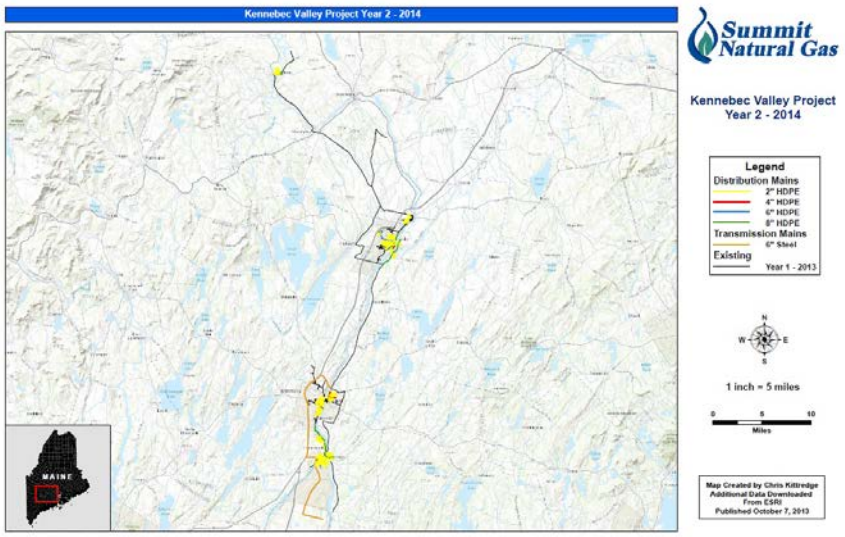
The Kennebec Valley Expansion includes 66 miles of 10", 8" and 6" steel pipeline, and up to 1500 miles of polyethylene distribution pipeline serving 15,000 customers (or more) within the first 4 years. Distribution systems are serving Augusta, Waterville, Winslow, Oakland, Madison, Skowhegan, Gardiner, Fairfield, Farmingdale, Hallowell, Norridgewock, and Richmond with 52,000 potential residential and commercial customers. Industrial customers include UPM, Sappi Paper Mill, Huhtamaki and other large users.

SNG – Maine is a regulated gas utility in Maine. This means that the Maine PUC oversees and regulates our rates and the terms and conditions under which we operate. Summit Natural Gas of Maine is committed to the safe and reliable delivery of natural gas. The safety of our customers and that of the general public is job #1. As the uncontrolled release of natural gas could result in situations hazardous to both life and property, our goal is to safely bring emergency situations under control, in the shortest time possible, and with minimal impact to our customers.

Natural gas is the most common gas fuel in this country. More than half of American homes use natural gas for heating and cooking Natural gas is installed in 60% of new homes and installed in CNG and LNG vehicles. Natural gas is composed of 70-95% methane. Ethane is a trace element and natural gas also may include propane, butane, carbon dioxide and nitrogen.

The primary hazard is flammability/combustion in confined spaces. Natural gas is odorless, non-toxic and colorless. Odorization is accomplished with the chemical Mercaptan at an odorization rate of 1/10th of 1% air. Mercaptan allows us to identify a gas leak before it becomes dangerous.

Our natural gas comes from the west and also from the line that comes in from the northeast. Where are we currently and where are we going in 2014? This map depicts our 2014 project goals.



The gas comes into our service territory via transmission mains to gate / metering stations, where the gas is filtered, metered, heated, odorized and monitored. From there it is distributed to our homes and businesses.

The following events are considered emergencies requiring immediate and effective response:

- Gas odor reported and/or gas detected inside a building,
- Fire located near or directly involving a pipeline facility,
- Explosion occurring near or directly involving a pipeline facility and
- Natural disaster

SNG has plans in place for such emergencies. During normal business hours all emergency calls will be taken on the company's normal phone lines. All calls will be answered by a company employee trained in the proper response to natural gas emergencies. The call will be classified as to its urgency. Any calls of gas odor, or escaping gas, will take top priority and will be responded to immediately.

Our after-hours coverage protocol is as follows:

- Designated company personnel will carry 24-hour devices, such as cell phones or pagers.
- After regular business hours company phone lines are answered by an answering service.
- The caller is given specific instructions:
    - If they are trying to report a gas emergency they are to leave the affected structure.
    - Go to a safe neighboring house.
    - Do not touch any light switches / make any phone calls
    - The answering service takes the information and calls the designated 24 hour emergency cell phone/pager number.
        - If a company employee does not respond within 10 minutes they are to call our 2nd (backup) "on-call" employee.
        - If there is still no response, the dispatcher shall begin calling from the company phone list.
        - If they cannot reach a local technician, the dispatcher should dial 911.

Thank you for your time. Are there any questions?

Maine DOT's Utility Accommodation Policy as it Relates to Permitting Gas Facilities

Tim Pelotte, Maine DOT Region 2 Utility Permit Administrator

Maine Statutes (Title 35-A Chapter 23) authorize the use of highway corridors for various forms of utility accommodation. Such accommodation is subject to the conditions and restrictions of the applicable licensing authority. Maine DOT, as a designated licensing authority, issues utility permits in the following areas:

- all State Highways outside of compact areas,
- all State-Aid Highways outside of compact areas,
- all controlled-access areas on state or state-aid highways, regardless of the compact limits and
- all state-owned or maintained bridges regardless of the compact limits.

Utility permits are defined as location permits or highway opening permits. Location permits provide legal authorization to locate a facility in a specific location within a highway corridor. Applications are typically submitted in the late planning or early design phase. Typically, there is no cost for a location permit.

Highway opening permits provides authorization to enter upon and excavate within the highway corridor. Applications are typically submitted in the late design or pre-construction phase. A 10% fee, based on the area impacted, is applicable. Larger projects will typically require an escrow.

All facilities constructed within the highway corridor must be permitted. There is 3 feet minimum depth, minimum horizontal clearance of 3 feet and minimum vertical clearance of 1 foot. Coordination with adjacent existing utilities for new utility construction is required. Note that a Dig Safe call is not considered coordination.

Typical application requirements include a signed application form, a general location map, specific location plans, traffic control plans and documentation of utility coordination.

A visit to the Maine DOT website gives access to the following resources: policies, rules and specifications, permit application forms, and Maine DOT's map viewer.

Bangor Water District's Experience With Gas

Rick Pershken, District Engineer, Bangor Water District

Bangor Gas came to Bangor in 1997. They started installing distribution main in Bangor in 2001. Initially they estimated 75% of the work would be open cut, and 25% of the installations would be via boring. Lately it seems like they are doing more boring. Installation involves about a 3 foot bury depth, the use of tracer wire and yellow PE pipe. There is minimal valving.

Initially, it appears that the BWD review process was sporadic, leading to a few instances where a gas main was installed almost directly above a water main. On July 1st, 2010, the BWD crew hit a 2" gas main on Mt. Hope Avenue. The gas line was clearly marked and we hand dug to locate the gas main. When the excavator was used to scrape "a little more off the top", we hit the gas main. Three homes were evacuated and the gas leak was contained after about an hour.

Follow up from that incident included emergency response training for natural gas, and hand digging all excavations within the safety zone.

Minimum federal safety standards, which are found at 49 C.F.R. § 192.325, state:

§ 92.325 Underground clearance.

- Each transmission line must be installed with at least 12 inches of clearance from any other underground structure not associated with the transmission line. If this clearance cannot be attained, the transmission line must be protected from damage that might result from the proximity of the other structure.
- Each main must be installed with enough clearance from any other underground structure to allow proper maintenance and to protect against damage that might result from proximity to other structures.

Chapter 420 of the Maine Public Utilities Commission (PUC) rules includes minimum cover and separation standards for mains and service lines. For mains in public right-of-ways the provisions are as follows:

> New or replaced mains located in public rights-of-way shall be installed with at least thirty-six (36) inches of cover, except where an obstruction prevents that installation depth or when pipe is inserted into existing pipe.

> Where there is interference with other subsurface structures, including other utilities, the pipe shall be laid at a clearance distance of not less than twelve (12) inches away from such structures unless adequate shielding is provided to protect the gas pipeline and the other utility.

In the PUC Dig Safe regulations, a safety zone is defined in the following way:

> An excavator may not use mechanical means of excavation when excavating within 18 inches in any direction of any marked underground facilities until the underground facilities have been exposed, except that mechanical means may be used, as necessary, for initial penetration and removal of pavement, rock or other materials requiring use of mechanical means of excavation. Once underground facilities have been exposed, further excavation must be performed employing reasonable precautions to avoid damage to the underground facilities …

The major issue for water utilities is the defined separation distance. There is a 12" minimum separation distance and a 18" exclusion zone. This means that the gas company could install gas main directly on top of our water main and be in compliance with regulations – we would need to hand dig in all of these areas!

In the spring of 2011, we started getting requests from surveyors to mark out over 18 miles of roads for Bangor Gas. We realized the existing regulations did not protect us and that these issues were not going away. We needed to coordinate directly with Bangor Gas and the City of Bangor. The city adopted regulations.

Bangor's Street opening permit reads as follows:

> It shall be unlawful for any person, firm or corporation to tunnel under or to make any excavation in any street, alley or other public place in the city without first having obtained a street opening permit from the City Engineering Department. All permits will be issued in accordance with the provisions of Title 23, Chapter 307, Subchapter II of the Maine Revised Statutes Annotated.

Bangor Water District's specifications for minimum separation from water mains, which are to be observed at all times unless otherwise directed by BWD personnel, are as follows:

Horizontal Separation

- Sanitary Sewers – refer to requirements in this section noted above
- Storm drains – 3 feet, face to face for mains, catch basins and drain manholes
- Gas mains – 6 feet, face to face
- Underground electric and telephone – 6 feet, face to face
- Utility Poles – 6 feet, face to face

Vertical Separation

- 18 inches for sewer
- 12 inches minimum, for all crossings

Minimum Separation from Water Services, which are to be observed at all times unless otherwise directed by BWD personnel, are as follows:

Horizontal Separation

- Storm drains – 3 feet, face to face for mains, catch basins and drain manholes
- Gas mains – 6 feet, face to face
- Underground electric and telephone – 6 feet, face to face
- Property lines – 10 feet,
- Sanitary sewer – 5 feet; if sanitary sewer service is laid 18 inches below water service, then an 18-inch horizontal separation is allowable
- Curb stops for multiple services – 18 inches
- Utility Poles – 6 feet

Minimum Separation from Hydrants, which are to be observed at all times unless otherwise directed by BWD personnel, are as follows:

Horizontal Separation

Gas mains – 3 feet behind hydrant (not allowed over hydrant branch)

Underground electric and telephone – 3 feet behind hydrant (not allowed over hydrant branch)

We requested a meeting with Bangor Gas and the City of Bangor, discussing our concerns. We all agreed that Bangor Water District would have a chance to review the city road opening permits and that we would turn all reviews around in one week. A weekly construction meeting was set up where all upcoming utility work is discussed.

The process has been in place for over two years now. Bangor Gas has been extremely cooperative and a pleasure to work with. Bangor Gas knows what we need and why we need it and they avoid conflict with our mains and customer services wherever possible. At the same time, Bangor Gas is a utility also, just like us. We need to understand their needs and work with them. We rarely need to kick back a plan with recommended changes.

MPUC Chapter 420 Compliance; Gas Leak or Line Rupture SOPs

Sam Murray, Unitil

The purpose of the leak grading system is to determine the degree or extent of the potential hazard resulting from gas leakage and to prescribe remedial actions. Each utility shall promptly respond to any notification of a gas leak or gas odor or any notification of damage to facilities by excavators or other outside sources.

Each utility shall ensure that leak grading is made only by those individuals who possess training, experience, and knowledge in the field of leak classification and investigation. The judgment of these individuals, based upon all pertinent information and a complete leakage investigation at the scene, shall form the basis for the leak grade determination.

The utility operator shall establish a leak repair priority based on its evaluation of the location and the magnitude of a leak. The utility operator shall assign a classification of leaks in accordance with this subsection. The operator shall immediately notify the fire department of the community involved of each Grade 1 leak found to exist in its pipeline system.

A Grade 1 leak is a leak that represents an existing or probable hazard to persons or property and requires prompt action, immediate repair, or continuous action until the conditions are no longer hazardous. A Grade 1 leak includes but is not limited to: any leak which, in the judgment of operating personnel at the scene, is regarded as an immediate hazard; escaping gas that has ignited; any indication of gas, which has migrated into or under a building or into a conduit or tunnel; any reading at the outside wall of a building or where gas would likely migrate to an outside wall; any reading of 70% lower explosive limit or greater in a confined space or small substructures; or any leak that can be heard, seen, or felt which is in a location that may endanger the general public or property.

A Grade 1 Leak requires the utility to take action immediately to eliminate the hazard and make repairs. The action may require one or more of the following: implementing an emergency plan, evacuation of premises, blocking off an area, rerouting traffic, eliminating the sources of ignition, venting the area, stopping the gas flow by closing valves or other means, and notifying emergency responders.

CONFERENCE NO. 530 DECEMBER 5, 2013 KENNEBUNKPORT

Welcome to Kennebunkport

Denise Clavette, Executive Director, Kennebunk-Kennebunkport-Arundel Chamber of Commerce

Maine's first historic district - Kennebunk Beach - attracts residents and tourists alike. Next to Kennebunk, Kennebunkport had a population of 3,474 in the 2010 census. Housing units are up about 14% representing a coastal phenomenon going on in the Southern Maine area, where year-around homes are being converted to seasonal rentals and seasonal housing. It's historically been a ship-building community and fishing village for well over a century, and the town has been a popular summer colony and a seaside tourist destination as well.

Dock Square has a district of souvenir shops, art galleries, seafood restaurants, and bed and breakfasts. Cape Porpoise, a fishing harbor, is a small village area with several restaurants, a church, grocery store, coffee shop, small library, and an art gallery. Kennebunkport has a reputation as a summer haven for affluent and wealthy folks that come to visit. Rachel Carson National Wildlife Refuge has a significant portion of lands in Kennebunkport northeast of Cape Porpoise and through Goose Rocks. I'm sure most of you have heard that the town of Kennebunkport won the case of Goose Rocks Beach litigation, so the public can in perpetuity have access to their beach.

Kennebunkport is the summer home for George H. W. Bush; it was built on Walkers Point by Bush's maternal grandfather George Herbert Walker. It has been a family home ever since.

The lesser known town of Arundel had a population of 4,922 at the 2010 census. Fishing was a prominent livelihood of these early residents, and boat building was a major trade as well. These early industries thrived along the Kennebunk River well into the 1800s and early 1900s. Boat building schools and boat yards still boast success to this day. In the past thirty years, it has transformed from a rural town of dairy farmers to a "suburban" community for workers in neighboring areas.

Last, but not least, the Kennebunk-Kennebunkport-Arundel Chamber of Commerce is a membership organization of about 420 businesses to date, and we are growing. Every month we have a few new members coming on board. Our Mission: "We are a business association committed to supporting the economic success of member businesses and promoting economic vitality in the communities we serve". We have an office and tourism information center located in Kennebunk.

So come back and join us–we entertain many cruise ships and motor coaches. Christmas Prelude begins today, so if you have time, get out to the shops and enjoy the greenery and the lights. Thank you.

Welcome & Overview of Kennebunk, Kennebunkport & Wells Water District

Norm Labbe, Superintendent, Kennebunk, Kennebunkport & Wells Water District

Welcome to Kennebunk, Kennebunkport & Wells Water District. In the past we've had many December meetings here. Way back when, Al Packard was the former president of the Association, then Dave Sweet, then me, and now Don Gobiel, and who knows who else later on. There will be a few more, I'm sure. It's a great place, as you might have gleaned from Denise Clavette. We've got a wide variety of things going on here – we're primary residential with some industrial. Before we get into the water district, there are a few introductions. As you know, it's all about people, and without good people you won't have a good organization. So we're going to start out with our Trustees, two of whom are here today. Our current president, Jim Burrows, has been with us for about 25 years continually. And to his

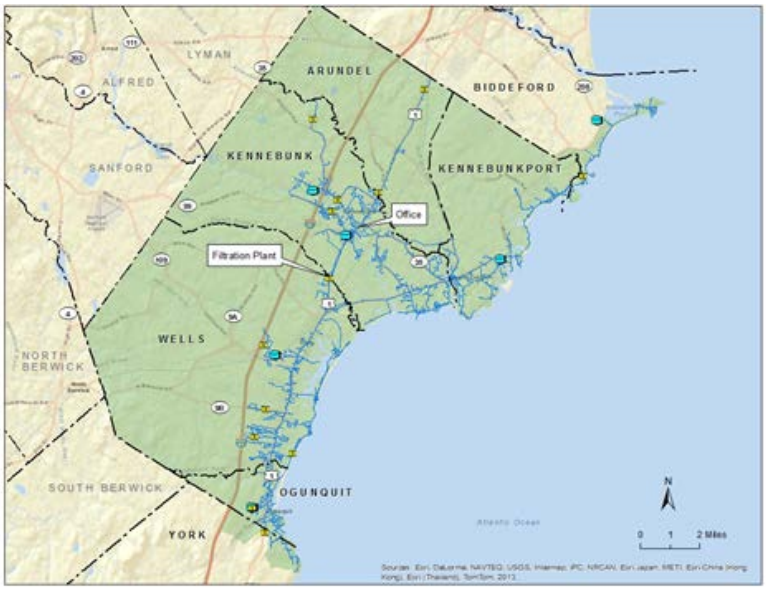
right is Richard Littlefield. He's a great guy – the only thing that he might have regretted to this day is that 30 years ago, he hired me. He's been on the board for over 30 years, off and on. The other two board members – Tom Oliver from Wells and Bob Emmons from Kennebunk can't make it today. Tom's been on the board about 15 years and Bob, about 10 years.

About a quarter of the room is filled with KKW people, that's why we have such a great turnout today. Don said "get those numbers up – I'm the President, I want a good meeting". So, since we have succession planning later in the morning, I thought I'd start out with the least senior people first. Our newest employee is Cathy McLeod. Justin Richardson's been with us for 5 years. We all know Justin; he's putting on the program today. We stole him from Wright-Pierce 5 years ago, and we're quite happy about that. Scott Minor has been here for 8 years. We all know Scott, also a past president of the association, there's probably a few more in the crowd here. Cindy Rounds, our administrative assistant, tries to keep us all straight in the office. Wayne Brockway, our treasurer keeps the money flowing. Cathy works with him, as she is the accountant.

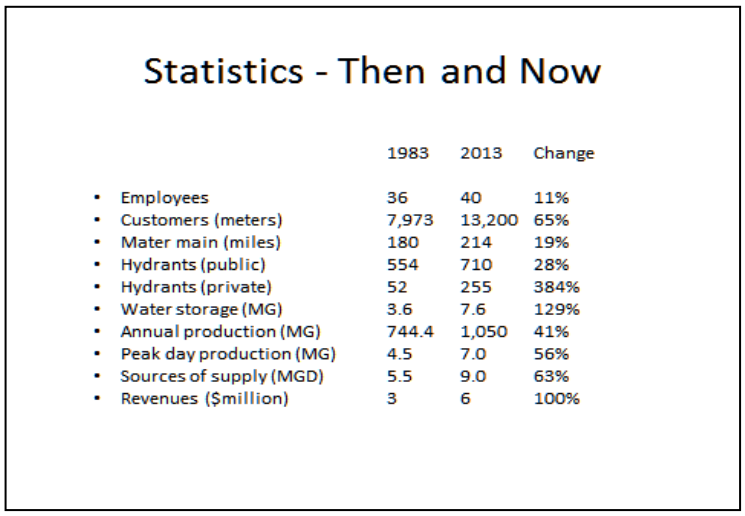
Greg Pargellis, our Chief Plant Operator, has been with us for 20 years. Now we get to the old-timers. Bill Snyder, Plant Manager, ensures that we do a great job at the plant. Paul Cote, our Assistant Distribution Department Manager, has been with us for 24 years. Rob Weymouth, our Facilities Manager, has been with us for 26 years. His department motto is "If you can think it, we can build it", and that's what they do. Kathleen Chapin has been here for 29 years. I have been here almost 30 years, Don Gobeil, 35 years, and Butch Tibbets has been with us for 43 years. I left the 3 of us at the end because we have the most years but, also, within one to three years, all three of us will be retiring. When you have that amount of institutional memory, 108 years, how do you translate that to new people and how do you develop the people behind them to take over and fill those shoes. I know Butch probably only has like size 9, but he's got huge shoes to fill, as does Don. Mine are easy to replace.

You know, I'm always looking forward to the 20 minute discussion of the 8" main going to the reservoir: a cast iron main that was built by someone else, but we're not doing that. This is our history: Mousam Water Company was established in 1895. In 1920 we became the York County Water Company. In 1921, Chapter 159 of the Private and Special Laws of Maine created the Kennebunk, Kennebunkport and Wells Water District. The legislation was signed by Governor Percival Baxter on April 9, 1921.

Our service territory is depicted in this map:



We have a 20-mile long distribution system. We serve to nearly the Saco River and go down to the Cliff House in York, so we service part of the towns of York and Biddeford and all of the towns of Kennebunk, Kennebunkport, Wells, Arundel and Ogunquit. The blue lines are our larger water mains. We have our facilities shown, a treatment plant in the middle, and our office downtown. We have 7 tanks – one each in Biddeford, Kennebunkport, Kennebunk, West Kennebunk, Wells, and a couple in Ogunquit. We have 21 booster stations, most built in the last 10 to 15 years. Many of the plant operators will admit it's a pretty complicated system. We have several pressure zones, we do pump out of our tanks to maximize water storage, and it's a pretty unique system. We also have 3 different ground water supplies, and we're putting a new one online in West Kennebunk. We have some wells in the town of Wells. We have a wide array of sources of supply now, and we'll get into that in more detail.

