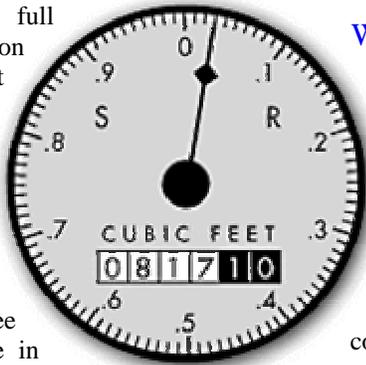




Water Rates, Conservation and Source of Supply - It all flows together

Norm Labbe, Superintendent

While developing our first rate case in 21 years, the following question begged for an answer. How can we modify our rate structure in a simple manner that generates an additional 15% in revenues, encourages conservation and is fair to all customers? The short answer is, very carefully. The full answer to this question will be explained at our soon to be announced public hearing. It is worth noting that nearly 30% of our customers, those who use the least amount of water, will see absolutely no increase in their water bill. It is also worth noting that at the other end of the scale, 20% of our customers account for about 70% of all metered water usage.



The new rate schedule will address these statistics in a manner that encourages conservation while attempting to avoid placing an undue financial burden on our largest customers, who, in the course of doing business, already practice water conservation in a variety of ways.

Why conserve water?

As explained in our last issue of *What's on Tap*, during the dry summer season when lawn irrigation is at its peak, we are on the verge of running out of water. Sure, we can get a new source of water, but at a considerable cost. For example, our recent studies have shown that if we were to switch to desalinating sea water, our water rates could double. Other long term options

could result in rates increasing 25% to 50%. So, in spite of our current 2% growth rate, if we can all try to use water wisely, especially during the hot, dry summer season, we should be able to put off these large expenditures for five to ten years and maybe longer.

Meanwhile, we are still doing our part by continuing to evaluate economical short and long-term water supply options. In addition to our ongoing studies, we are currently conducting on-site testing of three potentially favorable groundwater sites. We are also involved in the renegotiation of an existing interconnection agreement with a neighboring utility and are an active participant in the early stages of a regional collaborative concept. As we make progress with these initiatives, we will keep you informed, either through the news media, on our upcoming Web site or in future issues of *What's on Tap*.

Beneath the Surface - Project updates

Don Gobeil, Technical Services Director

Within the water works industry, there are several principles that guide us in our operations. We at KKW have for many years believed that an aggressive, continuing program of infrastructure upgrades is of paramount importance in order for us to fulfill our mission of delivering a reliable and safe water supply. We continually evaluate our piping network to uncover deficiencies due to age, size or potential problems. We also work closely with State and local public works agencies to coordinate our efforts to maximize efficiency, share resources and minimize neighborhood impacts.



Joe Mosher and Keith Archibald prepare a service connection on Boothby Road, Kennebunk

Some of this year's infrastructure upgrade projects include:

Ocean Avenue, Biddeford Pool - This recently completed project replaced nearly 2,000 feet of old 6" cast iron main that had been causing a deterioration of water quality.

Green Needle Lane, Ogunquit - This project involved replacing the remaining 200 feet of old 6" cast iron main. This pipe had also been causing a deterioration of water quality.

Mile Road, Wells - In conjunction with the State of Maine DOT's upcoming replacement of the bridge over the

(continued on page 5)

2003 Water Quality Report

INTRODUCTION

This annual report has been prepared by the Kennebunk, Kennebunkport & Wells Water District to give you, the consumer, a brief update on the quality of your drinking water. The District vigilantly monitors and safeguards its water supplies and is proud to report that it did not exceed any maximum contaminant level or violate any water quality standard at any time during 2003. Highly qualified, certified Filtration Plant and Distribution personnel are committed to providing our customers with drinking water that surpasses state and federal standards for safety and quality.

WATER SOURCE

The District's primary source of drinking water is Branch Brook. The brook, for the most part, is the town line between Kennebunk and Wells and originates in the town of Sanford.

Protection of the Branch Brook watershed remains a top priority. The District continues to purchase property and acquire conservation easements within the watershed as opportunities arise. You can help too. If you witness suspicious activity near Branch Brook or in its watershed, please report it immediately by calling the Filtration Plant Manager Bill Snyder at 985-2362 or notifying the appropriate Police Department (Kennebunk - 985-6121, Wells - 646-9354, Sanford - 324-9170).

SOURCE WATER ASSESSMENT

The Source Water Assessment Program (SWAP) is an initiative started by the 1996 Safe Drinking Water Act Amendments. The underlying intent of SWAP is to characterize a source of supply watershed and generate awareness of potential contamination threats. The overall risk rating assigned to the Branch Brook supply was low. Future development and soil erosion were identified as potential low to moderate risks. Assessment results are available at public water suppliers, town offices, and the DWP. For more information on the SWAP, you may contact the DWP at telephone (207) 287-2070.

