

CONSUMER CONFIDENCE REPORT - DRINKING WATER INFORMATION

CONGRATULATIONS! YOUR WATER MEETS OR EXCEEDS ALL FEDERAL AND STATE DRINKING WATER REQUIREMENTS.

Since its incorporation in 1921, the Kennebunk, Kennebunkport & Wells Water District (KKW) has considered water quality of the utmost importance. The KKW vigilantly monitors and safeguards its water supplies and is proud to report that it continued to meet or exceed all drinking water quality requirements in 2009. Our highly trained and State licensed Water System Operators are committed to providing our customers with drinking water that surpasses State and Federal standards for safety and quality. In doing so, we work to conserve, preserve and protect our water supply sources.

HEALTH INFORMATION

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. Contaminants that may be present in source water include:

Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.

Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.

Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff and residential uses.

Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban runoff, and septic systems.

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 from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The KKW is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

WATER SOURCE

The KKW utilizes both high quality surface water and groundwater as supply sources. Surface water is obtained exclusively from Branch Brook, a largely spring-fed naturally flowing water body that forms the town line between Kennebunk and Wells and originates in Sanford. The KKW also utilizes groundwater from its three approved naturally developed gravel well sites. The KKW also maintains mutual-aid system interconnection agreements with the

Biddeford-Saco Water Company and the York Water District.

Protection of the Branch Brook watershed and well sites remains a top priority. The KKW continues to purchase property, seek conservation easements and work with local officials to develop ordinances within the watershed and wellhead protection zones as opportunities arise. You can help too. Please be careful as you live, work and play to limit what goes onto the ground, into storm drains, tributaries and surface waters to help preserve the water quality and the diverse ecosystems it supports. If you witness suspicious activity within the Branch Brook watershed or at the well sites, please report it immediately by calling the KKW at 985-2362 or notify the appropriate Police Department (Kennebunk - 985-6121, Wells - 646-9354, Sanford - 324-9170).

SOURCE WATER ASSESSMENT

The sources of drinking water include rivers, lakes, ponds and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and radioactive materials and can pick up substances resulting from human or animal activity. The Maine Drinking Water Program (DWP) has evaluated all public water supplies as part of the Source Water Assessment Program (SWAP). The assessments include geology, hydrology, land uses, water testing information, and the extent of land ownership or protection by local ordinances to see how likely our drinking water source is to being contaminated by human activities in the future. Assessment results are available at public water suppliers, town offices and the DWP. For more information about the SWAP, please contact the DWP by telephone at (207) 287-2070.

WATER QUALITY MONITORING/REPORTING

VIOLATIONS: No water quality violations were issued in 2009.

WAIVER INFORMATION: Period 1/1/2008 - 12/31/2010, partial waiver for Branch Brook Filtration Plant (TCP, TQ1, TQ3), no waiver for the PTR wells.

In 2008, the KKW applied for and was granted a partial or a full three-year waiver for water testing for certain synthetic organic compounds (SOC) (Phase II/IV). This is an exemption from doing tests for insecticides, herbicides, fungicides, and certain other industrial chemicals that are regulated in drinking water. The State of Maine Drinking Water Program grants a waiver only upon determining, on a case by case basis, that "it will not result in an unreasonable health risk." For any water tests that are not waived, we are required to report contaminants that were detected in our water supply in this CCR.

TREATMENT PROCESS

SURFACE 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, causing particles to destabilize and attract to each other. Then FLOCCULATION occurs in mixing chambers where the small particles combine into larger particles called floc. Next, CLARIFICATION occurs in the settling basins where the heavier floc particles settle out. Chlorine is then introduced for PRIMARY DISINFECTION. The FILTRATION process follows where clarified water passes through dual media filters (sand and anthracite) to remove any remaining floc particles. Finished water chemistry is then optimized for CORROSION CONTROL using sodium silicate, FLUORIDATION, and SECONDARY DISINFECTION with chloramines prior to being pumped into our distribution system where nearly 209 miles of transmission and distribution system water mains and 7 storage tanks distribute water to the District's customers.

GROUND WATER from any of the our three well sites (six wells) is pumped to our Pumping, Treatment and Recycling (PTR) Facility where the water chemistry is optimized for CORROSION CONTROL with sodium silicates, FLUORIDATION, and DISINFECTION with chloramines before being pumped directly into the distribution system.