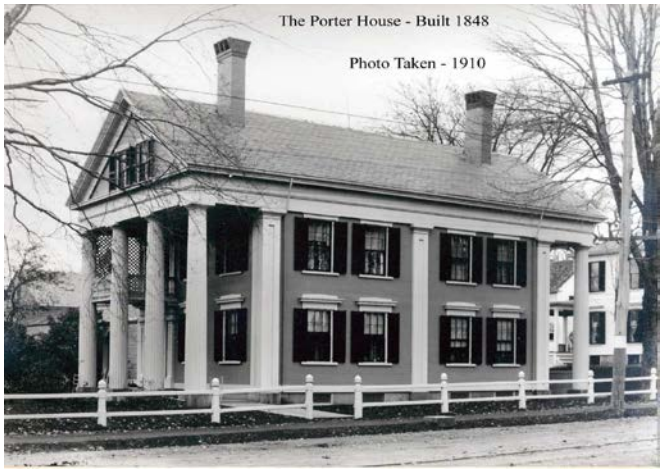


You'll notice the least changed of any of the statistics is the number of employees. In the last 30 years, there's been an 11% increase in employees, and currently, we are at 38 people. But if you look at customers, we're up to 13,200. Of those 13,200, about 3,500 are seasonal. Those of you that have seasonal customers knows what it means and what a hassle it is to maintain that many seasonal customers. That's why we have the staff we have. We have 3 utility people just doing customer service. Water mains have increased over the last 30 years, we're up to 214 miles.

What's hidden is the fact that we have many miles of private water mains. You may be familiar with the York Water District issue – Stage Neck. The decision came out fairly favorably. The most recent rendition is very favorable for York Water District, and that relates to ownership of private mains. We have many miles of private mains, and I'll show a statistic that tells that in a minute. We're up to 710 public hydrants. Look at what's happened to the private hydrants in the last 30 years. That gives you an idea of what we have for private mains out there. So if that decision had gone the other way, we'd have some assets we'd have to take over. Our water storage has increased by quite a bit. We built 4 million gallons of storage in the last 30 years. Annual production has gone up by 41%, up to over a billion gallons a year. Peak day has gone up to 7 million gallons, sources of supply went from 5.5 to 9 million gallons, and that does not include approximately 2 million gallons/day we could get from Biddeford Saco Water Company. So we could produce, if everything's running, about 11 million gallons.

Concerning revenues, we were about a $3 million operation back then, and we are about a $6 million operation now. Our rates are good - in the bottom 35th or 40th percentile of the state. Our bill has remained about the same for 1200 cubic feet – about $41. Back in 1983, we had about $9 million worth of debt. That would be like $20 million now. Now, we're around $8-$9 million in total debt. We've been doing about $2 million a year in capital improvements for the last 5 to 10 years.

Our office is in what was known as the Porter House, when it was built in 1848.



Look at the huge differences at the water district building, then and now. We have a sign now, and we have wreaths.

This picture depicts our construction crew, in 1896, running the main out to Kennebunkport. We replaced that main a few years ago. In 1896, these are all Irish immigrants that were making $1.00/day which was really good money back then. The waterboy made $.25/day, and as you can see, OSHA did not show up on that jobsite. That's how watermains were installed. We wonder why they didn't follow the road; it's because they avoided ledge, which is what we do now when we replace mains.

Another one of our unique things here is that every Spring we put flashboards up on the dam of our primary source of supply, Branch Brook. We take it down in the Fall. It cuts down on suction and gives us a few more gallons.

I could go on for another 20 minutes talking about all our facilities. We have booster stations, we have tanks: we're a regular water system. What makes us special are the people. We have a lot of talent here. I'm really proud of working with these people for 30 years, some of them for 2 years, and some have been here longer than me. It's a great group of people, but all good things have to end at some point, and we all are going to retire, hopefully voluntarily and hopefully healthy so we can live the rest of our lives and enjoy the spoils of a long career.

But what do you do in the way of succession planning? How do you make that transisiton when you've got an industry that has long careers? This isn't a widget factory where people come and go and look for a better job down the street. Long-standing employees is what our industry is known for, and hopefully it will continue that way. So, it's very important, when you lose someone who been on the job for 30 or 40 years, to know how to plan for it. I'm not going to tell you how to plan for that, but I will say that you need to organize internally to have the human resources to step up to fill those shoes. We've been meeting internally for most of the year now having succession plan meetings every week or two, and we're on our way to getting it done. We'll find out in today's technical session if we're off track or not.

Thank you very much. Thank you for coming to KKW-land and have a good day.

Regultory Update

Norm Lamie, Maine CDC Drinking Water Program

Good morning. Well, I had to follow Norm Labbe a few years back as the President of the Maine Water Utilities. It's always a difficult show to follow Norm Labbe. As you know, I have a little bit of a competitive nature and I'm here to talk about regulatory oversight, so I made a suggestion to Roger Crouse earlier. I said, "Roger, just so we stay ahead of the Public Utilities Commission with deregulating consumer-owned water utilities, why don't we declare a regulatory holiday, one where nobody has to follow any regulations?" Well, he didn't take very long thinking about that. That's not going to happen, folks, I'm sorry, there will be no regulatory holiday.

To give you an update on vacancies and positions, we do have a new hydrogeologist. Mike Abbott has replaced Andy Tolman at the Drinking Water Program. Mike comes from the private sector and will make a very good hydrogeologist for us. Some of you have met Rychel McKenzie. Rychel covers field operations in Central, Northern, Eastern and Western Maine - essentially west and east of Bangor. She covers a lot of territory. We have an office specialist position open and we also have a vacancy advertised for an Assistant Lab Certification Officer; things continue to change at the Drinking Water Program.

I would like to give an update on the State Revolving Loan Fund, SRF 2014. We opened applications the end of September and received 48 applications totaling $24 million. That's about the same dollar request of applications; however, there are many more smaller projects. We've ranked them and we currently have a draft primary list out. It looks like we're going to be able to fund about $14 million out of that $24 million request. That depends on the amount of the Federal capitalization grant. We are now starting to see the repayment money coming in from prior years' SRF loans, so we've got almost $6 million of additional money coming in from repayments that goes right back into new loans. Of the 48 projects I mentioned, the request for treatment projects is down as many of those projects have been accomplished. 31 of the 48 project are main rehab or main replacements; $16 million of the $24 million requested is main replacement. There are 5 treatment plant upgrades, which total about $5 million. On the list there are 5 storage tanks, 3 new source or wells, and 2 pump station projects. We don't see too many refinance projects, i.e. someone refinancing a project that was previously funded by USDA.

I'm now working on the Intended Use Plan, and submitting the grant application. I expect to have the Intended Use Plan ready by the end of December and distribute it out for comments sometime in January.

We are currently developing a S.O.P. for the review of treatment plant projects. Typically, we get 10 to 20 projects a year where somebody is enhancing, modifying, or doing something different with treatment. We are developing a policy in order to provide consistency in the reviews and to provide information for the water systems, as well as consultants, as to what we expect to see in a review process. We're also developing an updated S.O.P. dealing with sanitary surveys. In all the community systems, we do sanitary surveys on a three-year cycle. We want to provide utilities with a better understanding of what we're looking for in a sanitary survey and what we're expecting.

Two last things, when you're submitting your environmental reviews to Terry Trott for SRF projects, we will accept them in electronic format

The other thing I want to cover is Capacity Development Grant applications. When you conduct a study or have a consultant do a study, those reports will now only be accepted in electronic format

Thank you very much for the opportunity to provide this update.

Annual Committee Reports

Education and Operations Committee Annual Report

Co-chairs: Eric Gagnon, Brunswick & Topsham Water District and Robbie Chadwick, EJ Prescott Company

The Education and Operations Committee continue to utilize all of our resources in the water community, and provide quality training that starts as a rough idea and is polished into a great learning experience for water operators. We can proudly state we did not divert from this goal in 2013.

A few highlights from 2013 include the "Overview of the Water Treatment Process" class that was held in a few locations throughout the state. The class included a lecture on broad and specific treatment techniques of the host utility, and ended with a tour of the lab and treatment areas. We found that the "lecture to reality" format receives great reviews from the attendees. The "Main Repairs, Maintenance, and Leak Detection" class had a forum atmosphere that created a fair amount of conversation at each location. These conversations not only educate the attendees, but also help the Committee as it tends to spark other training ideas.

As in years past, the Committee held a few operator forums that continue to be well received and attended. Operator forums allow for an open classroom that creates valuable discussion among all who are in attendance. There is a wealth of knowledge to be shared by the instructors and the attendees. Safety topics continue to be a great subject for an operator forum, as it allows ideas and techniques to be shared, and also allows us to cover a wide range of related topics. Some of those topics covered in 2013 were: PPE, Confined Space, Chemical Delivery, and LO/TO, just to name a few.

We teamed up with the Maine PUC for our annual Office Session that covered Chapter 675 - Infrastructure Surcharge and Capital Reserve Accounts. We make our best effort to cater our office session to those that typically deal with finance, regulations, and customer complaints/interactions.

Our main goal is to continue to focus our energy on creating engaging and timely topics. We will continue to partner with vendors, firms, and public and private educators to be sure that operators around the state have access to the education they require. We will continue to survey our community for timely topics and be sure we have sessions that are not only educational, but engaging. So far 2014 will include sessions on Water Main Extension Rule, Operator Responsibility and Ethics, Sanitary Surveys, Practical Chemistry, Hands-On Water Distribution System, and a Safety Operator Forum that will include timely safety topics.

The Committee greatly appreciates the support it receives from all those involved in making these training sessions possible. We always welcome fresh ideas for future sessions, suggestions on training locations, and we always welcome new members. Feel free to contact a committee member with any idea, big or small, as we are more than willing to turn it into a great educational opportunity for operators throughout Maine.

Program Committee Annual Report

Chris Curtis, Assistant Superintendent, Yarmouth Water District

The following persons served on this committee during the last year: Scott Abbotoni, Rick Anair (Co-Chair), Bruce Berger, Mike Broadbent, Chris Curtis (Co-Chair), Sid Hazelton, Joe Hersom, Keith Levasseur, Jefferson Longfellow, Nate McLaughlin, Brian McGuire, Stephani Morancie, Nicole Pellenz, Andy Reid, Justin Richardson, Steve Sloan, and Erin Smith.

In December of 2012, we met in Fryeburg. After completion of the business meeting the Technical Program included a Summary of the Salient Issues Identified in the Decreasing Revenues NOI, Southern Maine Regional Water Council Deliberations and Positions, Pros and Cons from the Standpoint of Various Sized Systems, A Small System Perspective, Rate Making Absent the PUC Oversight Process, concluded by Statutory Implications.

Our next meeting was the 2013 Annual February Trade show in Portland. This was a joint venture with MWWCA and NEWWA. The topics were well received and well attended.

The April 2013 meeting was hosted by The Bangor Water District. The technical topics included: Ozone in Drinking Water Treatment - a Present-Day and Maine Focused Overview; followed by Let There be

Light: UV Treatment; and the last module was a Disinfection Panel Discussion: Lessons Learned from Ozonation: Preparing for UV Projects.

In June, 2013 we found ourselves in Caribou. The technical content included Well Rehabilitation and Inspection, followed by Well Pump Rehabilitation and VFD's.

August 2013 found us at Val Halla in Cumberland for the MWUA Annual Golf Tournament which was blessed with beautiful weather. The marshmallow drive competition was the center of attention. The Annual Clambake at Thomas Point Beach was well attended and we were blessed with great weather as well.

The October 2013 meeting was in Searsport. The topics included: Summit Natural Gas Kennebec Valley Expansion: Potential Implications on Water & Wastewater Utilities; Maine DOT's Utility Accommodation Policy as it Relates to Permitting Gas Facilities, followed by the Coordination Between Bangor Water & Bangor Gas to Accommodate an Accelerated Natural Gas Infrastructure Installation Program.

Looking forward to 2014, we will be meeting in Portland for the Annual February Tradeshow. One of the changes this year is that product demonstrations will be moved to the tradeshow floor. They will be small modules with a class size of 8 or 10. We should see a lot more traffic flow on the floor. We have 20 sessions and 15 product demos.

The April, 2014 meeting is in Mechanic Falls.

The June, 2014 meeting is in Greenville

August, 2014 is the Golf Tournament and Clambake

The October, 2014 meeting is in Southwest Harbor, and

The December, 2014 meeting is in Berwick

Thank you.

Public Awareness Committee Annual Report

Kirsten Ness, Water Resource Specialist, Portland Water District

The Public Awareness Committee members are as follows: Mary Jane Dillingham (co-chair), Kirsten Ness (co-chair), Erika Bonenfant, Jamie Gallagher, Lynne Richard, Gary Stevens, John Storer, Brian Tarbuck, and Matt Timberlake.

The Mission Statement is to communicate to the general public on issues important to the drinking water profession and assist the membership in enhancing public awareness in their local communities.

In 2013 we staffed a booth and held a photo contest at the MWUA February Trade Show. Through our fundraising efforts, we were able to award the fifth annual MWUA Intern Scholarship to Jason Burns, Christopher Gauvin, and Chelsea Guptill. Also, in collaboration with Maine Wastewater Control Association, we prepared a newspaper insert for Drinking Water Week & Clean Water Week called "Water's Worth It". The Committee participated in the MWUA Golf Tournament to fundraise for the scholarship fund. We conducted a laboratory testing simulation at the Southern Maine Children's Water Festival, and we continued collaboration with Jobs for Maine's Graduates.

Our goals for 2014 include Drinking Water Week outreach, a booth and photo contest at the 2014 February Trade Show, participation in the Southern Maine Children's Water Festival, fundraising and awarding of the sixth MWUA Intern Scholarship, and continued outreach to students about water/wastewater industry careers.

I want to extend thanks to the committee members for their active participation and enthusiasm. Thank you also to Jeff McNelly, Elizabeth Andrews, Barb Farrell and the Board of Directors for their continued support of the committee.

Water Resources Committee Annual Report

Jennifer Grant, Compliance Officer, ME CDC Drinking Water Program

The mission of the Water Resources Committee is to represent and advocate water supply interests relative to source water protection and public health issues associated with drinking water.

The Committee meets 10 times per year, typically the third Thursday of each month. We rotate the meeting place between Bangor, Vassalboro, Augusta, Topsham, and Portland in an effort to balance driving distances among members from either end of the state. This year we added meetings at The Mitchell Center at the University of Maine and the Lake Auburn Treatment Facility. Meeting minutes as well as meeting dates and locations are available on our page of the MWUA website http://www.mwua.org/committees/water-resources/agendas-reports-minutes/. Up to 14 members attend meetings on a regular basis, and there are more than 20 virtual members who receive agendas and minutes but do not regularly attend meetings.

Topics we discussed at monthly meetings include Kennebec Water District's plans for 6 dams that impede fish passage and the relationship to nutrient removal and improved water quality. Water quality monitoring developments, land use patterns, algae populations, precipitation, nutrient loading, and runoff in Lake Auburn in response to the algal bloom and fish kill in the summer of 2012 were also discussed. Development and production of a video [using NEWWA grant money] on groundwater titled "Maine's Groundwater is a Sustainable Resource if Managed Properly" was one of our projects. The Department of Environmental Protection's proposed management practices for the discharge of chlorinated water to the environment by public water suppliers was considered by the committee. We also continue to monitor the Shoreland Zone change for Lake Wassookeag in Dexter.

Issues for which we provided advocacy include LD 127 which aimed to redefine a public way to include streets and highways owned by quasi-municipal districts and corporations. This was initially aimed at Brunswick Naval Air Station but could have potentially negatively impacted public water systems. MWUA testified in opposition. The MWUA Journal to be published in August has a summary of legislative happenings this past session.

The 7th Annual Drinking Water Source Protection Seminar: "Extreme Weather Events: How You Should Change for a Changing Climate" was presented on September 12, 2013. The seminar was again held at the Governor Hill Mansion in Augusta after some discussion about changing the location. In light of changes we are observing in the weather, leaders in the fields of environmental science, engineering, limnology, and land conservation discussed new approaches and modifications of traditional approaches to manage water resources. The committee also used the seminar as a forum to showcase and premier the video created with the NEWWA grant money, which also received positive feedback.

The committee began the year with ten identified goals and met some completely. The goals met completely in 2013 include:

1. Identifying a way to spin off ideas that come out of WRC discussions to the Program and Education Committees. We are going to present a session at the February Trade Show which will be an overview of water quality and supply.
2. Successfully utilizing a committee chair and co-chair to lessen the load on any one individual and to facilitate transition between committee chairs.
3. Organizing and hosting the 7th Annual Drinking Water Source Protection Seminar.
4. Utilizing the NEWWA Grant to produce a video on groundwater protection.
5. Incorporating several new sites into our meeting schedule and touring the Lake Auburn Treatment Facility.

Other goals such as remote attendance at meetings, recruiting new members, matching utility research needs with universities and colleges, and resolving the source of supply definition are on-going.

Technology Committee Annual Report

Woody Bailey, Water Technology & Design Specialist, Wright-Pierce Engineers

We had our first meeting in June and have had a couple meetings since then. Our committee members are John Michaud, Maine Water Company; Justin Richardson, Kennebunk, Kennebunkport & Wells Water District; Sue Ramage, Northern Data Systems; Matt Zetterman, Co-chair, Kennebec Water District; Woody Bailey, Co-chair, Wright-Pierce Engineers; Greg Jalbert, Auburn Water & Sewerage Districts; and Rob Pontau, Brunswick Sewer District.

We're going to be doing a session at the February Trade Show entitled "Utilizing Technology to Incorporate Efficiencies Into Work Processes". Rob will be doing a presentation to discuss some of the free technology available. Getting into GIS particularly, it's very hard for people as it requires a significant investment. There's a lot out there, for example, Google Earth, which may not be free, but is certainly something we can utilize to get started and take your GIS out into the mobile workforce without huge investments. We're going to be talking about several things like that, and then we'll have a roundtable discussion with committee members that hopefully will be well-attended.

Our motive right now is to grow. We need to get some recruitment. I heard a few people talking about moving onto bigger and better things, and I hope some may decide to join our committee. The other thing I found very interesting is virtual members. Matt Zetterman is working on getting the discussion forum up and running on the website. I think that will be a good thing for us to have. A lot of people are dealing with technology on their other committees and hopefully we can create a distribution list to share and discuss those things. We're going to be talking about several things: GIS, GPS, the cloud, wireless devices, smart phones, IPads, and information management. We talked about succession, and a lot of that is putting information in computers and storing it as we're going on with our regular work, collecting information in such a way that it will be historically preserved. There are a lot of great things out there, so hopefully next time we will have a lot more to talk about. We look forward to seeing you in February, and if anyone's interested, please contact myself our Jeff to serve on the committee.

Legislative & Regulatory Affairs Committee Annual Report

Jeffrey McNelly, Executive Director, Maine Water Utilities Association

First, I would like to thank Dan Wells, Superintendent of the Winthrop Utilities District for, once again, serving as chair of the committee. His involvement allows us to cover a number of issues at a time; there is also great value in having an actual system operator/manager interact with the legislators.

The full report of the First Session of the 126th Maine Legislature can be found in the 2013 Journal. Today I am going to review a few of the high points.

LD 4, a resolve to adopt PUC Chapter 675: Infrastructure Surcharge and Capital Reserve Accounts, allows us to establish meaningful capital reserve accounts. It also allows for an infrastructure surcharge which can be implemented to cover the cost of projects that are completed between rate cases.

LD 239 An Act to Improve the Return to the State on the Sale of Spirits and to Provide a Source of Payment for Maine's Hospitals was a bill put forth by the Governor that sought to pay off the debt owed to Maine's health care providers. Ultimately that became LD 1555.

LD 1555 authorizes the state to issue a revenue bond which, when matched by federal funds, will enable the payment of $484 million in outstanding Medicaid bills. Revenue from the state's liquor contract would be used to pay off bond holders. Provided there is excess revenue from the spirits contract after payment of the principal and interest of the revenue bonds and after other costs are paid, money would be made available for the purposes of matching the annual Drinking Water and Clean Water State Revolving Fund capitalization grants.

Hence, it appears we have a revenue stream to cover the annual 20% SRF capitalization grant match requirement for both water and wastewater for a period of 10 years – from 2014-2023. We anticipate that there may be shortfalls for the first couple of years; we will be endeavoring to secure funding to address the shortfall.

LD 315 An Act To Ban the Purchase of Bottled Water by State Agencies would have banned the purchase of bottled water by water districts and other governmental agencies. We testified that, while it is not unusual for water utilities to weather disaster situations and for customers to not experience any disruption of safe water service, there could be times when we need to provide bottled water to our customers. Fortunately, that bill died.

LD 441 was the Resolve, Directing the Public Utilities Commission to Develop a Plan to Reform Water Regulation. An amendment to LD 441, which replaced the original bill, was approved. The amendment limited development of the plan to consumer owned water utilities, and extended the date of the report (plan) to January 31, 2014. Apparently the draft of the report was posted to the PUC case management system last night.

The Board recognizes the need to have numerous discussions with our members and discuss this thoroughly in order to develop a philosophy, position and approach that will provide the basis of our comments. We have had a number of discussions; I am pleased that we have received much input.

LD 826 An Act to Eliminate the Opt-out Charges for Smart Meters was a bill that initially focused on meters that measure electricity consumption. The bill was amended to include water meters in the definition of smart meters and that, potentially, could prevent water utilities from installing new meter technology. That bill will be carried over to the Second Session; the EUT Committee is waiting for a decision from the CMP smart meter investigation. We will continue to oppose the bill.

LD 965 An Act to Improve Maine's Underground Facility Damage Prevention Program is a bill that we submitted. The intent of the bill of LD 965 was to improve the database and website of contact information pertaining to underground facility owners who are not Dig Safe members. The other element of LD 965 was to offer, for consideration, the prospect of a Dig Safe Advisory Board, which would collaborate with the Public Utilities Commission for the purpose of addressing issues and developing recommendations pertaining to the underground facility damage prevention system.

The big push is for mandatory membership, i.e. a “true one call system”. There are merits to that approach and there are also some potentially problematic issues for us. We will continue to advocate for our interests on this front.

LD 1177 An Act to Implement the Recommendations from the Discontinued and Abandoned Roads and Stakeholder Group is a carryover bill. A subcommittee of the State and Local Government Committee worked on this issue this past summer. We monitored some of those meetings, and will participate in deliberations during the session. We currently are protected in that there is a statute which ensures that we can access facilities in the event of discontinuance or abandonment of a road; I do not expect that we would lose that.

LD 1216 An Act to Amend the Freedom of Access Act was a bill that would have adversely impacted MWUA members. We were quite involved in those deliberations and were successful in having the adverse provisions stripped from the final enacted bill.

We still have the issue of individuals or organizations who file frequent information requests under the Freedom of Access Act – serial filers if you will. One of our members receives weekly requests and that can be quite annoying and disruptive. We will continue to see what we might be able to do in order to rectify that situation,

LD 1342 An Act to Ensure Just and Reasonable Sewer Utility Rates proposed to define sewer districts and sanitary districts as sewer utilities under Title 35-A and give the Public Utilities Commission authority to investigate sewer utility rate changes if the commission were to receive a petition to investigate, if the petitioners met certain criteria. That bill was amended to authorize the Public Advocate to mediate between a sewer district and its customers, given certain conditions.