WATER MONITORING/REPORTING

To comply with State and Federal drinking water regulations, we annually perform over 10,000 tests on your drinking water. Although not required, we conduct an additional 15,000 tests to ensure that the highest quality water is produced and distributed. We also constantly monitor the Treatment Plant, booster stations and water reservoirs with continuous on-line instruments. If you would like more information relating to water quality tests, contact Bill Snyder or Mel

Leedberg at (207) 985-2362. The chart on page 4, indicating 2003 test results, excludes 72 individual parameters that tested below detection levels. The definitions and abbreviations that follow the chart are provided to give a clearer understanding of the results.

TREATMENT PROCESS

Water from Branch Brook flows into our Filtration Plant where multiple processes are used to remove particles and microorganisms. The first process is COAGULATION, where chemicals (primarily food-grade alum) are added to destabilize the particles causing an attraction to each other. Then FLOCCULATION occurs in mixing chambers where the destabilized particles combine into larger particles called floc. After this, CLARIFICATION occurs in the settling basins where the floc particles are settled out. Chlorine is then introduced for PRIMARY DISINFECTION. The FILTRATION process follows where clarified water passes through sand filters to remove any remaining floc particles. Finished water chemistry is then optimized for CORROSION CONTROL, FLUORIDATION, and SECONDARY DISINFECTION prior to being pumped into our distribution system where 200 miles of water mains and 7 storage tanks distribute water to the District's 11,400 customers.

HEALTH INFORMATION

Drinking water, including bottled water, may reasonably be expected to contain trace amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly and infants can be particularly at risk for infections. These people should seek advice about drinking water from their health care providers. For more information about contaminants and potential health effects and EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants, contact U.S.E.P.A. Safe Drinking Water Hotline (1-800-426-4791) or the Maine Drinking Water Program (207-287-2070).

BOARD OF TRUSTEE MEETINGS

The Board of Trustees typically meets at 3 pm on the 4th Wednesday (Jan.– Oct.) and the 3rd Wednesday (Nov. & Dec.) at the District Office at 92 Main St., Kennebunk.

Microbiological

| Contaminant | Date | MCL | MCLG | Our results | Source |
|----------------|------|-------|------|-------------|--------------------------------------|
| Total Coliform | n/a | 1 pos | 0 | 0 | Naturally present in the environment |

Organic Chemicals

| Chemical | Date | MCL | MCLG | Our results | Source |
|-------------------------------|------|--------|------|-------------|----------------------------|
| Haloacetic Acids (Total of 5) | RAA | 60 ppb | 0 | 40 | By-product of chlorination |
| Trihalomethanes (Total of 4) | RAA | 80 ppb | 0 | 40 | By-product of chlorination |

Inorganic Chemicals

| Chemical | Date | MCL | MCLG | Our results | Source |
|-------------------------|------|--------------|------|-------------|---|
| Barium | 3/03 | 2 ppm | 2 | 0.0059 | Erosion of natural deposits |
| Copper 90th % value (8) | 9/03 | AL = 1.3 ppm | 1.3 | 0.07 | Corrosion of household plumbing systems |
| Lead 90th % value (8) | 9/03 | AL = 15 ppb | 0 | 12 | Corrosion of household plumbing systems |
| Nitrate Nitrogen | 3/03 | AL = 10 ppm | 10 | 0.2 | Runoff from fertilizer use. Leaching from septic tanks, sewage. Erosion of natural deposits |

Clarity

| Item | Date | MCL | MCLG | Our results | Source |
|-----------|------|----------|------|-------------|--|
| Turbidity | n/a | 1.49 ntu | n/a | 0.2 ntu | Erosion of soil and other natural deposits |

Notes

- 1) Total Coliform Bacteria: Reported as the highest monthly number of positive samples, for water systems that take <40 samples per month. For water systems that take >40 samples per month, no more than 5% of the samples may be positive.
- 2) Lead/Copper: Action levels are measured at consumer's faucet. 90% of the tests must be equal to

Definitions

AL - Action level - The concentration of a contaminant which, if exceeded, triggers treatment and other requirements which a water system must follow (e.g., lead, copper action levels).

MCL - Maximum contaminant level - The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

MCLG - Maximum contamination level goal - the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

ntu - nephelometric turbidity units
pos - positive samples
ppm - parts per million
ppb - parts per billion

RAA - Running Annual Average - The average of all monthly or quarterly samples for the last year at all sample locations.

Treatment technique - A required process intended to reduce the level of a contaminant in drinking water.

Turbidity - This is a measurement of water clarity. It is a good indicator of the effectiveness of our filtration process. Excessive turbidity levels can cause problems with water disinfection. 0.2 ntu was the highest measure of turbidity for the calendar year. Average finished water turbidity was less than 0.1 ntu. 100% of the samples taken were below the maximum level (0.3 ntu) for the treatment technique used. Therefore, your finished drinking water is clear and safe to drink.

Variance or Waiver - Statement of U.S. EPA permission not to meet an MCL, testing requirement or a treatment technique under certain conditions (e.g. waiver to Phase II/V testing).