Ultimately, Governor LePage vetoed the bill and the veto was sustained.

LD 1440 An Act to Amend the Retirement Laws Pertaining to Participating Local Districts (PLD) made a number of changes to water district retirement plans, as many of the districts are participating local districts. Most of the changes apply to newly hired employees. Details can be found in the Journal.

LD 1532 An Act to Provide Model Language for Standard Sewer District Charters seeks to create a model standard sewer district charter in statute. This bill was carried over to the second session. We will be following that and participating in the discussions, as appropriate.

I will quickly mention a couple of other issues we are involved in.

We are attempting to have an after deadline bill submitted to accomplish more comprehensive design and construction standards relative to the expansion of gas line infrastructure.

We are having discussions with a representative who is submitting a bill to address the situation which has developed in Fryeburg whereby the recusal of two PUC Commissioner has resulted in the suspension of the investigation of the bulk water sale contract between the Fryeburg Water Company and Nestle. This new contact, if approved, will provide more revenue and predictability of revenue for FWC, so this is a pretty important issue for them.

We are involved in H.R. 3588, which is the Community Fire Safety Act of 2013. This federal congressional action was in response to an interpretation that fire hydrants should be regulated under the Reduction of Lead in Drinking Water Act. Fortunately it appears that H.R. 3588 will be enacted. However, H.R. 3588 does nothing to clarify some of the mystery related to seasonal meters and the Reduction of Lead in Drinking Water Act.

We anticipate a very busy legislative session. If anyone has any questions either now or during the session, do not hesitate to contact either me or Dan Wells. Thank you.

JETCC – Maine Management Candidate School Report

Chris Curtis, Assistant Superintendent, Yarmouth Water District

We are now in our 5th year of the Maine Management Candidate School. The first MCS class began in the fall 2009 in Saco with 17 wastewater operators. The intent of MCS is to assemble a group of mid-level operators who are committed to a career in the water or wastewater industries and expose them to concepts, practices and responsibilities that they must be aware of if they progress into supervisory or managerial roles. Since many people in our industries are promoted based upon the work they do, they often move into management with no formal training. Often that promotion also involves supervising people who were previously peers and coworkers. The MCS program also helps participants develop new relationships with others in the field and to see that they share the same challenges regardless of type or size of facility. The Maine MCS also creates a bridge between the WW and DW operators in the state.

Costs of the program are subsidized by Maine Wastewater Control Association (MWWCA), Maine Water Utilities Association, Maine Department of Environmental Protection and Maine Department of Health and Human Services. In the first year (2009-2010) the program was solely for wastewater personnel. Since the second year (2010-2011) the program has been endorsed by MWUA and DHHS and has involved DW operators.

The concept was modeled after a similar program in Rhode Island known as “Operator Boot Camp”. Maine was the second state to start a management program, and many other New England states and NY have followed. So far, Maine is the only program to run 5 consecutive years.

I would add that my experience with the program was completely positive. This is by far the best class I enrolled in during my entire career. The course provided the best group of speakers with real life experiences that I have ever encountered. I would endorse any level of employee to take this course. The course has benefits to all levels of tenure, skill and management level. The interaction with the speakers and classmates promoted invaluable dialogue and appreciation of all the different types of systems we run and groups of people we work with. The Sacramento portion of the course was intense but it helped me set the knowledge base into memory with the workbook, quizzes and tests. It is a 12-month commitment that is worth every penny spent. Thank you.

Knowledge Management and Succession Planning

Jack Jolls, General Manager, R.I. Analytical Laboratories, Inc.

Good morning, everyone. My name is Jack Jolls, and I am here under the auspices of my employer, R.I. Analytical Laboratories. We are an environmental lab testing service. My relationship with this company is not an inappropriate one from the context of this discussion we're having today because I was hired there because of a transition in ownership.

I was hired to assist the Chief Executive, a family member who assumed that position upon the death of his father. This is the first job I ever had that was relevant to my undergraduate degree.

In 1986, after a stint in the Navy and working in a very small business with my father, I ended up at Weston and Sampson Engineers. I was the first business development person they hired, was there for 19 years, and we went through an ownership transition where the third generation owner was retiring. There were seven of us who had been hired to run the various departments. One of us was going to be in charge, and we went through a process of deciding that.

We spent about two years learning how to fight with each other in a constructive way. It was not always fun and not always pretty, but I can't imagine what would have happened if we had not done that. We learned about our motivational values in the organization and how to deal with conflict. Conflict is a very important tool, and I mean it absolutely. We do not get change without conflict. If change were easy, we would have chaos, because it would just be bouncing from pillar to post. Conflict is hard, but if we learn how to conflict with each other constructively, honestly, openly, and communicate, we can do good things.

We had an office in Connecticut that was falling on hard times. They said, "We need somebody to go down and run the office - who wants to go?" I said I'll go, and there was pleasant applause. I was there from 1997 to 2005, was the number 1 employee in the office, and when I left, we had 20 employees. They're still growing. It wasn't all Alice in Wonderland, but success is a long-term thing.

In 2005, I decided I'd had enough of that. So, I went off to do some teaching, which is what I wanted to do. I ended up at Eastern Connecticut State University in Willimantic. I was there four years teaching management classes to mostly freshmen and sophomores: I got a clear view of the students who were coming to us from the secondary school systems and it was eye-opening.

I learned that we need not worry about the top 20% of the learners in our country – they're going to do well. It's that other 80% that scares me to death. We would get them at the University - and how poorly prepared they were to be in college. We had to remediate a lot, one student at a time if we had to.

In 2011, we had a new governor. The university president was walking from department to department saying I don't know what's going to happen with the budget, we may have to let some people go. Guess what? I was a contract employee, and my contract was up.

I got a call from a headhunter friend who said he had an interesting gig for me, and it was the lab job where I am now. In the meantime, I had continued to do work with the Connecticut section of the American Water Works Association doing things not unlike your management school program.

I see a lot of water operators in my classes. No one in the class, not one, was under 40 years old and that's troubling, in the context of succession planning.

Eventually, we've got to fill the pool from the bottom; that's all part of succession planning. It's going to be hard, but it's going to be satisfying. When people ask me what it's like doing what you're doing, I tell them it's a satisfying struggle. Things worth doing shouldn't necessarily be easy, but it should be satisfying.

When I go to a Connecticut meeting, it's a lot of old white guys and not a lot of females. There are a lot of females here, by comparison, and I think that's a good thing. We have some generational issues, also, that we all deal with. All of us baby boomers were born after 1948, up until around 1962. We don't understand you guys that were born after 1982, in some respects.

When I was at Weston and Sampson in 2006, the economy was going gangbusters. Do you remember?

The Dow Jones Industrial Average was passing through 14,000 and climbing. There was sub-prime lending going on; in other words, one could get a zero-percent-down mortgage at 4 or 5 percent, with no income verification. The housing stock curve suddenly got above demand and there was an oversupply. The price of housing started flattening, people started losing jobs, and you know the rest of the story. All of these baby boomers who were going to retire in 2005-2006 and put a huge ripple in the workforce, decided no, not so fast.

I was trying to hire engineers in that era and we couldn't find them. We were asking: why aren't there enough engineers? There are a lot of kids going to engineering school, but there's a lot more kids going into other things like information technologies, psychology, and business administration.

The long and short of it is, the reason there weren't enough engineers is there weren't enough kids getting out of high school who were interested in engineering, entering and completing engineering programs. As far as knowledge management and succession planning were concerned, that just got pushed off to the side.

Now, with the economy recovering and people's 401(k)'s being healthy again, the baby boomer generation is repositioning to leave. What we see is that there's a lot of institutional knowledge that could be walking out the door with these folks. How do we recover it, if it's recoverable at all? We have to make appropriate adjustments in the case of capturing information that is valuable to us.

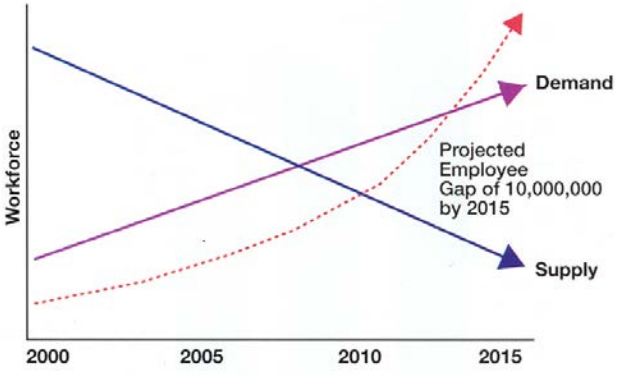


Figure 2-4. Baby Boomer retirements invoke the law of supply and demand.

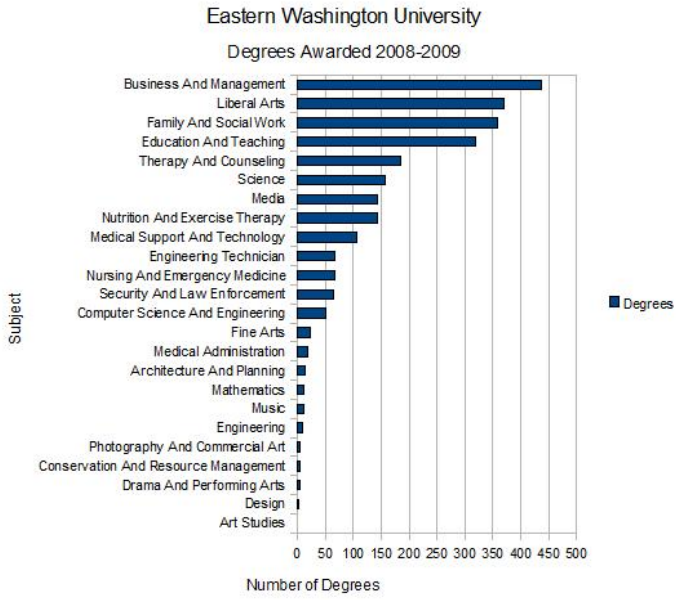
Source: Information Technology Association of America.

Here's a very simple projection of what the labor force is going to look like; it's not necessarily a question of bodies, it's a question of knowledge workers. The demand is already exceeding the supply. One thing that troubles me as a former educator is that we're seeing movement afoot to encourage young people to go to school and get a skill, and that's a very good thing. You learn a specialized topic, but what happens to the soft skills? What happens to English, mathematics, philosophy, political science? Those are important things when we want to have an educated populous to run our economy. Another thing that troubles me is the incredible amount of debt that students have when they graduate college. The typical average is $25,000 per person. Parents may have even more, and if you're going into a profession, you may have much more debt.

Here are some factoids which summarize where I believe we are today:

- There is now and will continue to be a shortage of "knowledge workers." The engineering field will be one of the hardest hit knowledge areas.
- The average age of water utility worker is 50+ years.
- In 9 years more than 50% of your current workforce will no longer be working for you.
- Retention and recruiting will become VERY, VERY important.
- Knowledge management MUST become a critical activity.
- Succession planning will be a key factor in maintaining leadership continuity.

The interest in science, technology, technology and math education (STEM) at the post-secondary level is changing. What troubles me from this chart from Eastern Washington University is the number of Business and Management majors. In the Chronicle of Higher Education, which is the newspaper of higher education in America, they polled how many hours outside of class students are spending. Business administration major seniors spend 12 hours per week studying. I asked myself: what are we imparting and giving degrees for? We can see the STEM degrees are way down the list. Science is okay. We have to ask ourselves, if we want to hire college graduates, which ones do we want to hire? My thinking is biology, environmental science. One of the things that troubles me in the environmental lab business is how few chemistry majors we can even find that we want to hire. Most of the people we hire are biology and



environmental science majors, people who have had some chemistry because we won't hire them if they haven't.

We have ten areas of concern for effective utility management. Product Quality is probably #1. We are driven and compelled by public health for our industry to be successful. We need to satisfy our customers. I was very fascinated by your organization's position on bottled water. I don't know the details, but I was hearing that you don't want to put a stick in the eye of the bottled water industry because you may need them. Is that a fair assessment? Our friends on the West Coast in San Fransisco have banned the sale of bottled water within the city limits. I don't think that's a good idea. In America, we pay on average, $10/1000 gallons of water at the tap. In Europe, they pay double that. They value what comes out of the tap. We have work to do. We have to improve the perception (which is reality) of the quality of the product we're delivering at the tap so we can raise the rates so we can pay for the $348 billion worth of infrastructure improvements that we somehow have to complete soon.

How do we create passion to work in a water utility? We do one of the most important things in the world. We protect the public health; what could be more important? We must become an employer of choice – we have to retain and recruit. We need to get out into the school system, teach about our industry and let them know what water utilities do and why it's cool to work for a water utility. We have two programs, not unlike what you may have in Maine. One is at Gateway Community College in New Haven where we have high school kids going through a program that brings them out the door with an Operator I / Distributor I license. Also there's a program being run in Portland, Connecticut's high school, where they produce graduates with licensure (not a degree). In the high school program, they get a diploma and then an entry-level distributor operator license. They can't find a lot of jobs. The reason is not because the baby boomers are not going to retire, it's because the utilities cannot afford to hire them. They can't afford to be the employer of choice. My personal opinion – and the data suggest – is that the rates have to go up so we can hire people to take our place. We need to get these young people into the organizations so we can be, indeed, the employer of choice, where one knows there will be training programs for new workers to learn new things.

Turnover costs are high. You will find out if you are in a succesion planning mode and you're going outside to hire. A project manager is worth about $100,000 in salary. You will probably spend out of pocket $150,000, or 1 ½ times base salary to replace that person. As you move down the hierarchy, the multiplier may dip downward to as low as 50% of base salary, but nevertheless, it's an out-of-pocket cost to replace a worker. Why do we want to do that? We want to retain workers. How do we do that? We make the work environment one that is special and pleasant so that the reason they stay is not for the money.

We must overcommunicate with our employees about our business. Saturate them with information

about what is going on. Communicate to your trustees and elected public officials relative to the need to avoid hiring freezes because it stagnates the employee base.

If you must cut fat, get rid of your C players. There must be a way to get non-performers out because they poison everybody else. If you've got someone who's not performing, they have to go, or get the message.

Why do most people take a job? To feel like I can come work here and I have a future. Yes, there will be an exchange of value and it will be fair. Compensation must be internally fair and externally competitive. If you're doing things right, they're not going to go elsewhere for a small increase in salary. If you have to hide your people from the recruiters, you're doing something wrong. Most people take a job for psychic satisfaction.

Why do people leave? They don't like their boss. It's the #1 reason. Chances are, you're going to exchange one bag of problems for another bag. That's called career management. This discussion we're having is about knowledge management and succession planning, but it's also about career management. Say to yourself: what should I be doing to manage my career? I'm going to take care of myself, I am going to pursue my psychic satisfaction, which includes making some money. Dial that all in and say: how are we going to treat our employees?

We need employees that have knowledge and capability in each of these ten areas. Infrastructure Stability was #1 in the polls, in the 2013 state of the industry reports that AWWA publishes. Personnel is down the list to #4 or #5. In 2006, when the economy was going nuts, personnel issues were higher in priority. Infrastructure Stability, Financial Viability, and Water Resource Adequacy are all key issues today. I see a drift away from being green and sustainable, not that it's not important, but I don't see people pounding on the drum or having pep rallies for sustainability. Sustainability is important, but it is not #1. Infrastructure decay and replacement is #1.

This is a definition from AWWA:

"Knowledge Management (KM) is a business strategy by which a water utility consciously identifies, captures, indexes, manages, and stores experiences, data, and information and provides methods for easily accessing and acting upon these collective assets in a collaborative environment optimizing the use of people, process and technology in support of:

Effective decision making
Assuring compliance
Improving performance
Innovation
Business continuity, all on a timely and sustainable basis.

KM embodies processes by which the organization creates wealth by leveraging its intellectual and knowledge-based assets."

There are 2 types of knowledge:

Explicit – books, drawings, manuals, files, data, paper and electronic.
Tacit – "Deep Smarts" - knowledge that employees carry around in their head; it's experiential in nature.

Tacit knowledge is the knowledge that you carry around in your head and that no one else has. One of the approaches you can take is coaching and mentoring. Get together with your troops and have colloquial seminars. Sit down over coffee, let them know that you are going to tell you a few war stories that relate to case studies of important things that happened in the life of the utility while you were there. Tell them what happened, why we made the decisions that we made, why they were good or may have been bad, and if we had it to do over again whether we would have done something differently.

Capture that information digitally and build a library of these types of items that are searchable by keywords. If you have documents that are printed, there's OCR software that can put them into a digital format. Otherwise, some of this information is going to be lost.

Those who have been in the Navy may know what PQS is: Personal Qualifications Standards. In the Navy, when you go on board a vessel as a member of the crew, you have to qualify. In order to do that they give you this book that's called a Qualification Standard. What we did, and what some water utilities are doing today, is they are getting their knowledgeable people together and they are building a listing of all the

knowledge elements that they expect people in various job categories to have a minimum proficiency in. In order to move on, someone who has "deep smarts" tests them. They have to demonstrate a minimum level of competency to, for example, work with the repair crew on water mains, or to go into the pump station and calibrate instruments, or safely repack a pump.

How do you know when you need to do succession planning? Look at your organizational chart, look at a key area and ask yourself as a manager, this question: if this person were plucked off the face of the Earth today, what would happen? If the sky would fall, you need succession planning. You need to have a plan in place to take care of that matter. You have to plan ahead, and the planning window should be, comfortably, five years. Succession planning involves attracting, keeping and developing key employees. Succession planning should not be confused with just replacement planning. It's not about Social Darwinism, which means those who work up the chain of command will win, and they get the new position.

You want to look for people who work the chain of command up and down. In other words, they take care of the people who report to them and they honor those that they serve, who are customers and people who are in charge. You need to measure their personal ethos. Ethos is a Greek word, the root for the word "ethics". You need to know who they are and what they are about as well as measure your own organizational ethos and that of our clients. How do you get to know a person's ethos? You take the people that report to you and watch them, meet with them, spend time with them. If you really want to be clever and very interested, take them out to dinner and invite the spouse to go with you. Sometimes it's eye-opening.

Daniel Goleman's book, *Emotional Intelligence* is fascinating and invaluable. Emotional intelligence includes being self-aware, people know who they are and can manage their moods. They gather up their feelings, they motivate themselves to direct themselves to a goal. They are empathetic – they listen to other people. Steven Covey said, "Seek first to understand and then to be understood."

See how they manage conflict. I'm sure you've seen people who self-destruct in an emotional environment. Examine their leadership style and what is appropriate for the position they're in.

Usually what you need are people who have at least a duality in their modes of leadership. They are facilitative when things are running normally and when there is crisis, they have the ability to step in and exercise command and control.

– **Taken from the *Servant As Leader* published by Robert Greenleaf in 1970.**

– ***"The servant-leader is servant first… It begins with the natural feeling that one wants to serve, to serve first. Then conscious choice brings one to aspire to lead. He or she is sharply different from the person who is leader first, perhaps because of the need to assuage an unusual power drive or to acquire material possessions. For such it will be a later choice to serve – after leadership is established. The leader-first and the servant-first are two extreme types. Between them there are shadings and blends that are part of the infinite variety of human nature.***

http://www.greenleaf.org/

Look for leaders who want to serve. Ask yourself, "How am I doing?" Be courageous, ask your people: "What am I not doing that you want me to start doing?" "What am I doing that drives you nuts and you want me to stop?" "What am I doing that you really like and that I should continue no matter what?" Get some feedback from your troops. Give them feedback.

Here are some rules to be mindful of in succession planning error:

- Success guarantees success – that's false. Avoid complacency at all costs.
- The boss is always the best judge of who should be in charge next - not true. Others need to have input.
- Promotions are rewards - no they're not. Promotions are earned, gained because a person is the right person to be in that position, not because they did well in their last job; ergo, they will do well in any other job that's at a higher level. Not true.
- Doing too much too fast – don't be in a hurry, be patient.
- Assuming that everyone wants to be promoted – don't assume that, they don't. It's particularly true in the younger generations. Our generation, Baby Boomers, wanted to be in charge. There's a difference and we need to be mindful of it. Everyone does not want to be promoted.

Here's a final comment, a quote from Ayn Rand's book *Atlas Shrugged*: "Happiness is that state of consciousness that proceeds from the achievement of one's values."

It's not about the money. It's psychic satisfaction. Thank you.

2014 Annual February Meeting & Trade Show

2014 President's Speech

Jefferson Longfellow, Kennebec Water District

I want to thank Don Gobeil, our organization's 2013 president, as well as the Program, Technology and Public Awareness Committees for organizing the show and providing the educational and networking opportunities this conference provides. I would also like to thank the Public Awareness Committee for its fundraising of the scholarship this week to provide scholarships in honor of Madeleine Storer.

2014, unfortunately, will be a year of many changes potentially for the water and wastewater utilities. After many years of debate, there should be some final changes to the Dig Safe law that has been debated far too long. The Association is trying to get an emergency bill into committee that will call for minimum design standards for the installation of natural gas infrastructure that will allow for an increased distance from utilities, but it's not a certain thing. MS4 regulations for stormwater are continuing to affect how systems are being run with the water folks; for example, there will be changes in how we flush hydrants. Most importantly, there are plans for regulatory reform for publicly managed water utilities from the PUC. These changes, challenges and other things that are not yet on the horizon will potentially change our business practices. Although sometimes we will have different viewpoints on how these actions come about, we're all in this business together. The challenges ahead will be done by only a small group but will need input from all. We have fostered partnerships with the Maine Wastewater Control Association, New England Waterworks, and we will have the opportunity this year to travel to Boston for the national AWWA conference with minimal travel expense.

Although we may have different views, and I think on the forefront is the potential for deregulation of our utilities, these challenges will still need to be confronted. We will have differences in opinions, but we will need to work together as an association, as a whole, groups of organizations, our regional water councils or even with the folks just next door. Because these challenges are upon us, we will need your opinions known. Unfortunately, up until this point, people have been quite silent on the potential for deregulation. So that being said, here is a quote I found: "The choir is made up of many voices including yours and mine. If one by one, we all go silent, it will be left just to the soloist. Don't let a loud few determine the nature of the sound. It makes for poor harmony and diminishes the song."

Thank you and I'm looking forward to 2014.

Mike Corson and Jamey Sanborn accept the Excellence in Operations Award for Anson & Madison Water District from Tim Sawtelle

Craig Douglas accepts the Excellence in Operations Award for Brunswick & Topsham Water District from Don Gobeil

Jeff McNelly receives the 2013 President's Award from Don Gobeil

Dennis Cross receives the Sid Anthony Award from Frank Kearney

Jeff LaCasse receives Nixon Award from Brian Tarbuck

JIM DOHERTY AWARD

Karen Asselin was the recipient of the Jim Doherty Award but was unable to attend

MAINE WATER UTILITIES ASSOCIATION 2014

2014 February Meeting Exhibitors

360 Utility Solutions	Layne Christensen Company
A.E. Hodsdon Engineers	Maine Public Employees Retirement System
Advance Technology	Maine Water Works Supply Corp.
American Concrete Industries	Methuen Construction Co., Inc.
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Atlantic Pump & Engineering	Monson Companies, Inc.
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CONFERENCE NO. 532 APRIL 10, 2014 MECHANIC FALLS

Introduction & Welcome to Mechanic Falls

John Hawley, Town Manager

Ladies and Gentleman, good morning. I would like to take this opportunity to welcome you to Mechanic Falls. We are pleased to host your meeting today.

As small as we are, Mechanic Falls is a great little bedroom community for the commuter who works in the Lewiston-Auburn and Portland areas. The improvements to the Route 26 corridor over the years, from here to the Gray turnpike exit, have made us an attractive location for those looking to get just far enough away from the cities, but close enough for convenient access.

At one time, not too long ago, Mechanic Falls was frequently referred to as the gateway to Western Maine and all that the Western Maine region had to offer for recreational opportunities. Today however, we are just the doormat to the casino. It is roughly estimated that 85% of all the traffic traveling to and from the casino passes through Mechanic Falls. The impacts to us locally have been minimal but we do see periods of increased traffic in our bottlenecked downtown and especially at the five corners area where Routes 26 and 11 came together. Our police department has experienced an upswing in its OUI citations.

We are actually a community that happened by circumstance and that was never officially planned for. Mechanic Falls is the result of a territorial subdivision from the towns of Minot and Poland in the mid-1800s. It was during that time that the village area started to develop as a result of the Grand Trunk railroad making its way through this region.

People often ask where the name Bog Hoot came from. Well, to spare you a lengthy history lesson, I'll give you the abridged version and tell you that in the earlier 1800's this area was referred to as Jericho. History refers to a quote made at that time by some public official who stated: "it took a lot of grog to run this place"

It's not much different today; in fact we just use a different four letter word that means the same thing. It was at that time that the town ditched the name Jericho and went with "Groggy Harbor", which didn't make a whole lot of sense considering the closest harbor was actually 40 miles away. A more popular name "Bog Falls" was informally adopted, which slanged into Bog Hoot, until it was officially changed to Mechanic Falls in 1887. We were incorporated as a town by the legislature in March 1893.

We used to be a thriving mill town and we have a long history of producing lumber, electricity, bricks, shoes, toothpicks, pumps, toilet tissue and other textiles. However we are mostly remembered for the Evans Rifles that were manufactured here.

Francis Stanley, one of the brothers who invented the Stanley Steam Engines was actually a principal here at the former Mechanic Falls high school before he and his brother ventured off to put their engines into automobiles.

When the last mill closed for the final time back in the mid-1980s, we began what we considered to be our depression era. We have slowly recovered and, although we will never again see the generous tax base that once helped support the community in the days of old, today we are holding our own. Although this isn't the best time of year to see it, once everything is greened up, Mechanic Fails is able to demonstrate that we have slowly recovered. I have lived here almost all my life and have seen this community in some of its lowest days. I am proud to say that, although small in size, we are a rather large hearted community and we are pleased to have you all here. Thank you for coming.

History of the Mechanic Falls Water Department

Steve French, Superintendent, Mechanic Falls Water Department

The Mechanic Falls Water Department was originally known as "The Poland and Minot Water and Electric Company". On March 5, 1889 there was a legislative act passed to incorporate the "Mechanic Falls Water and Electric Light and Power Company". Finally on May 24, 1895 it officially became known as the Mechanic Falls Water Company.

The Water Company accepted from the village of Mechanic Falls three hydrants and 800 feet of six inch water pipe, and agreed to set, furnish, and maintain 32 additional improved nonfreezing hydrants. The new company was asked to lay and maintain 6 ½ miles of pipe and to build and maintain a duplex pumping engine. The water was taken from Waterhouse Brook. The original pumping station was a brick building that housed the pumps, both high and low lift, and three wooden vats. This included a settling tank, a sand filter and a clear water tank. When I was hired in 1987 we were still using that facility. We added chlorine and fluoride. Because it was a surface supply there were days we couldn't keep the chlorine residual up and we had to stop pumping. We were not known for high quality water back then. Our alarm system was a red light in the front window of the pumping station. If we suspected we were going to have problems overnight we could simply unscrew the bulb!!

In 1895 an average household water bill was $21.50 per year; this was for two faucets, a tub, and a water closet. Now an average family pays about $250 a year. Back "then" hydrant rental was $40 a year. Today they are each $1,153 per year.

The original rates included allowance for additional water closets; bath tubs and private stables (including water for washing carriages). It spoke of special rates for dwellings and stable combinations, and five cents for casks of lime or cement. Livery stables were charged one cent per day per horse which included the use of a hose to wash the carriage.

Ninety years later on September 4, 1985 the town purchased the Water Company from General Water Works, making it a department of the town.

Over the past 118 years or so we have grown to 105 hydrants, and approximately 17 miles of water mains.

In the late 1980's we were looking for a site for a new water source. We located a piece of property on Winterbrook Road that held promise. We asked the land owners if we could explore the land for water, and if we could purchase the land if we found sufficient quantity and quality. They agreed that we could explore and that they were willing to sell us the property if, in fact, we found water. What we failed to do, however, was negotiate a price going into this project. As it turns out we did find water of great quality and quantity. The town then offered to purchase the property for $50,000. The land owner's soundly rejected the offer and asked for $140,000. That's when the lawyers got involved!! Threats of eminent domain were made, and carried out. The case finally made its way to court and the judge awarded the land owners $90,000. This piece of real estate was about 17 acres. A couple of years after the initial purchase the land owners offered to sell us the adjacent property of close to 50 acres for a reasonable price so we took advantage of it. We have since done some selective tree harvesting and have more than gotten our money back on the second piece of property.

We are now getting our water from a pumping station built in 1989 at the Winterbrook Road site. We have a gravel-packed production well that delivers over 500 gallons per minute. Recently we installed a backup well to replace the original backup well that failed us. This pumping facility is located within sight of a major bottling company's "bore hole and silo" We store our water in two underground concrete storage tanks, both built in 2006. Our largest one is on Standpipe Hill, adjacent to our old steel standpipe

location. It holds close to a half million gallons. This reservoir was poured in place. It is divided down the middle so we can gate off one section at a time for repairs or cleaning. Our smaller tank is located on Pigeon Hill. It holds 60,000 gallons and is assembled with pre-cast sections. We installed it ourselves with the help of a local contractor and the Town's Highway Department.

Since the town purchased the water utility in 1985 we have replaced or updated more than half of our system. We have replaced a few miles of mains with our own staff. At the same time the pumping station was built in 1989 we acquired about 3 ½ miles of new main.

About 1997 the towns of Minot, Mechanic Falls and Poland built a high school just over the town line into Poland. We were asked to provide water to the new school. To accomplish this we had to get permission from the Public Utilities Commission (PUC) to expand our territory to include the Town of Poland. A line in the sand was drawn and approved by the PUC to divide the town into territories for Mechanic Falls and Auburn to service. We were given a couple thousand feet of 12 inch main and two hydrants plus an 8 inch service to the high school property. Since then the Town of Poland has chosen to lay approximately 10,000 feet of 12 inch main through what they hope to be their "downtown" district. This was another gift to us. We now have 12 hydrants in the Town of Poland. In the meantime that "line in the sand" that was approved by the PUC separating Mechanic Falls and Auburn has been redrawn two separate times to allow for main extensions to be accomplished by the Auburn Water District.

When our new pumping station was designed we thought we had state of the art equipment. We quickly realized that technology was running rampant. As we tried to make simple repairs to our equipment we were told it was either obsolete, or companies were out of business. We have since learned about SCADA. The metal boxes on our walls that were full of electrical equipment have been gutted out and replaced with small devices and radios that talk to each other all day long. Our pumping equipment can be accessed from our homes via a computer.

Over the last five years we have replaced all the residential meters in our system. We used the "touch read" system. We have TRIO for our billing software.

Approximately 12 years ago we replaced the last remaining piece of AC pipe in the system with ductile iron. Our system is predominately ductile iron with a little plastic, and old gray iron. We have some high density polyethylene (HDPE) pipe we slip-lined through our old river crossing to solve a leak, and HDPE pipe runs from our new back up well to the pumping station. This summer we are going to replace some old 6 inch cast iron with 8 inch Bionax plastic. We will hire a local contractor to do the digging and will install the pipe and backfill and restore the neighborhood with our own crew.

Just recently we have made arrangements with Androscoggin Saving Bank to allow us to accept payments through them. Their "Andropay" system allows customers to pay with a check, or credit card using the bank's web site. While this has helped our customers with payments, we can tell you the checks can still bounce just as high as before!!

The Water Department employs two full time employees, and two part time employees including an Office Manager.

Our general duties consist of maintaining the pumping and distribution systems, testing and adding chemicals at a prescribed rate, reading and installing meters, accounting and general administration, and providing 24 hour coverage to respond to emergencies and fires.

We are a Class II system, and are required to hold licenses for both plant and distribution. Our office and maintenance facility is located at 62 Highland Avenue, the site of the original pumping station. At present we have two pickup trucks, a back hoe, air compressor, trench box, ditch pumps and tools of the trade. Being a department of the town, we answer to the Town Manager and the Council. Being a department of the town gives us access to the Highway Department's resources. We share a great relationship with that crew.

The sewer system is handled by a separate entity, the Mechanic Falls Sanitary District. While we are a "department", and they are a "district" we have a wonderful relationship with them also.

Regulatory Update

Norm Lamie, P.E., Maine Drinking Water Program

Good morning.

Current position vacancies within the Drinking Water program include an Assistant Lab Certification Officer, 2 Compliance Officer vacancies and an Office Specialist position.

We have received 48 SRF project applications, totaling nearly $24 million. 33 of those projects are on the 2014 DWSRF Primary List with a total construction value of $17.0 million

We have $7 million available from loan repayments and prior year funds from projects that dropped out. This will allow the first 18 projects to move forward with funding. The balance of projects (15 @ $10 million) will need to use local funds (i.e. bond anticipation notes) to proceed until the source of the state match has been identified. As of today, the state match to access the 2014 DWSRF federal funds is not available – we might see a November 2014 referendum question.

With increasing emphasis by EPA for all states to reduce levels of un-liquidated obligations (ULO), the pressure to keep projects moving quickly forward to completion will continue.

The Drinking Water Program will reach the $200 million milestone for the granting of DWSRF loans later this month when the Maine Municipal Bond Bank approves a $1.5 million loan to the Gardiner Water District for the replacement of a steel standpipe in Farmingdale with a new properly sized pre-stressed concrete tank. The new tank will advance the integration plan for the Gardiner Water District and the Hallowell Water District to improve service delivery and reliability to customers. The Drinking Water Program would like to acknowledge this important milestone, which includes funding for over 300 projects by over 120 public water systems to improve drinking water safety and reliability in Maine over the last 17 years. A celebration is being planned during Drinking Water Week.

A standard operating procedure (SOP) for performing sanitary surveys for large community systems has been completed. Informational sessions will be made available later this years to outline what systems can expect to see on sanitary surveys.

After years of waiting and eight months of concerted efforts, we completed the comprehensive "Drinking Water Treatment Review and Approval Policy and Procedure" for standardization and staff training purposes. This document includes treatment review checklists for both field inspectors and compliance officers to carry out their dual review process. This document will be available on the DWP website.

The DWP has set aside up to $75,000 for the 2014 Wellhead Source Protection grant program. Grants up to $10,000 will be awarded for projects that demonstrate a commitment to ongoing source water protection, such as developing or implementing an existing wellhead protection management plan, establishing source water protection ordinances or zonings within a wellhead protection area, or other approved projects.

We have set aside up to $75,000 for the Surface Water Source Protection grant program. Community and non-profit non-community public water systems (PWS) may apply for grants for planning or implementing projects that protect their surface water source. Grants will be awarded up to $5,000. A few grants are available up to $10,000, depending on the scope of the project.

The 2014 Capacity Development Grants program set-aside is $180,000. Individual matching grant amounts are for 50% of the document cost up to a maximum grant amount of $10,000. A few grants are available up to $15,000 for documents that clearly demonstrate a need for the higher grant amount. Grants are awarded on a reimbursement basis.

The application deadline for grants is April 30, 2014.

There are two new Board of Licensure of Water System Operators board members. Mike MacDonald is the Very Small Water System representative and Jeff Day is the Class III representative. There may be a seat open for a system manager this summer. We now have a water operator licensing electronic exam location in Holden, in addition to the South Portland site.

Legislative Update

Jeffrey McNelly, Executive Director

Good Morning. We are nearing the end of this Second Session, so we should know the outcomes of the most important pieces of legislation that we are involved with fairly soon.

We have spent a considerable amount of time on certain bills; however our most important effort has been attempting to secure the matching funds for both the Drinking Water and Clean Water SRF capitalization grants. It appears that the money may come from two sources - the 2015 supplemental budget and a bond referendum.

Once, again, the collaborative effort we have had with the Maine Water Environment Association (formerly the Maine WasteWater Control Association) relative to this matter has been a very productive one. The legislators "get it" and they understand the importance of these funds, which are such an important financing element of our infrastructure projects.

I want to thank everyone for their involvement in what has been a very interesting session. Special kudos to Dan Wells for being such a faithful attendee at what were often tedious times in committee.

There will be a full report of our activities in the 2014 Journal.

Vote on Proposed By- Laws Amendments Tabled

The 2013 Nominating Committee recommended a change to the by-laws to allow for 1 (but not more than 1) board member to be an Associate member. In November of 2013 the Directors acted on that recommendation and voted to bring an amendment to the by-laws, which would make that change to the association's governance structure, to the membership for a vote on the matter.

As is required in the association's by laws, notice was provided to the members that the vote on the proposed by-laws amendments was scheduled for this membership meeting.

Concerns were expressed about changing the governance structure of the association, in that the Board would no longer consist solely of utility representatives. Others expressed the sentiment that Associate members contribute much to the association and that one representative on the Board should not result in a shift of focus for the association.

After discussing the proposed change, the proposal was tabled. It was agreed to vote on the matter at a future bimonthly membership meeting.

Ultraviolet Disinfection: The Lake Auburn Experience

Kevin Gagne, PE, Deputy Director of Utilities
Lewiston Public Works

Lake Auburn serves as only source of supply for Auburn & Lewiston. The Auburn Water District (AWD) began withdrawal in 1875 and the Lewiston Water Division (LWD) began withdrawal in 1899. The current population served is approximately 80,000. The two systems exist as two separate public water systems and maintain a waiver from filtration.

The pre-UV facilities consist of a joint intake, joint bulk chemical purchase and storage, separate chemical injection and separate treatment systems. Auburn had a separate pump station.

The decision to go to UV was certainly a paradigm shift. Why did we consider UV? The decision was the result of a number of studies.

In 2003 AWD and LWD undertook a study to evaluate impacts of the Stage 2 DBP Rule and the Long Term 2 Enhanced Surface Water Treatment Rule (LT2ESWTR).

In 2004 a very problematic gull population threatened the AWD and LWD filtration waivers. That event really opened our eyes.

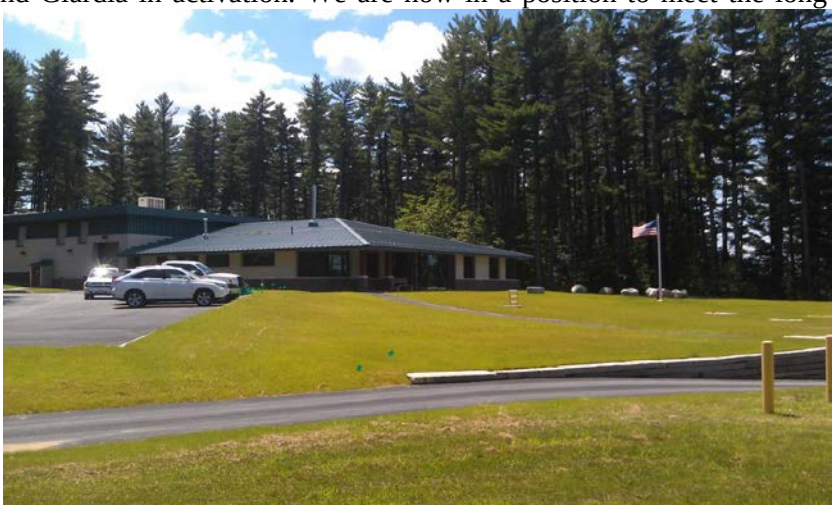
In 2005 CDM Smith completed a "Safe Drinking Water Act Compliance Study" resulting in treatment options with recommendation for UV and in 2005 CDM Smith completed a "Turbidity & Bacteria Study Update".

As we asked ourselves how we could stay in compliance, evaluated our situation and considered the studies we had performed, we determined that the best option was to pursue UV inactivation. Concurrent with the decision to bring the UV treatment system online, we contracted with USDA to implement a successful gull management plan. That program significantly reduced bacteria levels associated with the gull population.

The UV Project included a number of steps. In 2007 CDM Smith completed "UV Design Concept Study" and in 2008 AWD, LWD and CDM Smith started on a preliminary UV design.

In 2008/2009 the Federal ARRA stimulus package was seen as a potential source of funding for the UV project; there was a requirement that a project needed to be "shovel-ready" in order to be eligible for ARRA funds. The project was fast tracked from the concept plan and, as a result, the project became eligible for ARRA funding.

Completion of the UV system allowed the two water utilities to meet the LT2ESWTR by achieving 3-log Cryptosporidium and Giardia in activation. We are now in a position to meet the long term treatment & operational goals for both AWD & LWD.



As will be discussed, we decided to upgrade the laboratory and we partner and share resources in order to operate the facility and, hence, meet the requirements of the Safe Drinking Water Act.

As was mentioned this was a major paradigm shift. We went from a treatment process where we basically added chemicals to a situation where we inactivate pathogens by using

ultraviolet light.

Now we will discuss how we run the plant and who runs the plant. Mike will cover that portion of the presentation.

Operations Overview- Fundamentals of UV Operation

Michael Broadbent, Water Treatment Manager
City of Lewiston Water Division and Auburn Water & Sewer District

Good morning. The process starts at the low lift station where we have raw water strainers which are 24 inch Fluid Engineering self-cleaning screens. The strainers backwash once daily and will automatically backwash on head loss. The backwash cycles last 10 minutes and can be performed without an interruption to production.

Maintenance includes pulling the strainer cover and removing the backwash arm assembly. The screens remove solids down to a size of 0.02 inches.

There are 13 chemical feed systems and 20 chemical feed pumps. Of the 13 chemical systems, 3 are combined Lewiston & Auburn dosages. Most of the chemical feed systems, with the exception of carbon dioxide, were installed on skids equipped with redundant pumps and feed equipment.

Lewiston's feed systems feed to a gravity main with less than 20 psi and Auburn's feed systems dose a distribution main that has more than 70 psi pressure.

The chemical feed systems consist of hydrofluorosilicic acid, ortho-phosphate, sodium hypochlorite, ammonia sulfate, sodium hydroxide, and carbon dioxide.

We have three 24-inch Calgon UV Reactors; we also have 30 process analyzers.

The facility is fully automated and can be started, stopped, sped up and slowed down remotely. Having this ability makes having accurate analyzers extremely critical. The operators need to have the ability to check, maintain and trouble shoot these analyzers at all times.

Our new chloramination facility was built to further reduce the formation of disinfection by-products. Because this facility is located so close to the UV facility, both Lewiston and Auburn have seen a reduction of free chlorine contact time by several hours. Lewiston will be starting up their half of this facility later next week.

The facility has bulk sodium hypochlorite and ammonia sulfate storage with chemical feed systems for both Lewiston and Auburn.

Our water quality laboratory is a certified microbiological lab. Mary Jane Dillingham is the Water Quality Manager. The lab also processes samples for ammonia nitrogen, total suspended solids, ortho P, total P, nitrate/nitrite, pH, temperature, total organic carbon, dissolved organic carbon, color, conductivity and chlorophyll *a*.

An intensified lake monitoring program, which includes the identification of algal species, was recently instituted in response to water quality problems. In 2013 the water quality team grabbed 2530 samples from 13 tributary sites and 6168 samples from 5 in-lake sites. Working with Bates College we've deployed an in-lake water quality monitoring buoy that continuously monitors dissolved oxygen and temperature in the lake.

All of the staff that report to the water treatment facility are either shared or perform shared duties. The Water Treatment Manager and Water Quality Manager are shared employees. We have 4 Operators (2 from LWD and 2 from AWD) and 2 Water Quality Technicians (1 LWD, 1 AWD). Our 2 Instrumentation / Electrical Technicians are shared as is the Education & Outreach Manager.

There have been staffing challenges in converting City of Lewiston, Water Division Operations, and the Auburn Water District Operations into a joint effort to operate one facility. Pre-UV, the LWD and AWD treatment systems were for the most part separate: LWD and AWD only shared an intake. LWD operators were responsible and on-call for their facilities and it was the same for AWD.

Post UV plant the same strategy was applied. This was not successful and problems started to arise concerning joint chemical feed systems and equipment maintenance.

The formation of the LAUV operations team changed all of that. Daily tasks were defined, and daily operations checks were developed.

I am a firm believer that a facility should have an operator inspect every moving part daily. We instituted daily facility inspections which included every room and all moving parts. By dedicating three hours a day to complete inspections we've prevented shut downs and interruptions to treatment that were plaguing the facility.

We have learned that by checking the low lift pumps daily and tracking the output current of the pumps we can avoid or prevent issues. Checking critical points in the system daily prevents emergencies. We have a documented preventative maintenance program that we use to ensure that all of these inspections are performed.