Synthetic Organics Waiver - In 2001, due to the District's efforts to protect the water supply, it was granted a "Synthetic Organics Waiver" (Phase II/V) from January 1, 2002 to December 31, 2004. The State of Maine Drinking Water Program grants a waiver only upon a finding that "it will not result in an unreasonable risk to health."

Conservation Facts and Tips

As much as 20% of the peak summer demand is attributed to outdoor uses such as lawn and garden irrigation. Please consider the following tips:

- 💧 Irrigate in the cool of the day to avoid evaporation.
- 💧 Install a rain shut-off device on your automatic sprinklers to eliminate unnecessary watering.
- 💧 Use a timer on your lawn sprinkler to prevent over watering.
- 💧 Adjust your lawnmower to a higher setting. Longer grass shades root systems and holds soil moisture much better than a closely clipped lawn.

Indoor water-saving tips

Run your washing machine and dishwasher only when they are full and you could save more than 1,000 gallons a month. Newer models are more efficient and offer cycle and load size settings.



Toilets can account for almost 30% of all indoor water use, more than any other fixture or appliance. Keep that in mind before you flush unnecessarily. Don't use the toilet to flush articles that you can put in the trash.

Turn the water off while you brush your teeth and save up to 4 gallons a minute. For a family of four that translates to over 1,000 gallons a month.



For only \$1.00, you can purchase a water saving kit at our office at 92 Main Street, Kennebunk. The kit includes a low flow showerhead along with a toilet leak detector and several flow reducing devices.

There are many reasons to conserve water, not the least of which is that it can save you money on your water bill. In addition, it may result in even greater savings on your sewer and energy bills.

Chloramines for Compatibility - The change is explained

Chris Silke, District Engineer

In the past decade, many water utilities have made the change from a free chlorine disinfectant to a combined chlorine and ammonia residual known as chloramines. The use of chloramines for disinfection in the United States has been in existence since the early 1900s. So what has caused the recent interest? It has been driven primarily by having to comply with more stringent disinfection byproduct regulations. We have been successful in meeting all regulations with free chlorine. So why meddle with a seemingly effective process and how come now? The answer is simply to make our water compatible with neighboring systems from which

chloraminated water will be purchased during periods of high water usage.

The District's public notice released in late May recommended kidney dialysis centers and patients, pet stores, aquarium



owners (fish and amphibians), and bakers/brewers (yeast and enzyme) obtain professional guidance on the methods to remove chloramines. Removal is best accomplished by using a commonly available granular activated carbon filter in accordance with the manufacturer's guidelines.

Optimal water quality for our customers is a priority. In addition to the elimination of water compatibility taste and odor issues, most customers will notice no change or a slight improvement in terms of chlorine smell. Questions regarding chloramines should be directed to Chris Silke during normal business hours.

Business Office Technology - Improving efficiency and communication

Wayne Brockway, Treasurer

In recent years, the District has been focusing on improving its efficiency by taking advantage of new technologies. For example, last summer we began the conversion of our financial software to that of the Munis Company. Earlier this year, we

continued the conversion process with the implementation of Munis' new billing software. By now most of you have received your first water bill with the new format, which we hope you like. The District is also in the process of developing its own web site, which, in

addition to many other benefits, will allow you on-line access to your account information. We will update you on our progress on these and other initiatives through messages on your water bill and in our next newsletter.

Beneath the Surface (continued)

Webhannet River, the District will be replacing 300 feet of 12" main and incorporating a main on the new bridge.

Route One, Ogunquit - The District is accelerating its multi-year program of replacing and upgrading the old 10" water main along the Route One corridor. This major 8,000' project is being designed to be installed in phases over the next few years, beginning this fall. The goal is to stay ahead of the expected DOT's rebuilding of this section of Route One.

School Street, Kennebunkport - In order to improve fire suppression

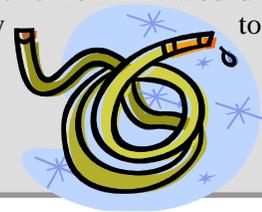
capability and reliability in the Wildes District Road area, the District will be installing 1,000 feet of 12" main between School Street and the new High Point Farms subdivision.

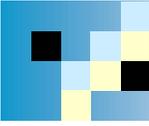
Along with these projects are several smaller replacement projects targeting old or problem mains. As with most of our projects, all of the planning, engineering and installation is performed in-house by District personnel.

If you have any interest in learning more about our on-going projects or have any questions about projects you may have seen in the past and wondered about, please don't hesitate to contact us.

WARNING!!

Be aware that your garden hose may not be safe to drink from and there can be dangerously high levels of lead in water that sits in a hose for a while. Many garden hoses are made from polyvinyl chloride, which uses lead as a stabilizer. That lead can leach into the water. It is recommended that unless your garden hose is specifically labeled "drinking water safe", avoid using it to quench your thirst. Keep in mind, this risk would also apply to your pets.





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