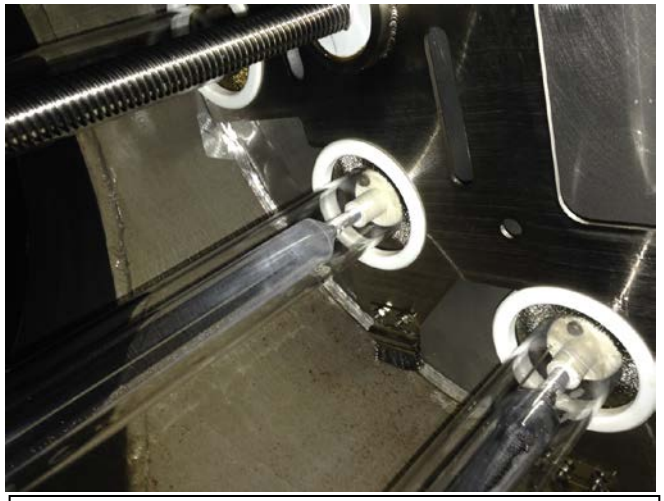
Communication is critical. Establishing weekly meetings with both LWD and AWD Superintendents has been the key to keeping everyone informed of current issues. Both entities partner on projects and work together on all aspects of the facility and the watershed.

I will briefly discuss the concept of the UV operations. High powered lamps emit UV radiation into the water; high-energy light photons are absorbed by the DNA and RNA in micro-organisms. This absorption causes cross-linking of the double helix strands within the organisms (i.e. protozoans, bacteria, viruses, Cryptosporidium and Giardia) which prevents strand splitting and replication. Organisms that can't replicate, can't infect.

The LAUV facility has three reactor trains. It is typical to have two trains operating any given time. Each reactor is capable of treating 3700 gpm. The reactors are equipped to house three banks of UV lights; we are currently set up for two. Each reactor has an inline process UVT analyzer that monitors the UVT of the water continuously. Each reactor is controlled by its own PLC; all of the PLCs are tied to the plant's SCADA system and work in sync together.

Behind the electrical shield the reactors are equipped with contact and moisture alarms. If the cover is removed, the reactor will immediately shut down. If water is present, the reactor will shut down. Low irradiance alarms will shut the reactors down in the event a bulb or contact fails. Specialty tools for torqueing the access panel and quartz sleeves are required along with an extensive inventory of parts.

When we took this picture we were trouble shooting an irradiance issue with this reactor. In the photo you may be able to see some fogging that had formed on the exterior on the bulb. This fog was etched into the glass and was affecting the light output of the bulb.



Behind the access panel: inside of the reactors, quartz sleeves, bulbs and wiper system.

Calgon has a recommended life on the bulbs of 5,000 hours of operation. We typically go through 12 bulbs per year.

Calgon reactors determine the amount of current to be sent to each bulb by monitoring flow and the log removal set point.

The actual UV dose is measured by the UV sensors which indicate how "bright" each lamp is in the reactor. Because this value is a measurement of light it's reported back to the reactor as Watts/meter squared. The actual values are used to validate the UV dose, The PLC will continue to ramp up the kilowatts until the reactor exceeds the removal set point.

The calculated dose is a measurement taken from the bulb's current transducers and determines what the bulb irradiance is "supposed" to be. The PLC performs a calculation to assume irradiance based off the current transducers and the UV transmittance of the water traveling through the reactors.

Because the PLC knows the current in the wire and the UV transmittance of the water, the system will look into the validation report and tell the operator the irradiance value needed to have for disinfection based on the two values (calculated vs. actual).

This means that our actual values should be at least equal to the calculated value when running in Auto Dose. If not, the reactors are not running efficiently.

Off spec water is made any time a reactors validated value drops below the target value. For us our reactors have a log removal set point of 3.20. The most common cause for off spec water for us is a flow change. Because we supply water to two different distribution systems that operate independently, flows change several times during a day.

Concerning required reporting, we provide a UVT calibration report, a reference sensor calibration report, a reactor performance report for each reactor, an off-spec water report and other information.

How to Start A New Drinking Water System: The New Gloucester Experience

Darrin D. Lary, PE, Project Manager, Wright – Pierce
Paul First, Interim Town Manager, Town of New Gloucester

Darrin D. Lary, PE:

The history of the problem in town began back in the 1950's with the issue of road salt contamination. In the middle of town there was a large uncovered salt pile; slow leaching of salt contaminated wells in Upper Village.

In the 1980's and early 1990's the focus shifted to leaking petroleum storage tanks. Those petroleum contaminated tanks and the soils were removed; however the groundwater remains contaminated. There is no reasonable way to remove the contamination. The impact of the contamination includes health risk to the residents, a decrease in property values which makes it difficult to sell properties, and the contamination also limits commercial development.

There has been a substantial cost, over time, to the residents, business owners and the town.

Interim solutions consisted largely of Point-of-Use (POU) treatment systems installed in individual houses to treat salt or gas contamination. These systems were costly to operate and prone to malfunction. These in-house filters are not a valid long-term solution.

We undertook a feasibility study. The ultimate goal was to provide a reliable, high quality drinking water supply to current and future residents, businesses, and town facilities in the vicinity of the contamination.

A number of alternatives were considered.

The town contracted with Drumlin Environmental, LLC to review the feasibility of various alternatives. They studied a deep sand and gravel and bedrock aquifer west of Royal River near the Fairgrounds site. They also reviewed the alternatives of connecting to the Auburn Water District or the Yarmouth Water District.

The groundwater investigation was a multi-phase evaluation. The initial phase reviewed federal, state, and local files to identify past land uses and potential sources of contamination. Exploratory test wells were installed at the fairgrounds site in order to evaluate geology. Next, we screened other large area parcels for possible sources of supply.

At the fairgrounds site a monitoring well indicated the presence of a deep, high yield deposit with good yield and quality. The deep aquifer was separated from shallower soils by a thick, fine-grained silt layer that provides good protection from potential contamination sources.

Special town meetings were held to vote for the creation of a new district, the New Gloucester Water District. The creation of a new water district was selected as the best alternative for providing a reliable drinking water supply to the Upper Village. The new district was created by special legislation that was signed by the Governor on January 26, 2012.

The source of supply is a high quality groundwater source from an aquifer west of the Royal River. It has a capacity of at least 60 GPM; minimal treatment is required for radon removal.

The primary extent of the water district was intended to replace all contaminated or at-risk wells on Bald Hill Road, Snow Hill Road, Sawyer Road, Upper Village Street, Peacock Hill Road, and Route 4/100. The capacity of the source allows for extension or growth of the system to the entire Upper Village region.

Project funding was a collaborative effort, as there were multiple funding agencies. We had support from the Maine DEP, from inception to execution. The overall project cost was $2.4 million. We were able to leverage $1.4 million in grant money.

Maine DEP provided grant funds totaling $366,482, to finance a separate contract for connecting 10 petroleum contaminated or at-risk properties. There were limitations on funding participation as we could not fund fire protection (i.e. larger mains, a fire pump, hydrants, etc.).

The Town of New Gloucester bonded for $212,000 to extend water services into individual households in order to address current and future possible salt contamination. This was a one-time offer for residents.

Rural Development provided the balance of project funds in the form of a grant/loan package. Grant funds totaled $675,000 and the loan funds amounted to $800,000. There were limitations on funding participation. We could not pay for any work on private property, and engineering services were covered by CDBG funds.

The town and district contracted with Wright-Pierce to design, bid, and construct the new water system.

The design of the new system can be broken into three aspects: construction of the new screened well source, construction of the pump station / treatment facility, and construction of water mains and the individual services.

Bidding included an alternate for construction of a large gravity storage tank in Upper Village or a high capacity fire pump if project funding did not allow for construction of the gravity tank. Unfortunately, the bid results opted out the gravity tank.

The new 8-inch production well was drilled in 140 feet of gravel over fractured bedrock. It is fitted with a sanitary seal, pitless adapter and is screened with a 10 foot long Johnson Muni-pak screen, which is a new design dual layer screen, which is pre-packed.

The treatment process includes aeration to remove radon, and sodium hypochlorite for disinfection. We have an expanded clearwell for pumped fire protection storage. It will allow us to pump 750 GPM for 2 hours; that volume is based on an ISO review for structures in the Upper Village.

As far as instrumentation and controls are concerned, we do not have 3-phase power available but we do use a VFD for phase conversion. We have a high flow pump, and a propane powered generator for back-up and fire flow power. We also have telemetry for a SCADA system.

Our distribution system consists of approximately 6,000 feet of 8-inch distribution piping. We have a buried crossing of the Royal River. There are 50 connections to local residences and businesses, including a section on busy ME Route 100/4.

Our piping selection criteria specified ductile iron or C-900 PVC. No HDPE was allowed, due to the petroleum contamination. PVC pipe proved to be significantly more cost effective. As a future precaution, we used petroleum resistant Nitrile gaskets in the upper triangle.

The Royal River crossing involved a very sensitive waterway which resulted in Maine Department of Fisheries and Wildlife limitations. The crossing was proximate to a privately owned dam. The dam owner removed the flashboards and that facilitated installation of the bypass.

The segment on the state highway required Maine DOT coordination. We learned that a future Maine DOT project would cut 1 - 2 feet off the crown of the road. Hence, our pipes were installed 8 – 9 feet deep. Cross services were installed by horizontal directional drilling.

Individual water services were installed to residences and small businesses and a single bulk water service was installed to a 40+/- unit mobile home park. We also collaborated with Maine DEP for the previously mentioned petroleum contaminated or at risk properties.

For the residential services, the homeowner was required to abandon their private wells so as to remove possible access to contaminated groundwater.

Lessons learned were multiple and varied. First off, town and community support are critical. Multiple agency funding can be successful; dedicated town/district staff were key to our success. We are thankful and pleased that local residents and businesses will have access to a clean and sustainable source of water into the future.

Paul First:

What I would like to emphasize here is that no one person or person(s) is/are responsible for getting us to this point. It's been a team effort all the way, and they've all scored double digit points.

The selectmen and their advisory committees were convinced of the need for this project before we even got started. One reason this was important, is that they were able to allocate discretionary seed funding to the project when it was needed.

They also hired a Town Planner – me. In the early days, it was my job to figure out how to move the project forward, assemble a team, and get the project funded. It's important early on to have someone with staff time partially dedicated to the project to begin laying the framework.

Matt Reynolds from Drumlin Environmental helped. Beyond doing the hydrogeology and identifying the source, he also helped us get the project going and figured out what the next steps might be.

When the town gave us the money for preliminary engineering and we hired Wright-Pierce, it was a big leap forward. Darrin Lary, our engineer, was committed to helping us solve the problem, and also helped to set the stage long before the design work began in earnest. Doing the preliminary engineering up front gave us a time window, of about six months, to go out and apply for different funding sources.

The first board of trustees was appointed by the Selectmen; they were well chosen. Not only are they skilled, they work their tails off to make the project happen on a very tight timeline. If it's an appointed board, it's important to think hard about the composition. You need skills and a willingness to help do the work - because it's a lot of work.

When we put the project out to bid, we hired Wright-Pierce again. They had a commitment to the project and seeing us through what might be some tough patches.

Finally, the most important members of the team are the funding agencies. Not only have they given us the money to tackle the problem, they've given us key advice. Sometimes it's okay to communicate your challenges to a funding agency. They can help you figure out ways to overcome them.

When I came on board as Town Planner, Drumlin had conducted much of the groundwater investigation and this work was paid for by the Town and DEP. The big question was what were we going to build and, most importantly, how were we going to pay for it.

The key steps that it took to fund the project were the CDBG income survey, the DEP Oil Fund commitment letter, the CDBG project grant, the Rural Development grant, and the town meetings.

The key elements of the project were the compelling story of the contamination, the fact that the area's income eligibility was an important part of raising money for the project, and the impact on the traditional business district. These were all fundamental parts of the project that we were able to leverage to make it happen.

I would like to extend a special thanks to the New Gloucester Water District trustees Steve Johnson (Chairman), Treasurer Jim Giffune, past member Larry Zuckerman and Jim Fitch. I would like to acknowledge the efforts of Steve Libby, Ted Shane, Gary Sacco from New Gloucester, Chris Fournier and Chris Swain from Maine DEP, Scott Emery and Mike Jenkins from Rural Development and Aaron Shapiro from CDBG.

In Memory

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Joe O'Brien

Joseph C. O'Brien, 54, passed away Dec. 26, 2013 after a short battle with cancer. He was born in Lubec on June 23, 1959.

Joe joined the Lubec Fire Department as a junior firefighter at the age of eleven, and remained active in the department until his death. He was also a member of both the Lubec Police and Lubec Ambulance Service where he was an E.M.T. For the past twenty nine years he was the manager of the Lubec Water District.

He is survived by Julie, his wife of thirty one years, two sons, a grandson, three sisters, a brother, and many nieces, nephews and special friends. His true passion has always been spending time with his family, with whom he just celebrated a wonderful Christmas.

He will be greatly missed by many.

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Bruce Goucher

Bruce Goucher, Operations Supervisor of the Greater Augusta Utility District, died January 24, 2014, after battling cancer for well over a year. He was 56.

He worked for the Augusta Water District and finally GAUD for over 33 of those years, having joined them in May of 1980. Between Bruce and his guys, they literally built much of the drinking water system and repaired dozens, maybe hundreds, of water main breaks over the years.

He was a member of the MWUA Program Committee and in February of 2013 he received the association's Lifetime Achievement Award. A more likable guy could not be found. His legacy will be that we will be talking about him for years to come.

Bruce is survived by his wife, Patricia, 3 children, 3 grandchildren, 2 brothers and 3 sisters.

Marion A. Packard, Jr.

Marion A. "Al" Packard, Jr., 88, of Belfast, formerly of Kennebunk, died August 16, 2014 at home in Belfast. Al graduated from Deering High School. Following graduation, he enlisted in the U.S. Army Air Force, where he served as an airplane and engine mechanic, attaining the rank of Sergeant. Upon his discharge, he returned to Maine and enrolled at the University of Maine, Orono, where he earned his Bachelor's Degree in Civil Engineering. During college, he married his sweetheart, the former Ruth Elizabeth Edgecomb whose family had lived two streets over from his. They were married on June 19, 1948, and shared nearly 60 years together until her death in 2007.

Al served as President of Maine Water Utilities Association in 1968 and was employed for over 25 years as Superintendent of the Kennebunk, Kennebunkport and Wells Water District. Following his retirement, he attended the Maine College of Art in Portland, specializing in painting. He enjoyed Scottish Country Dancing with Ruth, and hunting in the Moosehead Lake region. Al also skied at Mt. Abrams, and was very proud of the chalet which the Packard, Holmberg, and York families helped design and build, with members of the Kennebunk High School Industrial Arts Class. Al was employed as a framer at studios in Wells and Kennebunkport. He and Fred Holmberg also owned and operated the Arundel Court Art Gallery. For several years, Al and Ruth were partners in operating antique booths at the Wells Antique Mart and Bo-Mar Hall.

Al was very active in local affairs, as a member of the Kennebunk Rotary Club, and he formerly served on the Board of Trustees at Kennebunk Savings Bank. He was a member and dock master of the Arundel Yacht Club. He liked to sail and, as captain, he only had one rule if you sailed with him: "Please be reasonable and do it my way!"

Al was a long time member of Christ Church, where he served on several boards and committees. He enjoyed singing in the choir, and also sang with the Larry Davis Chorale.

In addition to his parents and his wife Ruth, he was also predeceased by two sons-in-law. Survivors include his three sisters, a son, nine grandchildren, three great grandchildren, and his long-time companion, Helen "Scotty" Huggins of Belfast.

A Tribute

On August 16, 2014, Marion A. 'Al' Packard Jr. passed away at his home in Belfast, Maine. He was 88 years old and enjoyed a long and accomplished life and career. The final stop on the career track for 'Al' was spent as Superintendent of the Kennebunk Kennebunkport & Wells Water District. From 1959 to 1984, Mr. Packard (as he was affectionately referred to) ably and decisively led the District. That period of time was a transformative period encompassing the post-war time all the way through the growth period of the seventies and eighties. By the time of his retirement, coastal York County was firmly established as a desirable place to live and vacation and the expansion of the District infrastructure during those years reflected that.

Our water district, for the most part, has always benefited from the strong local support of our ratepayers and the leaders of the communities that we serve. Much of the foundation of that support can be traced back to Mr. Packard's leadership during his time here. He was a man of stature who embraced and executed his leadership role with skill and aplomb. He was a man of integrity who was professional and competent in meeting the needs of his customers, but more importantly leading the organization in a manner that included genuine respect and appreciation for his employees. He knew the names of all the employees' spouses as well as their children, and would always make a point of asking about their well-being.

'Al' Packard was the Superintendent when I was hired in 1979. I still remember how awkward and intimidated I felt when summoned to his office during my early years. But when I look back now, I have a deep appreciation of how our relationship developed and how he mentored me both when he was here and during his port-retirement years as well. 'Al' has always been on my short list of people I've admired at close distance. He expected preparation and thoroughness when interacting with his staff, and always had probing questions at the ready for whatever topic was being discussed.

There are few here in our organization who knew 'Al' or have even heard of him. But on the day of his funeral, I thought it was important to highlight his contribution to the organization that we have today. Reputation and respect for any organization is built over a long period of time and can be difficult to sustain. We all have one job while we are here; to perform our responsibilities to the best of our abilities while advancing the mission of our organization. When we are successful, we honor those who have preceded us and set the example for those who will follow us. It's through the past efforts of people like 'Al' Packard, who has paved the way for us to work for an organization today, that we can be proud of. 'Al' was a good man who will be missed.

Don Gobeil, Kennebunk Kennebunkport & Wells Water District

Past Presidents

1926-50 DAVID E. MOULTON*
1951 SIDNEY S. ANTHONY*
1952 ROMIE K. NEWCOMB*
1953 ALLAN F. McALARY*
1954 LEANDER G. SMITH*
1955 FRANCIS L. HATCH*
1956 EARL A. TARR*
1957 WM. G. HARTWELL*
1958 HERMAN BURGI, JR.*
1959 DONALD P. JOHNSTON*
1960 J. ELLIOT HALE*
1961 LYNDALL K. PARKER*
1962 MAURICE H. BURR*
1963 JAMES W. BATES
1964 J. PORTER HENNINGS*
1965 CECIL W. MANN
1966 E. S. LITTLEFIELD*
1967 PAUL G. BUTLER*
1968 M. A. PACKARD, JR.*
1969 W.D. MONIE*
1970 ROBERT VARNEY*
1971 JOSEPH TAYLOR
1972 SHERMAN SMITH*
1973 HARRY WOOSTER
1974 GERARD F. LAUREN*
1975 PELEG BRADFORD*
1976 LYBRAND GOLDSMITH*
1977 STANLEY MELIN*
1978 ALTON JOHNSON*
1979 EARLE A. TARR, JR.*
1980 JOHN E. LOMBARD*
1981 FRED E. GIVEN
1982 DAVID A. SWEET
1983 R. PATRICK GRADY
1984 HECTOR LeCOURS*
1985 RONALD R. GRAY
1986 A.B. PALMER, JR.*
1987 PETER L. CALDWELL
1988 EDWARD B. BURGESS
1989 DENNIS T. KNOWLES
1990 JEFFREY L. McNELLY
1991 JEFFREY P. NIXON*
1992 GEORGE PETERS
1993 NORMAND R. LABBE
1994 NORMAND R. LAMIE
1995 DONALD L. WARE
1995 DAVID MICHNIEWICZ
1996 WAYNE ROGALSKI
1997 NORMAN J. CYR
1998 STEPHEN L. FREEMAN
1999 JAMES W. WEST
2000 RICHARD L. KNOWLTON
2001 SCOTT MINOR
2002 DAVID PARENT
2003 JEFFREY LACASSE
2004 MICHAEL NADEAU*
2005 JUDY WALLINGFORD
2006 BRIAN TARBUCK
2007 WILLIAM G. ALEXANDER, JR.
2008 GORDON JOHNSON
2009 JOHN STORER
2010 KATHY MORIARTY
2011 STEPHEN COX
2012 JON ZIEGRA
2013 DON GOBEIL
2014 JEFFERSON LONGFELLOW
Deceased*

Board of Directors Meeting
May 9, 2013
Boothbay Region Water District, Boothbay Maine

The May 9th meeting of the Board of Directors was held at the Boothbay Region Water District in Boothbay, Maine. In attendance were Directors Hitchcock, Johnson, Moriarty, Gobeil, Cox, Ziegra, Longfellow, Executive Director McNelly and Andrews. Rick Anair also attended.

Communications/Executive Director's Report

MWUA has been invited to present a technical session at this year's Lagoon Day.

Directors' Reports

Gobeil reported that DOT and the water district have been meeting concerning DOT's rebuild of Route 1 in Ogunquit and the new drainage system that they are proposing to install. KKW is also discussing succession planning.

Moriarty reported that they have recently had some staffing changes, and work on their UV facility is continuing.

Cox reported that they recently executed $1.8 million worth of contracts, including main replacements and tank projects.

Johnson reported that there are gas main replacements happening in the Portland area, as well as oil and pipeline discussions. Their UV and ozone project is moving along, and they have made some safety improvements to tanks.

Hitchcock reported that they received bids for tank painting, and will be making a decision soon. They have filed for a rate increase as well.

Longfellow reported that they have had numerous main breaks recently, and they are starting some of their big projects. Their meter installation should be done by the end of the summer, and they are also preparing for gas mains that are being installed in the area.

Ziegra reported that they had a tank coated and a mixing system installed. The Five Rivers Regional Water Council will be meeting May 20th.

Approval of Minutes

On a motion by Moriarty and a second by Cox, the board meeting minutes from April 5, 2013 were unanimously approved after a correction to Cox's director report was noted.

Old Business

Dues Analysis/Membership Recruitment

Johnson will report at the next meeting.

AWWA Fly In – April 17 – 18, 2013

Cox and Gobeil attended and reported that it went very well. They discussed the importance of SRF funding and the no lead rule.

Financial Review

The financials were reviewed by the board. The education income for the year may be lower than budgeted.

Committee Updates

Legislative and Regulatory Affairs

McNelly testified against LD 215 An Act to Protect Landlords When Tenants Fail to Pay Utility Bills. The work session was held May 8th and was amended to apply to electric utilities only. It is possible this bill will die.

LD 441 Resolve Directing the Public Utilities Commission to Develop a Plan to Reform Water Regulation was voted ought to pass as amended.

LD 688 An Act Concerning Adverse Possession was voted ought not to pass.

LD 1177 An Act To Implement the Recommendations from the Discontinued and Abandoned Roads Stakeholder Group will be carried over.

LD 1216 An Act to Amend the Freedom of Access Act is opposed by MWUA.

LD 1273 An Act Pertaining to the Closing of Municipal Roads for Community Use was voted ought not to pass.

LD 1342 An Act to Ensure Just and Reasonable Sewer Utility Rates was reported out of committee. It was amended to allow the Public Advocate to sewer rate disputes under certain conditions.

McNelly is monitoring LD 1440 An Act to Amend the Retirement Laws Pertaining to Participating Local Districts. It will be discussed at the UFO meeting in May.

LD 1496 An Act To Modernize and Simplify the Tax Code proposes to impose a 6% sales tax on all consumer purchases including water and sewer charges.

Dig Safe Legislation

McNelly has submitted comments outlining MWUA's concerns on LD 965 An Act to Improve Maine's Underground Facility Damage Prevention Program. He and Dan Wells are scheduling meetings with some of the committee members in order to discuss MWUA's concerns.

Bond for SRF Match

LD 239 An Act to Improve the Return to the State on the Sale of Spirits and to Provide a Source of Payment for Maine's Hospitals is moving along slowly.

Groundwater in Public Trust

No news on this agenda item.

Program

Anair reported that the June Meeting will be in Caribou on the 13th with golfing the day before. The clambake and golf tournament will be on August 14th and 15th. The October meeting will be in Searsport and the December meeting will be in Kennebunk. Peter Prescott attended the last committee meeting to discuss ways to increase attendance on the February trade show floor.

Ed/Ops

The committee is working on training including main break and leak detection, water treatment, and an office session. The operator proficiency subcommittee has a Facebook page and will most likely be collaborating with MWWCA's Young Professionals committee.

PAC

The committee is working on the newspaper supplement, which will be in newspapers May 26th. They will also be attending the Southern Maine Children's Water Festival on May 17th.

Water Resources

The committee is continuing work on the video project and their September seminar.

Water Use Efficiency

They are progressing on their database.

Technology

The first meeting of this committee will be held at Kennebec Water District on June 19th.

Nominating

Storer will be invited to the next meeting to discuss changes to the board.

New Business

Residential Sprinklers

Johnson reported that he attended training presented by the Maine Fire and Safety Institute pertaining to residential sprinklers. Shut offs, backflow and configuration concerns were discussed, and it was noted by Johnson that he will be contacting the members of the ad hoc group of MWUA members that met last year that discussed these issues. Another concern that will hopefully be discussed, if this group convenes, is sprinklers' implications to rates.

Adjournment

The meeting was adjourned by unanimous consent.

Board of Directors Meeting
June 6, 2013
Kennebunk, Kennebunkport and Wells Water District, Kennebunk, Maine

The June 6th meeting of the Board of Directors was held at the Kennebunk, Kennebunkport and Wells Water District in Kennebunk, Maine. In attendance were Directors Cox, Hitchcock, Gobeil, Moriarty, Johnson, Longfellow and Executive Director McNelly. Rick Anair and John Storer also attended.

Communications/Executive Director's Report

McNelly visited water systems in Northern Maine on his way to training in Caribou earlier this week.

Directors' Reports

Gobeil reported that they have a good deal of construction going on, and they have looked at the plans for 10 new subdivisions this past month.

Moriarty reported that their UV project is on track. Bob Burke is their new Director of Water Treatment and they hired a utility worker.

Cox reported that they are busy with a multitude of projects, particularly at Camden-Rockland and Biddeford-Saco. They have hired a new field services representative.

Johnson reported that their UV and ozone project is moving forward.

Hitchcock reported that they do not have any planned capital projects this summer, and are focusing on maintenance.

Longfellow reported that they had a bid opening for the first phase of a water main replacement project. They have had problems with 350 hp pump that is nearing the end of its useful life , and their hydro station needs repairs. They are also busy working with Summit Gas.

Approval of Minutes

On a motion by Hitchcock and a second by Cox, the board meeting minutes from May 9, 2013 were unanimously approved after a correction to Cox's director report was noted.

Old Business

Dues Analysis/Membership Recruitment

Johnson distributed a dues analysis he prepared for the Board. The dues steps were extended to 17 steps with the goal of keeping the new structure revenue neutral. A new dues table will be developed and discussed at the August board meeting. The new structure will be discussed in the September issue of Maine Water News and at the upcoming bi-monthly meetings. There will also be a notice included with the 2014 dues invoices.

Preliminary Discussion – 2014 Budget

There was a preliminary discussion of the budget.

Financial Review

The financials were reviewed by the board.

Committee Updates

Legislative and Regulatory Affairs

There was an extensive discussion concerning rights of way, prescriptive easement rights and the issue of private/public water mains.

Most of the onerous provisions have been deleted in LD 1216 An Act to Amend the Freedom of Access Act. There is an opportunity to provide input with the Right To Know Advisory Committee concerning the issue of serial filers. MWUA will collaborate with MMA on this bill.

Dig Safe Legislation

LD 965 has been carried over to the Second Session of the 126th Legislature. The association will need to work on this during the summer.

Bond for SRF Match

The liquor contract legislation has a new title and a new bill number. It is working its way through the process.

Water Regulation reform Bill Update

There will likely be several meetings this summer concerning LD 441 Resolve Directing the Public Utilities Commission to Develop a Plan to Reform Water Regulation.

Program

Anair reported that the June Meeting is all set. The golf tournament and clambake will be on August 14th and 15th, and it may be time to look at new venues for golf. The October meeting will be in Searsport and the December meeting will be in Kennebunkport. The committee is also working on incorporating demos onto the February trade show floor.

Ed/Ops

The committee is working on training including water treatment and an office session. The Operator Proficiency subcommittee meets June 21st.

PAC

The committee attended the Southern Maine Children's Water Festival, and it went well. The newspaper insert, Water's Worth It, was in the papers in May; that was a successful endeavor.

Water Resources

The committee has a meeting on June 13th to work on the video project. They are also working on the September seminar.

Water Use Efficiency

The committee's next meeting is in August.

Technology

Their first meeting will be held at Kennebec Water District on June 19th.

Nominating

Storer discussed the function and operation of the committee relative to the process as spelled out by the bylaws. The committee is looking at revising the guidelines for nominee selection. They are also discussing the prospect of having an associate member on the board, and expanding the board to 9 members.

New Business

PUC Assessment

The board discussed the anticipated 50% increase in the Commission's assessment billing, which highlights the importance of being actively involved in the regulatory reform plan discussions.

Adjournment

The meeting was adjourned by unanimous consent.

Board of Directors Meeting
August 1, 2013
Caribou Utilities District, Caribou, Maine

The August 1st meeting of the Board of Directors was held at Caribou Utilities District in Caribou, Maine. In attendance were Directors Hitchcock, Gobeil, Moriarty, Johnson, Longfellow, Ziegra and Executive Director McNelly.

Communications/Executive Director's Report

None.

Directors' Reports

Gobeil reported they have awarded a $370,000 contract to move a section of 20" water main.

Moriarty reported that she attended a regional meeting with David Ladd to discuss MS4 relative to discharges from water systems.

Ziegra reported that the Five Rivers Regional Water Council is organizing.

Johnson reported that their UV and ozone project is moving forward, and they plan to implement a capital reserve account.

Hitchcock reported that they have some maintenance projects planes as well as a rate increase.

Longfellow reported that they have finished a main expansion project and they are working on their meter upgrades.

Approval of Minutes

On a motion by Johnson and a second by Longfellow, the board meeting minutes from June 6, 2013 were unanimously approved.

Old Business

Dues Analysis/Membership Recruitment

Johnson presented the new dues structure based on 17 steps to the Board. There was considerable discussion concerning the concept of adjusting the dues steps. One a first by Ziegra and a second by Moriarty, the new dues structure was approved with minor modifications.

Preliminary Discussion – 2014 Budget

McNelly and Ziegra previously met to review the 2014 budget, and the draft budget was discussed with the Board. It was noted that communication is important concerning the association's budget. McNelly will draft a letter to MWUA membership and potential membership regarding the dues increase.

On a first by Moriarty and a second by Gobeil, it was unanimous that the association will support JETCC's Management Candidate School in the amount of $2,500.

Financial Review

The financials and budget were reviewed by the board.

Committee Updates

Legislative and Regulatory Affairs

There was a discussion concerning gas utilities' aggressive expansion in certain communities and Bill Harwood's offer to coordinate a meeting with Summit Natural Gas and affected utilities.

Program

It was noted that local natural gas installation scenarios and situations may be a good bi-monthly training topic. The golf tournament and clambake are coming together.

Ed/Ops

The committee is working on fall 2013 and 2014 training.

PAC

The committee will be raising money at the golf event for scholarships.

Water Resources

The committee is progressing with the video project. They are also preparing for their September seminar on climate change.

Technology

This committee will be meeting on August 28th.

Nominating

It was reported that John Storer has contact the committee members and it is expected that they will meet later in the month.

New Business

Water Operator Board Class III Opening

It was noted that there is a Class III opening on the Water Operator Board.

PUC Dockets

McNelly updated the Board on the York/Stage Neck PUC docket issue.

The Board discussed the Auburn Water District 10-Person Complaint on the Acts and Practices of the Auburn Water District: Docket No. 2013-00382. On a motion by Ziegra and a second by Hitchcock, it was unanimous that MWUA will send a letter to the PUC expressing opposition to an investigation to focus on the combination of the Auburn Water District and the Lewiston Water Division.

Adjournment

On a first by Ziegra and a second by Hitchcock, the meeting was adjourned by unanimous consent.

Board of Directors Meeting
September 5, 2013
Portland Water District, Portland, Maine

The September 5th meeting of the Board of Directors was held at Portland Water District in Portland, Maine. In attendance were Directors Hitchcock, Gobeil, Moriarty, Johnson, Cox, Ziegra, Executive Director McNelly, Program Committee co-chair Chris Curtis and Nominating Committee chair John Storer.

Communications/Executive Director's Report

McNelly indicated that the Public Utilities Commission would be holding training on their case management system on September 19th.

He also provided an update concerning the Fryeburg Water Company docket. At the hearing on September 3rd, the Public Advocate presented an expert witness, Scott Rubin. Mr. Rubin has worked on a number of cases involving sale of water from a utility to a larger user (2 breweries and a Gatorade facility). He discussed the merits of the proposed new contract between and Fryeburg Water and Nestle, as he perceived them.

McNelly reported that he had spoken to Harry Lanphear, Administrative Director at the PUC, and had learned that the Notice of Inquiry for the regulatory reform plan could be expected sometime the latter part of September.

McNelly also discussed the fact that he had hired Barb Merrill for the Executive Assistant position, to replace Elizabeth Andrews.

The groundwater video, which was developed by the Water Resources Committee and distributed to the Board prior to their meeting, was discussed. An edit, which will be forwarded to the producer, was suggested.

Directors' Reports

Gobeil reported that KKW will be doing some pipe bursting and using fusible PVC pipe for replacement.

Moriarty reported that they had recently completed a 2,000 foot 3M relining project and that their UV plant was on-line and operational.

Ziegra reported that they are awaiting a grant/loan project from USDA.

Johnson reported that their UV project is moving forward, and that they are retrofitting their ozone system. He also noted that Frank Meader recently retired.

Hitchcock reported that they had experienced some vandalism in that someone had drilled holes in 200 feet of 6 inch HDPE pipe, which was awaiting installation. He also noted that Caribou had a 2.8% rate increase become effective in July.

Cox reported that Maine Water Company had recently settled 3 rate cases and that 3 more were in process. He also noted that they were implementing the "Linebacker" program for customer's services and that they have hired temporary help at the Biddeford system to assist in the upgrade of the their meter program.

Approval of Minutes

On a motion by Ziegra and a second by Moriarty, the board meeting minutes from August 1, 2013 were unanimously approved.

Old Business

Concerning the York/Stage Neck PUC docket it was noted that the Commission, in their deliberations, has decided to continue the docket and allow the developer another opportunity to make the case that their facilities are not private but should be owned and maintained by the York Water District. The association will continue to be involved in this case.

The 2014 budget was discussed in detail, in conjunction with the action that the Board took at the August meeting to revise the dues step schedule to include 17 steps as opposed to 11. The 2014 budgeted expenses are projected to be 1% higher than 2013 budgeted expenses. However, due to the consolidation of four water utilities into two, Corporate dues revenues are projected to decrease. Balancing the budget, as presented, would require a double digit dues increase.

After considerable deliberation and consideration of the fact that the revision of the dues step schedule was a significant change, in and of itself, it was felt that a more modest dues increase might be more appropriate. Ultimately, it was decided to defer a dues increase this year. Expenses will be managed to reduce them where possible/appropriate and prior year reserves will be used as necessary. On a motion by Ziegra and a second by Hitchcock the Board unanimously voted to defer a dues increase for 2014, to develop a 3 year financial plan and to investigate the need for a dues increase for 2015.

Financial Review

The financial report for July was reviewed by the board.

Committee Updates

Legislative and Regulatory Affairs

It was noted that the $150 million bond issue that was recently approved by the Maine Legislature did not include any SRF matching funds and that there is a shortfall for FY 2014. McNelly reported that he had a discussion with

the Governor's office concerning the possibility of a bond discussion, to include the necessary SRF match, once the legislature reconvenes in January. There have been few meetings on carry over bills; however it is expected there will be discussions on those as summer draws to a close.

Program

Curtis provided an update on committee activity. It was reported that the golf tournament and the clambake were very successful. The October meeting is coming together, the topic being the expansion of natural gas infrastructure. The planning for the December bimonthly is progressing well. Most of the sessions for the February meeting have been selected.

Ed/Ops

The committee is working on fall 2013 and 2014 training. The Operator Proficiency subcommittee is in the process of organizing and will likely use a subpage of the website as a point of contact for training and other activities.

PAC

The committee raised enough money at the golf event for a scholarship.

Water Resources

As was noted the video project is nearly finished and the video is very well done. The September 12 seminar on climate change is all set to go.

Technology

The committee met on August 28th. They selected Matt Zetterman of Kennebec Water District and Woody Bailey of Wright Pierce as co-chairs.

Nominating

Chair John Storer reported that the committee had met and had selected Alan Hitchcock of Caribou Utilities District and Frank Kearney of Old Town Water District as nominees for Directors for 2014. He also reported that the committee had discussed the possibility of adding a slot for an Associate member and possibly a young professional. Via unanimous consent, the committee agreed to recommend to the Board to allow for one (but not more than one) of the 7 Board members to be an Associate member.

Storer is also is a member of the Maine Public Drinking Water Commission and he provided an update from that group. He reported that the Commission is in the process of developing benchmarks for Drinking Water Program staff, as a means to evaluate operators and the effectiveness of the Program.

Adjournment

The meeting was adjourned by unanimous consent.

Board of Directors Meeting
October 3, 2013
Maine Water Company, Rockport, Maine

The October 3rd meeting of the Board of Directors was held at Maine Water Company in Rockport, Maine. In attendance were Directors Cox, Hitchcock, Gobeil, Johnson, Longfellow, Executive Director McNelly, Executive Assistant Barb Farrell, Dan Wells, and Ron Miller.

Communications/Executive Director's Report

McNelly shared a note he received from Dick Berry regarding the Journal. McNelly reported on a PUC hearing regarding the Fryeburg Water Company proposal to enter into a new contract with Poland Spring (Nestle). To date there are 203 filings in the docket. Also discussed was a state association officers' meeting at the New England Water Works Association annual meeting at which there was discussion relative to the ability of water customers to fund the massive infrastructure replacement needs which are facing the profession. It was proposed that NEWWA support an effort to perform an assessment of long-term funding alternatives which could, potentially, be pursued to address the needs.

Approval of Minutes

Barb Farrell's last name was misspelled. Cox made correction that temporary help was hired to assist in meter program, not to upgrade the program. On a motion by Johnson and seconded by Cox, the board meeting minutes from September 5, 2013 were approved.

Old Business

York vs. Stage Neck Colony Update

The PUC Order that was issued did not resolve the issue; the case is ongoing. There was discussion as to whether the association might want to submit legislation in an attempt to resolve the issues. It was decided to refer the matter to the Legislative and Regulatory Affairs Committee for their consideration and recommendation.

Auburn Water District Docket

This docket is on the PUC deliberations schedule for next Tuesday, October 8th @ 10:00 a.m. The staff recommendation is to dismiss the complaint.

Summit Natural Gas Meeting

There was a meeting at Verrill Dana with Stacey Fits and Bruce Madore of Summit Natural Gas to discuss the installation of their facilities. Longfellow reported that he had learned that the gas companies are applying voltage to some

of their mains, in order to control corrosion. McNelly stated that MDOT requires a 3-ft separation and PUC requires a 1-ft separation for gas facilities. There was discussion of how to increase the separation distance. This matter was also referred to the Legislative and Regulatory Affairs Committee for their input.

Revised/Approved 2014 Budget

McNelly presented the final budget numbers for 2014 and a dues restructure analysis which depicts additional detail of the dues steps. It was agreed that Gobeil and McNelly would present the revised dues structure at the October membership meeting.

Regulatory Reform Update (LD 441)

It was reported that McNelly and Wells had met the previous Friday afternoon to discuss reform of PUC laws and rules, in relation to the Notice of Inquiry on this subject.

After considerable discussion, it was agreed that it would not be feasible to attempt to perform a red line editing of the existing laws and rules. The importance of certain laws and rules, and the protections they afforded, was noted. Miller spoke to the concept of a voluntary pilot program whereby a consumer-owned water utility could adopt, through a public hearing process, comparable consumer protections. A substitute appeals system could be developed to deal with complaints and other customer issues that might need a process to resolve them.

The need to seek extensive input from the membership, in order to develop comments which best represent their views, was recognized. McNelly reported that he would be meeting with the Southern Maine Regional Water Council, the Bangor group of managers, the 5 Rivers group and that the topic would also be discussed at the Legislative and Regulatory Affairs Committee meeting the next day and at the bimonthly meeting in Searsport.

Financial Review

The financials and budget were reviewed by the Board.

Committee Updates

Legislative & Regulatory Affairs

LD 826 - Smart meters – waiting to see what happens

LD 965 - Dig Safe – MWWCA representatives may be getting involved in this issue.

LD 1004 - Voting Procedures for Standard Water Districts: No update

LD 1177 - Professor Delogue spoke to a subcommittee of the State & Local Government Committee about discontinuance / abandonment of rights of way. He's a strong advocate of expanding the public easement on discontinued roads. Representative Pease took issue with that. Additional meetings of the subcommittee are planned.

LD 1216 - Freedom of Access Act – subcommittees of the Right to Know Advisory Committee are meeting and discussing several issues including remote attendance at Board meetings, and serial FOAA request filers. McNelly will send a letter to the committee, outlining issues of importance, with recommendations for actions.

LD 1455: Bond for Natural & Built Infrastructure – no update

LD 1492: Bond - including matching funds - no update - maybe action first of year

LD 1532: Standard Sewer District - no update

Program Committee

Things are all set for October, but we are still trying to get someone from a gas company to talk. The committee is working on the February meeting and trade show. McNelly distributed the list of sessions for February. A variety of sessions are being planned; Maine Wastewater Control and NEWWA will be providing information on their sessions soon.

Ed/Ops Committee

NEWWA is doing session on Ethics in the morning, to be followed by an afternoon session on sanitary surveys, which will be conducted by the Drinking Water Program. NEWWA will also be doing a class on chemistry as well. On December 17 & 19, there will be a session on the Main Extension Rule followed by a roundtable on the regulatory reform issue. The committee is working on other classes for the spring.

Operator Proficiency

Matt Zetterman will help us reactivate the discussion forum on website. There will be 6 to 8 ongoing discussion topics. There will be a moderator for each topic. McNelly informed the Board that the plan is to have a Board member moderate the administration/financial topic.

Public Awareness

The committee is contemplating use of the scholarship fund to support Management Candidate School candidates. They are seeking volunteers to serve on the committee. Gobeil may have someone interested.

Water Resources

Matt Zetterman will help put the video on the website. The committee will be offering ideas for a session at the February meeting, an overview of "Water Quality - Source to Tap".

Water Use Efficiency

McNelly stated that it was felt that it made sense to dissolve this committee and encourage members to, perhaps, be involved in the Technology Committee. On a motion of Longfellow and a second by Gobeil the Board voted to dissolve the committee.

Technology

The committee will be assisting with the February meeting on a GIS session.

Other

McNelly will be applying for the $2,000 available from NEWWA as part of the mission sharing program. There was discussion of using the monies to support new or young professionals attending conferences or other appropriate activities.

McNelly reported that it would be at least a month until he is able to address website advertising.

Bylaws Discussion

Gobeil referenced the recommendations of the Nominating Committee, i.e. the recommendation that the Board allow for one of the 7 Board members to be an Associate member. The question arose as to whether Associate members should be allowed to vote. Currently, voting members are designated Individual members, Retired members and Honorary members. On a motion of Longfellow and a second from Cox, the Board tabled the issue. It was agreed that McNelly would send the Board members the by-laws and that the issue would be addressed at the November Board meeting.

Directors' Report

Longfellow reported that Matt Zetterman was reassigned to the treatment plant, due to the fact that their instrumentation consultant is having health issues.

Cox reported that a crew started erecting new tank panels for their Camden tank. He also noted that they had a pump station flood out due to alarm failure, which resulted in them obtaining water from Kennebunk, Kennebunkport and Wells Water District for a period of time. At Biddeford Saco, the comprehensive study is much closer to completion and they have started implementing changes.

Hitchcock reported on their issue with pipe vandalism; there are leads but it has not been solved. There was a break-in over the weekend at the administrative office, which was caught on video. The perpetrator was arrested right away. They are adding additional security cameras and locks. Their rate increase went into effect smoothly on July 1.

Johnson reported that the UV start up is next week. The ozone equipment is in the building, but that will be a December startup. At the MDOT Task force meeting it was learned that MDOT has reviewed their accommodation policy and is proposing that anyone contracting with them will pay a 10% mobilization fee. The Portland City Council is reconsidering the city's sprinkler ordinance.

Gobeil reported that they have 300 feet of exposed pipe due to beachfront erosion. The pipe has only been in the ground for 20 years.

Adjournment

On a first by Hitchcock and a second by Johnson, the meeting was adjourned by unanimous consent.

Board of Directors Meeting
November 7, 2013
Biddeford Saco Water Company, Biddeford, Maine

The November 7th meeting of the Board of Directors was held at Biddeford Saco Water Company in Biddeford, Maine. In attendance were Directors Cox, Gobeil, Hitchcock, Johnson, Longfellow, Ziegra, Kearney, Executive Director McNelly, and Executive Assistant Barb Farrell.

Communications/Executive Director's Report:

Annual award nominations are now being solicited, and McNelly informed the Board that we now have the nominations on a Survey Monkey form – McNelly will email it to the Board. McNelly met with the DEP Commissioner and discussed a number of issues, one being legislation to add additional staff to address lake issues. McNelly will contact Dennis Keschl, the bill's sponsor to obtain additional information.

On a related note, Longfellow reported that Kennebec Water District had requested a reopening of the lake level order for China Lake in order to implement recommendations of a study which suggests that an earlier fall drawdown, of greater magnitude, would result in a significant release of phosphorus from the lake. The initial response from DEP was not positive. Subsequent discussions and communications resulted in a determination that the modified drawdown could perhaps be accomplished without the need for a full blown lake level hearing.

McNelly stated that he would send comments to the congressional delegation regarding the recent EPA interpretation that hydrants need to meet the lead free criteria in the Reduction of Lead in Drinking Water Act.

McNelly will be receiving the Public Educator Award from NEWEA. The award will be given at their annual conference in Boston on January 29, 2014.

As previously mentioned, we are bringing back the Discussion Forum on MWUA's website, and asking committee and board members to moderate the various topics. The Board will moderate the admin/financial topic. The committee tried a Facebook page, but functionality did not meet the desired objectives. It was decided the forum should be

on the Association's website with links to Facebook, LinkedIn, etc. Matt Zetterman is working on it, and more information will be available soon.

Approval of Minutes

On a motion by Longfellow and seconded by Hitchcock, the board meeting minutes from October 3, 2013 were approved.

Old Business

Bylaw Discussion

The Board discussed the recommendation from the Nominating Committee to allow for 1 (but not more than 1) board member to be an Associate member. Ziegra made a motion to bring the bylaws change in front of membership at April bi-monthly meeting. Motion was seconded by Hitchcock. The group discussed the difference between associate and affiliate membership. McNelly explained the affiliate category was there to accommodate those that did not fit as associate members. There are currently no affiliate members. The Board approved the motion.

Gobiel, Ziegra and Johnson will be going off the board in at the end of 2014, and Moriarty will be Chair of Nominating Committee in 2014. It was agreed to continue the bylaws discussion at the next meeting.

Old Business

York vs. Stage Neck Colony Update

There has not been much action on this docket. The Fryeburg docket has been indefinitely suspended due to a lack of a quorum resulting from Chairman Welch's recusal. Representative Diane Russell has submitted a legislative request relative to this. McNelly indicated he may give her a call.

Auburn Water District 10-Person Complaint

This Case has been dismissed.

Regulatory Reform Update

McNelly reported he had met with the Southern Maine Regional Water Council, the Bangor group of managers, the 5 Rivers group. Comment deadline was moved back to tomorrow (11/8/13). There will be an opportunity to comment on a draft report, to be issued by the Commission. The Board is meeting again on December 13th. It was agreed to schedule a discussion forum on this issue later in December.

Financial Review

The financials and budget were reviewed by the Board. The auditor will be coming the end of November. The 2013 fiscal year started year with $133k in reserves and ended with $137k.

Committee Updates

Legislative & Regulatory Affairs

LD 826 Smart meters – the committee will discuss this issue when it meets next Friday.

LD 965 Dig Safe – No change.

LD 1004 - Voting Procedures for Standard Water Districts: No update

LD 1177 – Discontinued roads: the subcommittee will be meeting at least once more. It does not appear that water utilities will be adversely affected by any prosed changes. McNelly will continue to monitor this situation.

LD 1216 - Freedom of Access Act – McNelly shared letter he sent to the Right To Know Advisory Committee. They're meeting Tuesday at 10 & 1.

LD 1455: Bond for Natural & Built Infrastructure – no update

LD 1492: Bond - including matching funds - no update

LD 1532: Standard Sewer District – McNelly, Wells and two representatives from MWWCA will be discussing this on November 19th.

The Board discussed the issue of gas utility design and installation. On a motion by Ziegra and a second by Longfellow the Board voted unanimously to attempt to submit legislation to require a 6 foot horizontal separation between gas mains and other utilities and a that gas mains cross other utilities at 90 degrees, (minimum of 45 degrees).

Program Committee

The committee is working on the February meeting, and is waiting on some information from coordinators. There will be 20+ sessions, as well as product demonstrations. The brochure will be going to the designer soon. The vender packets are ready to go.

Public Awareness

The PAC postponed their upcoming meeting. They will be putting together the photo contest.

Water Resources

This committee is doing a 2-hr water quality session for the February meeting

If anyone has any old water quality photos to share for February, please get them to us as soon as possible.

Water Use Efficiency

This Committee has been dissolved – some will be going to Technology Committee.

Other

AWWA Fly-In is April 1 & 2, 2014

Directors Reports

Cox reported that the AWWA annual conference is coming to Boston in June – volunteers are going down from CT and ME. They had a very successful plant tour at Biddeford - Saco for the press and local council members, mayor, etc. They are submitting assessments for the infrastructure surcharge program. They recently adopted customer service insurance called Linebacker.

Longfellow reported they just finished paving 2013 infrastructure projects. They are now set to do repairs to the hydro station after being down all summer. They have settled on a new SCADA provider. Their fixed base meter reading system went down; it will be covered under warranty. They are considering e-bill payment. The local gas company still has 5 more miles of paving to do.

Hitchcock reported they had 1st new housing development start last week.

Ziegra reported they made the SRFG project list on SRF. They are waiting on Rural Development on a grant - loan project. They had a busy summer season. Boothbay residents turned down a proposal to build a golf course in their town.

Johnson reported on the ongoing UV / ozone project. There will be training & startup with UV this week and next. Ozone will begin the first of the year. They had a leak in a main which turned out to be an incorrect gasket. They have 2 new trustees – Seth Garrison representing Scarborough and Nisha Swinton representing Portland.

Gobeil reported on construction projects. They just finished a pipe burst project in which they used fusible C900. They are starting a project at Fortune's Rock.

Adjournment

On a first by Hitchcock and a second by Ziegra, the meeting was adjourned by unanimous consent.

Board of Directors Meeting
December 13, 2013
MWUA, Augusta, Maine

The December 13th meeting of the Board of Directors was held at Maine Water Utilities Association in Augusta, Maine. In attendance were Directors Gobeil, Hitchcock, Johnson, Longfellow, Ziegra, Kearney, Executive Director McNelly, and Executive Assistant Barb Farrell.

Communications/Executive Director's Report:

We have heard from two water districts with concerns regarding the increase in dues. We will discuss in more detail later in the meeting.

McNelly has been appointed by the Governor's Office to the Maine Board of Underground Storage Tank Installers.

Approval of Minutes

On a motion by Ziegra and seconded by Longfellow, the board meeting minutes from November 7, 2013 were approved.

Old Business

Bylaw Discussion

The Board discussed the recommendation from the Nominating Committee to allow for 1 (but not more than 1) board member to be an Associate member. At the November meeting, a motion was made and approved to bring the bylaws change in front of membership at the April bi-monthly meeting. A change is needed to the Bylaws under Article 4 (Directors) to allow 1 Associate member to serve as director. It was agreed that the Associate member appointed to the Board should also be a voting member of the Board.

York vs. Stage Neck Colony Update

PUC Deliberations took place on the 3rd of the month. York Water District's request to dismiss the complaint was granted. Commissioners Vannoy and Welch were clear in stating they did not feel that General Order 15 specifies or implies that water line or service pipes constructed on private property between 1963 and 1987 were required to be owned by the water utility. Commissioner Litttel indicated that he might offer an alternate opinion once the decision is written up.

Membership Dues

After discussion, it was decided the new dues structure would remain as approved at the August 2013 Board meeting.

Regulatory Reform Plan Update

A meeting on this topic will be held on December19th, although comments are due the 18th. McNelly noted that he had contacted PUC attorney Kapley concerning the timing and he had indicated comments could be submitted for a period of time after the 18th. It was agreed that the association would advocate for a statutory framework to include public fire protection and uniform baseline customer service standards. McNelly requested the Board review Chapters 660 & 62 and provide him with language regarding service standards, prior to the December19th meeting.

Annual Awards

Nominations were made for the annual awards, along with the Director responsible for contacting the recipient and developing the nomination information to be used in presenting the awards:

Excellence in Operations: (Ziegra)
Dougherty Award: (Gobeil)
Sid Anthony Award: (Kearney)
Nixon Award: (Longfellow)
Lifetime Achievement Award: (Gobeil)
President's Award: (Gobeil)

AWWA Fly-In

The AWWA Fly-In is April 1st, 2014. The Maine Water conference is also April 1st.

Website Advertising

There is no update on this topic; staff hopes to get to it after the February meeting.

Financial Review

The October financials were reviewed by the Board. The auditors were here 3 weeks ago, and all went smoothly.

Committee Updates

Legislative & Regulatory Affairs

LD 826 Smart meters – No update.

LD 965 Dig Safe –John Cleveland, Chair of EUT Committee, convened a meeting but did not invite us, so we don't know the outcome. Dan Wells & McNelly will attempt to meet with John Storer and Senator Cleveland to discuss future steps.

LD 1004 Voting Procedures for Standard Water Districts - No update

LD 1177 Discontinued roads: The subcommittee is meeting today to discuss this. McNelly will continue to monitor this situation.

LD 1216 Freedom of Access Act – the Right to Know Advisory Committee will be offering means to resolve the issue of serial filers and other problems to the Judiciary Committee. It is likely that there will be legislation reported out by the Judiciary Committee this session.

LD 1532 Standard Sewer District –McNelly and Wells will be working with the Maine Wastewater Control Association on this issue as well as the SRF match.

LR 2638 An Act to Improve the Water Quality of Inland Waters by Increasing the Ability of the Department of Environmental Protection to Protect Those Waters proposes to add 8 staff people at the DEP to address water quality issues. McNelly has spoken to the sponsor; it is likely the Water Resources Committee will be involved in these discussions. ,

Design and installation of natural gas facilities: McNelly reported that Verrill Dana would not be able to draft legislative language for the association due to their relationship with other utilities. He has had discussions with other attorneys in an effort to find someone who can provide that service, should the need arise. McNelly reviewed draft amendments to statute that he had prepared concerning the matter; the next step is to find a sponsor for the legislative request.

LR 2328 An Act to Amend the Law Governing g Conflict of Interest and Recusal With Respect to the Public Utilities Commission: McNelly is continuing discussions with Representative Russell on this. This has significant implications for Fryeburg Water Company and it would be advantageous to resolve this as soon as possible.

Program Committee – the February brochure is being printed and will be in the mail soon. Some of the sessions still need work.

Ed & Ops Committee - We have an upcoming session on January 14, 15 & 16: Ethics & Water System Operations in the morning and Sanitary Survey in the afternoon.

Public Awareness Committee – this committee will be meeting soon.

Water Resources Committee – as noted the committee may be involved in LR 2638.

Water Use Efficiency –training on the unaccounted for database needs to occur.

Technology Committee – this committee is meeting next week; they are trying to recruit new members.

Resignation of Director Hitchcock

Director Hitchcock regretfully tendered his resignation from the Board of Directors due to family health issues. Gobeil will touch base with Hitchcock regarding a possible replacement, and the Board will make an appointment.

Due to Hitchcock's resignation, the 2014 Officers discussion will be tabled until next meeting. President Gobeil will send an email to the Board to facilitate discussion concerning the Executive Session to be held at the January Board meeting.

Directors Reports

Kearney reported that their summer projects are winding down; they installed 2 miles of water main this summer. They are closing out loan; sewer & water operations are both doing well. Kearney has been talking to the Orono-Veazie WD, regarding helping them turn off their worst well. Old Town has installed a replacement for one of their wells; they are also switching to submersible pumps.

Johnson reported they're moving ahead on UV / Ozone project. April 1st is the compliance for the UV process. Their board has approved an additional $2 million for renewals. Summit Natural Gas will be installing facilities in some of their communities this spring. This is expected to be a 4-year build out, with $40 million worth of work next year. PWD is working on a statistics database (an add-on to Excel) which offers benchmarking ability.

Longfellow reported on isolated water quality issues. He also noted that one of their employees is retiring next week after 43 years and that 3more will be retiring next year. Their hydro station is back online. Longfellow also reported that Matt Zetterman passed his Professional Engineer exam.

Gobeil reported on the phenomenon known as rapid crack propagation, which they experienced while making a tap on PVC pipe. The pipe blew up during the tapping process. The worker was okay, but shaken. A meeting with the pipe manufacturer has been scheduled to conduct forensic testing.

Adjournment

The meeting was adjourned by unanimous consent.

Board of Directors Meeting
January 9, 2014
MWUA, Augusta, Maine

The January 9th meeting of the Board of Directors was held at Maine Water Utilities Association in Augusta, Maine. In attendance were Directors Gobeil, Johnson, Longfellow, Ziegra, Kearney, Executive Director McNelly, Executive Assistant Barb Farrell and Legislative & Regulatory Affairs Committee Chair Dan Wells.

Communications/Executive Director's Report:

We received a note from Pat Grady thanking us for the invitation (we invite honorary members as our guest to February Meeting), but he will not be able to come.

McNelly informed the Board of a financial dashboard that the UFO Group and the Muskie School at USM are considering. North Carolina has a financial dashboard allowing access to operational and financial data for the purpose of benchmarking. The NC dashboard uses Excelsius, which is an add-on to Excel; however the dashboard is proprietary. There will likely be a future meeting to discuss this.

NEWWA has developed a draft letter to congressional delegation advocating for adequate funding for the SRF allocations. They will be asking state associations to follow up with local delegations.

Regarding the $2,000 mission sharing funds available from NEWWA, McNelly suggested we use the funds to support new professionals to attend conferences, in order to cover a portion of the registration fees. All were in favor.

McNelly has been talking to NEWWA Vice President Craig Douglas regarding the possibility of NEWWA conducting a New England-wide assessment, the purpose of which would be to determine the ability of water customers to fund future infrastructure replacement. If a significant gap is identified, there could possibly be communications with the congressional delegation for possible federal funding.

Approval of Minutes

Johnson noted in his Director Report of the December minutes that it should say "UFO Group is working on a statistics dashboard…" rather than PWD. Ziegra moved to approve the December 13, 2013 minutes with changes. All were in favor.

Old Business

Bylaw Discussion

Regarding the recommendation from the Nominating Committee to allow for 1 board member to be an Associate member, Gobeil questioned the wording in Section 3.5, which still states an Associate member cannot vote or hold office. McNelly suggested we have an attorney (Verrill Dana) look at it. Discussion will be tabled until February, after we have an attorney review it.

Regulatory Reform Plan Update

There was discussion concerning the comments submitted by the association on the draft PUC regulatory reform plan. It was noted that all but one or two of the Board members had weighed in on the comments before they were submitted. It was agreed that the Legislative and Regulatory Committee and the Board need to assess the final plan when it becomes available. It was noted that, while the association had supported a delegation of authority, there are concerns relative to exemption of statutory requirements, as was proposed in the draft plan. The issue of PUC assessments, should some of the lager utilities seek and receive exemption from the statutory requirements, is a major concern as it is felt that those remaining could be saddled with an apportionment of what is not an insignificant cost of regulation.

Carry over bills / Regulatory activity

LD 826 - Smart Meters: work session is January 23rd.

LD 1004 – Voting: killed it yesterday. There was a concern that it conflicted with the town meeting voting style (hand votes.)

LD 1177 - Discontinued Roads: McNelly passed around copies of the Subcommittee's recommendations and asked the Board to review them.

LD 1216 – FOAA: the Right to Know Advisory Committee and Judiciary Committee expect to address issues soon

Bonds – there was a meeting the day before with Tom Desjardin of the Governor's Office and also Senator Katz and Representative Fredette to discuss the SRF match need of approximately of $4 million (Clean Water and Drinking Water). There is discussion of a revenue bond to bridge the gap. It is not expected that the Governor's office will initiate a bond package, at least not at this time.

LD 1532 – the association is working with MWWCA on this.

Gas Utility Design – we are attempting to get a sponsor for this after deadline legislation.

LR 2638 – no update.

LD 1619 – (PUC recusal) we need to talk to sponsor of bill to see if we can make it happen soon, so as to address the benefits of Fryeburg Water Company finalizing a contract with Nestle.

MS 4 – no update.

LD 965 - Dig Safe: Dan Wells commented on the emails that had been going back and forth for 3 days. It appears that MMA is not supporting mandatory membership; it's dead as far as MMA is concerned. McNelly discussed LD 965 and amendments that have been offered. Whether or not this will be enacted in some form or is killed is anyone's guess.

Annual Awards

All slots for awards are determined. We are waiting for Nixon (Longfellow is working on it), and Doherty (Gobeil is working on it) award info. McNelly needs details so that plaques can be ordered.

Need to contact someone to present each award:

Excellence in Operations

Anson – Tim Sawtelle or Jim Lord (Ziegra will contact)

Brunswick/Topsham - Ziegra

Nixon Award – Longfellow

President's Award – Gobeil.

Doherty Award – Gobeil

Sid Anthony Award – Kearney

AWWA Fly-In

April 1st. Gobeil recommends McNelly & Longfellow attend.

Website Advertising

There is no update on this topic; staff hopes to get to it after the February Meeting.

Financial Review

The November financials were reviewed by the Board. McNelly reported that the monthly financials balanced. We gave last financials to the auditor and found the difference the past months was due to operating accounts in Avectra, so we'll keep an eye on that.

Committee Updates

Program Committee – met yesterday, tying up loose ends for February. They're having trouble finding a contractor to speak. They are contacting Scott Minor.

Ed & Ops – had a good meeting other day. The session that was scheduled for next week will happen in March. It will be difficult meeting budget, but we will get refocused.

Public Awareness – working on raffle to raise scholarship money. At their last meeting, they talked about an ATV for $4k and then raffle it off. That will most likely not happen, but they're working on something else. Will be awarding scholarships – 3 applications were received. They will be doing Pick-A-Prize and Photo Contest for February.

Water Resources – is doing a session in February, and will get involved in LR 3628 and other water related legislative issues.

Water Use Efficiency – committee has been dissolved, but are working on getting the database out to membership soon.

Technology – at a recent meeting many people showed up and had a good discussion. Committee is moving along well.

New Business:

Director vacancy

Director Hitchcock has resigned. First order of business is to accept resignation. Ziegra made a motion to accept resignation with regret. Longfellow seconded, all in favor.

In accordance with the bylaws the Directors will select a replacement. At the next regular election, a Director will be elected to serve the remainder of the unexpired term.

Election of 2014 Officers:

President – Jefferson Longfellow

Vice President – Frank Kearney

Treasurer – Jon Ziegra

Secretary – Kearney made a motion to elect Jeff McNelly, Ziegra seconded, all in favor.

Executive Director Evaluation

By unanimous consent, the directors went into executive session to discuss McNelly's evaluation.

Board of Directors Meeting
February 3, 2014
Holiday Inn By The Bay, Portland, Maine

The February 3rd meeting of the Board of Directors was held at Holiday Inn By The Bay in Portland, Maine. In attendance were Directors Gobeil, Johnson, Longfellow, Ziegra, Kearney, Cox, Executive Director McNelly, Executive Assistant Barb Farrell, Dave Parent, Ron Miller, Chris Crovo and Donna Katsiaficas of Southern Maine Regional Water Council.

Communications/Executive Director's Report:

McNelly received notes from Pat Grady and Joe Taylor thanking us for the honorary member invite to the conference. We also received a thank you card from Alan Hitchcock for the flowers sent to Claire's funeral and for Don Gobeil making the trip to the County.

McNelly noted that he had received the 2014 life insurance renewal – the monthly policy is going down $180/month. His term life insurance policy is expiring; it will be necessary to find a replacement policy. Also, his LTD policy, which was purchased about 15 years ago, has not kept up with salary; he will shop for additional coverage. A summary will be prepared and distributed to the Directors.

Regulatory Reform Plan Update

Dave Parent from Southern Maine Regional Water Council discussed the summary of proposed legislation. Portland Water District has put together a legislative proposal that met the criteria of the group. The PUC, who feels they've streamlined and made efforts over the years, have proposed very broad legislations that would allow blanket exemptions. Southern Maine Regional Water Council (SMRWC) was not comfortable with that; however, they are satisfied with PWD's amendment.

Donna Katsiaficas explained the proposal: Rule making could take a year and that would have to be approved by the legislature. That could take a couple of years before it became effective.

. The amendment would allow utilities to petition for a comprehensive or limited exemption.

A limited exemption allows utility to pick and choose what sections they want to be relieved from. The SMRWC is proposing that the Commission assessments can be left in place, as is.

McNelly and Parent shared the draft agenda for the February 12th Regulatory Reform Plan discussion and asked for comments/changes. McNelly noted that, at this point, it appears that the association will offer qualified support for the Commission legislation, express reservations/concerns associated with that legislation and recommend adoption of the amendment offered by the SMRWC.

Approval of Minutes

On a motion by Ziegra and seconded by Gobeil, the board meeting minutes from January 9, 2014 were approved.

Old Business

Bylaw Discussion

Attorney Chris Smith with Verrill Dana has reviewed the proposed bylaws. His comments and suggestions will be discussed at the next Board meeting.

AWWA Fly-In

Longfellow let NEWWA and AWWA know that he and McNelly would be attending April 1-2.

Website Advertising

There is no update on this topic; staff hopes to get to it after the February Meeting.

Director vacancy

The Board discussed the vacancy created by Al Hitchcock's resignation; the issue will be addressed again at the next meeting

Financial Review

The December financials were reviewed by the Board. McNelly reported there are no surprises. Four utilities have not paid dues yet. Reminders have been sent.

Carry over bills / Regulatory activity

LD 826 - Smart Meters: this bill was voted out of committee as Ought not to Pass.

LD 965 - Dig Safe: work session this week. These discussions are ongoing. Major issues include the one call system concept and the cost for underground facility participants, whether or not to have an advisory board and enforcement guidelines. A critical issue is whether municipalities will participate in a one call system.

LD 1177 - Discontinued Roads: this bill, which has been somewhat contentious, currently has a divided report in the committee. Issues that are being discussed include repeal of the abandonment law and requiring municipalities to conduct road inventories.

LD1532 – Standard Sewer District - we are waiting to see the final language for this

LD 1216 FOAA – we expect to see legislation regarding remote participation of members of public bodies. Concerning the issue of serial request filers it appears there may be legislation brought forth to allow public bodies or officials to seek Superior court action for the purpose of denying said requests.

Gas utility design - we have met with leadership concerning separation distances between gas and other utilities. We've had a conference call with Unitil and will meet with Summit Natural Gas. Options include trying to accomplish more comprehensive gas construction standards through statute route, regulation or best practices.

Bonds – meetings have also been held with leadership on the need for the SRF matches for 2014 – 15. LD 1455 has been amended to provide us with the match we need. We have also discussed the prospect of a revenue bond which would use revenue from the liquor contract in order to provide the match.

The legislative breakfast will be held on February 27th. David Anderson, of MWWCA, is coordinating it.

LD 1619 An Act To Amend the Law Governing Conflicts of Interest with Respect to the Public Utilities Commission will be heard on the 12th at 1:00 pm. McNelly has spoken to the sponsor, Rep. Diane Russell, and Office of Energy Director Patrick Woodcock, who helped draft the original bill. The concept is to make this emergency legislation, in order to resolve the Fryeburg Water / Nestle contract sooner as opposed to later.

MS 4 – no follow-up. We may be asking the Drinking Water Program to provide their input as to the importance of flushing and utilizing bleeders in order to maintain water quality.

Committee Updates

Program Committee – the February meeting has come together very well.

Ed & Ops – a Chemistry Class is scheduled for February 25, 26, 27. The committee is working on an Office Session as well as additional sessions.

Public Awareness – the committee is involved with Pick a Prize raffle at the February meeting. They haven't begun talking about Drinking Water Week, but have started working on Children's Water Festival.

Water Resources – the committee is doing a session at February Meeting, and will weigh in on water recourse issues at the legislature.

Water Use Efficiency – Need to get training out on database. It's mostly done and ready to go. Need to do some work on the back end with reports.

Technology – the committee is doing a session at the February Meeting.

NEWWA State Director

John Storer's 3-year term is up this Spring. A nomination needs to be submitted by mid-April and complete nomination process by mid-May. John may take another term. Longfellow will talk to Storer.

Director's Reports

Gobeil reported they will be working very closely with the DOT for the next few years on the Ogunquit project. They are trying to give them enough information so they can design a drainage system. They are gearing up for their spring capital program.

Cox reported they are gearing up for a significant capital budget. Both volumes of the facility study of Biddeford/Saco are done. There are a couple of SRF projects in Biddeford. Consolidation was granted by the PUC; they are one company now.

Johnson reported on the continued start-up of both the UV and ozone projects. They are working on ozone start-up now. There are many water main projects going out - $8 million worth of water mains. In the last 2 weeks 4 subdivisions have come in, which is something they haven't seen in a few years. Gas projects are continuing. DOT is building a rail extension, so DOT discussions are on-going.

Ziegra reported that they have signed paperwork for a rural development project – new standpipe & year-around water on Southport Island to be completed in 2015. They are in union negotiations. Thanks to MWC who did a rate analysis.

Kearney reported they are still dealing with a leak a week and have pulled in some of the sewer crew to help. It's mostly 1940's and '50's cast iron pipes. They have 2 new replacement wells in process. The screens were compromised on those from 1950s; they had started pumping gravel. The decision was made to replace them and use submersible pumps. They started in November and won't be in service until April.

Longfellow reported a drop in revenue due to a customer cutting back and downsizing a meter from 8" to 6". The hydro station was up and running in December and has been running consistently since them. They are working on their first main break of the year. Their new meter reading system is starting to pay dividends. They are to inform customers of leaks and other problems. They recently met with Summit Natural Gas. It looks like every portion of Waterville will be interrupted with natural gas distribution and service installations. They are trying to figure out how that affects our crews.

McNelly reported he went to Bruce Goucher's wake. Ironically, that evening Augusta had water main breaks that resulted in significant amounts of gravel ending up in their sewers, and they had 10 personnel working to resolve those problems.

Adjournment

On a motion by Gobeil and seconded by Kearney, the meeting was adjourned by unanimous consent.

Board of Directors Meeting
March 6, 2014
Kennebec Water Treatment Plant, Vassalboro, Maine

The March 6th meeting of the Board of Directors was held at Kennebec Water Treatment Plant in Vassalboro, Maine. In attendance were Directors Longfellow, Gobeil, Johnson, Ziegra, Kearney, Cox, Executive Director McNelly, Executive Assistant Barb Farrell, and Rick Anair of Greater Augusta Utility District.

Communications/Executive Director's Report:

McNelly reported he has renewed his health insurance and is saving $180/month. Copays and coverages remain the same. Barb's 6 month probationary period is over March 10th. We are searching for LTD and life insurance for her. McNelly still has to find a LTD policy because the last one renewed was 10 years ago. McNelly will provide the details for the Board.

Approval of Minutes

On a motion by Ziegra and seconded by Gobeil, the board meeting minutes from February 3, 2014 were approved.

Old Business

Bylaw Discussion

McNelly shared the changes to the bylaws as proposed by Attorney Chris Smith with Verrill Dana. Attorney Smith made changes to Sections 3.5, 4.3, and 4.6. On a motion by Ziegra and a second by Gobeil the decision to present the proposed changes to membership at the April Bi-Monthly meeting was approved by unanimous consent.

AWWA Fly-In

Ray Raposa sent out email addresses and contacts for the congressional delegation. Longfellow sent an email to the Chiefs of Staff for meetings on April 1st. He will forward the email to McNelly.

Website Advertising

No update.

Director Vacancy

There have been discussions with Al Hitchcock concerning his interest in coming back on the Board. On a motion by Ziegra and seconded by Kearney, the Board appointed Alan Hitchcock to the Board for the remainder of the year, contingent on his concurrence.

NEWWA State Director

John Storer was unable to attend the Board meeting today, but indicated he is willing to take another term as NEWWA State Director. All were in favor of Storer taking a second term.

State Association Meeting

The meeting of presidents and executive directors of state associations will be April 1st in Worcester, MA. Jeff and Jefferson will be at the Fly-In and cannot attend. Anyone else interested may attend.

Benchmarking Database

Ziegra shared that he attended a meeting regarding the database, along with Aubrey Strause, Norm Lamie, David Kane and others. While the scope of the project is financial benchmarking, Norm stated he wants to expand the scope to include infrastructure as well, and they are willing to assist financially.

McNelly suggested using an Access database and funneling monthly Excel reports into it. We could partner with the George Mitchell Center. If it's worth pursuing, we can take the lead on it, but we would need to do that in the next few months. McNelly will organize a meeting with all those involved before the next BOD meeting.

Financial Review

The January financials were reviewed by the Board. McNelly reported that while he has not had a chance to look at the February meeting numbers yet, invoices from Headlight, Party Plus, and Holiday Inn were less than last year. McNelly will have the numbers at next month's meeting. McNelly also noted that he and the Treasurer need to begin working on a 3-year plan w/treasurer. Ziegra will send the dates that he is available to meet.

Carryover Bills / Regulatory Activity

LD 965 Dig Safe - 2 issues: costs for participants and agreements. The proposed cost would be based on number of tickets, but we have not had success in finding out the quantity. There's $50k in the PUC budget to cover the cost of those tickets. The concern lies in what happens if it goes over $50k. Legal counsel for Dig Safe is pushing to have agreements with everyone.

LD1004 Voting Procedures for Standard Water Districts - killed

LD1177 – Discontinued Roads - not sure where this stands. McNelly can't find any language on website, but he will find out. One of the provisions is a requirement that municipalities conduct an assessment of discontinued roads.

Bonds – hearing is today. McNelly will be testifying on the supplemental budget for FY15 - $2.3 and $2.9 million for drinking water and wastewater, respectively.

LD1784 An Act To Reform Regulation of Consumer-owned Water Utilities – the hearing was a couple days ago, and PUC presented their language from the report. SMRWC submitted their amendment and many testified in support of it. MRWA testified in support of the PUC bill, and the Public Advocate testified in opposition to PUC bill. McNelly

shared MRWA comments. MRWA indicated they couldn't comment on amendments because they weren't made public, which is not really the case. Work session is today.

LD1532 Standard Sewer District – waiting for final language, but no problems are expected.

Gas Utility Design and Installation Standards - came before Legislative Council last week and was asked to be tabled. McNelly spoke to speaker's office staffer, who indicated there's not much time left this session. McNelly will check back today, but it probably will not go anywhere this session.

LD 1626 An Act to Leverage Expert State-based Resources for Emergent Intervention and Long-term Comprehensive Resource Protection of Lakes (Emergency) – this would add $7 to boat registration to manage invasive plants – the latest proposal is to add $5 to the invasive sticker fee.

LD 1744 An Act to Protect ME Lakes – no herbicide/pesticide/fertilizer application within 25 feet of fresh water. They will be working with lake associations.

LD 1619 An Act to Amend the Law Governing Conflict of Interest and Recusal With Respect to the Public Utilities Commission - hope that's reported out soon. There will be 3 temporary commissioners recommended by the governor, the plan is to move forward with confirmation hearings, and allow Fryeburg to resolve their issue in a more timely fashion.

MS 4 – have not heard anything. Cox reported there is a meeting March 20th in Westbrook. Cumberland County group will be there.

Committee Updates

Program – Anair reported the committee held a meeting recently, to discuss the February Meeting. It went well even with a few technical issues that popped up. The committee was able to handle the issues in a timely manner. April Bi-Monthly meeting is in Mechanic Falls, and the topic is ultraviolet disinfection (Lake Auburn) and the New Gloucester water system. June Bi-Monthly is in Greenville. We will add it to the March newsletter as we need to reserve cabins. August, we're sticking with Val Halla in Cumberland. We will be in Thomas Point in October and Biddeford/Saco in December.

Ed & Ops – we have programs that we're pulling together. McNelly is meeting with Eric Gagnon on Monday morning. We need to meet monthly for a while to get trainings rolled out.

Public Awareness – has a meeting next week.

Water Resources – getting ready for Children's Water Festival.

Water Use Efficiency – are still working on database

Technology – has a meeting week after next.

New Business

Defining Water Management

Jefferson shared a brochure he received from Kirk Laflin, Exec. Director with National Partnership for Environmental Technology Education. They're looking for someone to represent Maine and attend a 1-day session at Bristol Community College in Fall River, MA on May 20th called "Defining Water Management.

Director's Reports

Ziegra reported they have two SRF projects as well as a RD project – 3.4 million. Just waiting for seasonals to start up.

Johnson reported they are continuing their start-up of Ozone and UV projects.

Cox reported they encountered a lightning strike that blew their main apart (the 2nd time in 15 years in Rockport). They couldn't find where the strike went in the ground, so it likely hit a hydrant. They were losing about 3,000 gallons/minute from the tank. It was during downpour, so water was everywhere. They currently have several job openings: Superintendent for Skowhegan, Lab Manager, 2 Field Service Reps in Biddeford, and an Entry Level Operator in Biddeford. RFP is out for booster station design – will be using Woodard & Curran. Ready to put out invite to bid on 16-17,000 feet of main in 5 different towns – collective bid. Will allow them to bid individually, then offer price reduction for whole project. Bid opens the end of this month.

Gobeil reported they will be starting spring construction next week and continuing into mid-summer months. Still dealing with end of 2013 construction season. Pipe burst projects using PVC failed. One was due to lateral stress, and split apart while drilling in a tap – 12". Last week, it was an 8" pipe. If anyone is thinking of using fuseable PVC, check with KKW. They are currently running forensics with Ted Berry and Underground Solutions. They're in close coordination with the DOT and the rebuilding of Route 1 (Ogunquit), a 3-year project. It includes 2.5 miles of roadway and bridges.

Kearney reported more than normal main breaks of all sizes. They're having an especially hard time with 1930s projects and leaded joints leaking - about 1 a week. Had a squirrel blow 3 transformers in a row, and did a lot of damage – $10k worth at the sewer treatment plant. Electrician confirmed the motors were blown. There's a SR project for a small street that public works will work on – 1,000 feet. Then another 2,500 feet, and 2 carried over from last year.

Longfellow reported they have an operator starting tomorrow. One of their operators left to run Gardiner sewage plant. The new operator is graduated from college, went to trade show and worked with Mary Jane Dillingham. She was introducing him around at the show. Will have another opening in the plant when someone retires in a month and a half.

They are doing okay this year with main breaks – ones that you can fix in a reasonable amount of time. Just got budget approved this morning. Will be doing some main replacements – 1 carry over because they ran out of construction season. Just got delivery of 1,000 meters. They had a problem with remote meter reading, and were down to just one working. Sent someone up from Pennsylvania for a week, got them running, and they're back to 3 stations now. Gearing up for Summit Gas – 2 & 4 " distribution main. 2 & 4 will be directional drilling as much as possible. 6 & 8 will be cut and cover.

Adjournment

On a motion by Gobeil and seconded by Ziegra, the meeting was adjourned by unanimous consent.

Board of Directors Meeting
April 4, 2014
Maine Water Company, Rockport, Maine

The April 4th meeting of the Board of Directors was held at Maine Water Company in Rockport, Maine. In attendance were Directors Longfellow, Gobeil, Johnson, Ziegra, Kearney, Cox, Hitchcock, Executive Director McNelly, and Program Committee Co-Chair Rick Anair.

Communications/Executive Director's Report:

McNelly reported that he and others had received calls from residents in the Orono-Veazie area concerning the issue of disinfectant by-products. Some of the callers were somewhat intense in expressing their views.

Approval of Minutes

On a motion by Ziegra and a second by Gobeil, the board meeting minutes from March 6, 2014 were approved.

Old Business

AWWA Fly-In

McNelly and Longfellow met with Senators Collins and King and staffers for Congressman Michaud and Congresswoman Pingree at the event. Most of the discussion focused on infrastructure needs; however cybersecurity and managing the potential for chemical spills were also topics of interest.

Website Advertising

No update.

Financial Review

The February financials were reviewed by the Board. McNelly reported that he felt that the net income from the February meeting would exceed budget. McNelly and Treasurer Ziegra will soon start working on a 3-year financial plan.

Benchmarking Database

There was no update on this subject. McNelly will organize a meeting with involved parties once the Legislative session wraps up

Legislative & Regulatory Affairs

LD 965 Dig Safe – after 15 work sessions that failed to achieve a scenario that would include water and sewer and municipalities in a one call system, the EUT Committee Chair asked the committee to vote out a unanimous Ought not to Pass recommendation, which they did.

LD1177 – Discontinued Roads – it has been difficult achieving agreement on this contentious issue; the bill may die.

Bonds –the association, MWWCA and others are continuing to advocate for the Required Drinking Water and Clean Water SRF match funds.

LD1784 An Act To Reform Regulation of Consumer-owned Water Utilities – this bill is moving along in the process. The Office of Public Advocate, in their written comments and testimony before the EUT Committee, unfortunately made some disparaging comments about consumer owned water utilities. After discussion the Board directed McNelly to attempt to schedule a meeting with the Public Advocate in order to discuss these representations.

LD1532 Standard Sewer District – McNelly will provide the Board with the final language.

Gas Utility Design and Installation Standards – McNelly reported that he had a conversation with one of the Governor's Senior Policy Advisors concerning this. It was agreed to attempt to assemble the various involved parties in order to discuss ways to minimize conflicts in the field.

LD 1744 An Act to Protect ME Lakes – this bill was voted out of committee with a majority report and two minority reports. If is being deliberated in the House and Senate.

LD 1619 An Act to Amend the Law Governing Conflict of Interest and Recusal With Respect to the Public Utilities Commission - this bill is also making its way through the process.

MS 4 – no update

Committee Updates

Program – Anair reported the a few committee members visited the new Westin in Portland to see if it would be large enough for the February meeting. It was learned that it would not accommodate the numbers; additional venues are being considered. He noted that all locations for 2014 have been secured.

Ed & Ops – this committee continues to work on training session, with a number of them being scheduled for the next few months.

Public Awareness – this committee is getting ready for the Children's Water Festival.

Water Resources – this committee is planning for their source protections session

Technology – this committee recently had a meeting; they are adding members.

New Business

Defining Water Management

Longfellow reported that he had not been able to find anyone to attend the meeting of the National Partnership for Environmental Technology Education in Fall River, MA on May 20th called "Defining Water Management.

Director's Reports

Ziegra reported they are refinancing debt and expect there will be significant savings associated with that.

Johnson reported that Portland's UV system is on line. They are having a number of meetings with Summit Natural Gas. They are considering adopting a residential backflow requirement (double checks) for new construction.

Cox reported their customer service, finance and engineering operations are being relocated to the Biddeford Division. They are interviewing for a number of positions. They are also planning a number of projects this summer.

Gobeil reported that Governor LePage recently visited the system. It was a very good opportunity to discuss the impact of MDOT projects that require water systems to replace facilities before the end of their useful life and to discuss the impact of natural gas expansion in the state.

Kearney reported that they are in the final stages of designing pipe projects and that they anticipate an MDOT project in 2015.

Longfellow reported they are advertising and interviewing for a number of positions. They are also trying to coordinate projects with Summit Natural Gas.

Hitchcock reported the Caribou recently opened bids on two tank painting projects. They also have a local pipe project planned for this summer. Frost is 7 feet deep.

Adjournment

The meeting was adjourned by unanimous consent.

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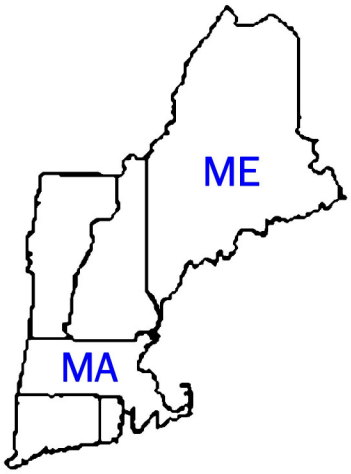

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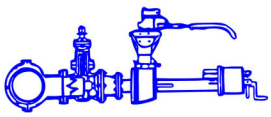

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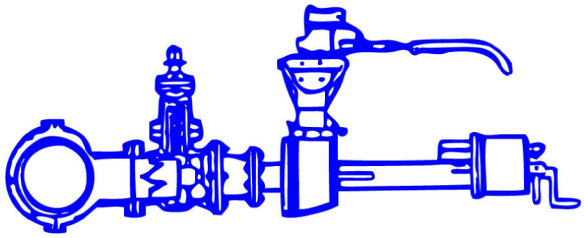

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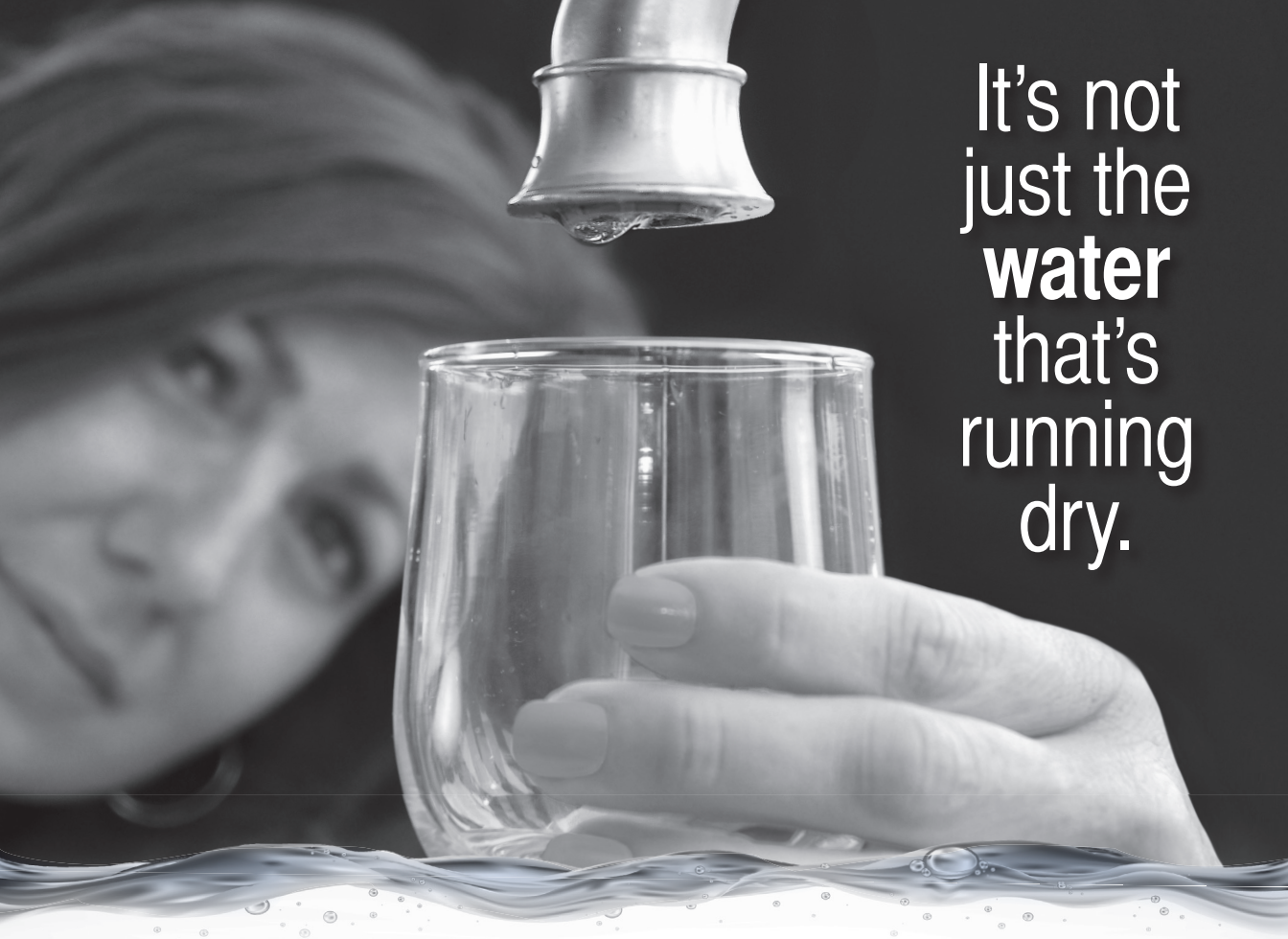

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