2009 ANNUAL WATER QUALITY REPORT FOR PWSID# ME0090760

Contaminant	Date	Result	MCL	MCLG	Source
Microbiological					
TOTAL COLIFORM (1)	Sep-09	1 pos	1 pos or 5%	0 pos	Naturally present in the environment. Positive result was due to a sampling error. Sample rechecks were negative.
Inorganics					
ARSENIC (2)	7/6/09	4.8 ppb	10 ppb	0 ppb	Erosion of natural deposits. Runoff from orchards, glass and electronics production wastes.
BARIUM	7/6/09	0.006 ppm	2 ppm	2 ppm	Discharge of drilling wastes. Discharge from metal refineries. Erosion of natural deposits.
CHROMIUM	7/6/09	1.5 ppb	100 ppb	100 ppb	Discharge from steel and pulp mills. Erosion of natural deposits.
FLUORIDE (3)	12/15/09	1.1 ppm	4 ppm	4 ppm	Erosion of natural deposits. Water additive which promotes strong teeth. Discharge from fertilizer and aluminum plants.
LEAD 90th % VALUE (4)	1/1/08 12/31/10	12 ppb	AL=15 ppb	0 ppb	Corrosion of household plumbing systems.
NITRATE NITROGEN (5)	5/26/09	0.14 ppm	10 ppm	10 ppm	Runoff from fertilizer use. Leaching from septic tanks and sewage. Erosion of natural deposits.
Synthetic Organics					
DEHP	2/20/07	0.2 ppb	6 ppb	0 ppb	Discharge from rubber and chemical factories; plastics.
Radionuclides					
GROSS ALPHA SCREEN (6)	2/14/06	0.949 pCi/L	15 pCi/L	0 pCi/L	Erosion of natural products.
Disinfectants and Disinfection By-Products					
TOTAL HALOACETIC ACID (HAA5) (9)	RAA	14.63 ppb Range (0-28.5 ppb)	60 ppb	0 ppb	By-product of drinking water chlorination.
TOTAL TRIHALO-METHANES (TTHM) (9)	RAA	12.73 ppb Range (2.1-22.2 ppb)	80 ppb	0 ppb	By-product of drinking water chlorination.
CHLORINE RESIDUAL	RAA	2.6 ppm	MRDL=4 ppm	MRDL=4 ppm	By-product of drinking water chlorination.
TURBIDITY LEVELS (10)	2/28/09	0.22 ntu (WTP) 0.62 ntu (PTR)	0.3 ntu in 95% of samples	1.0 ntu maximum limit	Soil runoff. Trapped air generated a false high reading at PTR start up.

Definitions:

- MCL = Maximum Contaminant Level: The highest Level of a Contaminant that is allowed in drinking water.
- MCLG = Maximum Contaminant Level Goal: The level of a contaminant in drinking water below which there is no known or expected risk to health.
- RAA - Running Annual Average: The average of all monthly or quarterly samples for the last year at all sample locations.
- AL = Action Level: The concentration of an contaminant that, if exceeded, triggers treatment or other requirements that a water system must follow.
- MRDL = Maximum Residual Disinfectant Level: The highest level of a disinfectant allowed in drinking water. There is convincing evidence that the addition of a disinfectant is necessary for the control of microbial contaminants.
- MRDLG = Maximum Residual Disinfectant Level Goal: The level of a drinking water disinfectant below which there is no known or expected risk to health.
- MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
- TT = Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water.

Units:

ppm = parts per million or milligrams per liter (mg/L); pos = positive samples; ntu = nephelometric units
ppb = parts per billion or micrograms per liter (µg/L); pCi/L = picocuries per liter (a measure of radioactivity).

Notes:

- 1) Total Coliform Bacteria: Reported as the highest monthly number of positive samples, for water systems that take less than 40 samples per month.
- 2) Arsenic: The U.S. EPA adopted the new MCL standard in October 2001. Water systems were required to meet this new standard by January 2006.
- 3) Fluoride: Fluoride levels must be maintained between 1-2 ppm for those water systems that fluoridate.
- 4) Lead/Copper: Action Levels (AL) are measured at the customer's tap. 90% of the tests must be equal to or below the action level.
- 5) Nitrate: Nitrate in drinking water at levels above 10 ppm is a health risk for infants less than six months of age. High nitrate levels in drinking water can cause **Blue Baby Syndrome**. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you care for an infant, consult your health care provider.
- 6) Gross Alpha: Action level (AL) over 5 pCi/L requires testing for Radium. Action levels over 15 pCi/L requires testing for Radon and Uranium.
- 7) Uranium: The U.S. EPA adopted the new MCL of 30 ppb in December 2000. Water systems were required to meet this standard after December 2003.
- 8) Radon: The State of Maine adopted a Maximum Exposure Guideline (MEG) for Radon in drinking water at 4000 pCi/L, effective 1/1/07. Treatment is recommended if Radon in water exceeds the MEG. It is also advisable to test indoor air for Radon. The U.S. EPA is proposing setting Federal standards for Radon in public drinking water.
- 9) TTHM/HAA5: Total Trihalomethanes and Haloacetic Acids are formed as a by-product of drinking water chlorination. This chemical reaction occurs when chlorine combines with naturally occurring organic matter in water.
- 10) Turbidity levels for both the Water Treatment Plant (WTP) and Pumping, Treatment and Recycling (PTR) facility averaged 0.08 ntu for the year.

All other regulated drinking water contaminants were below detection levels - NO VIOLATIONS WERE ISSUED IN 2009.

PLEASE CALL US AT 985-2362 WITH ANY WATER QUALITY QUESTIONS YOU MAY HAVE

IN THE TANK - A CLOSER LOOK AT WATER TANK COSTS

Rob Weymouth, Facilities Manager

Water tanks serve many useful purposes in a water distribution system. They provide a ready source of water in the event of a fire or extra water for large demand periods or main breaks when the Filtration Plant cannot produce enough water. They also provide water when the Filtration Plant is shut down for maintenance or repairs and help to control pressure surges throughout the entire system.

Looking at any one of the seven tanks operating in our distribution system, you may wonder what it costs to build and maintain them. Well, the short answer is "a lot" - tanks are not cheap. For example, let's take a look at the costs associated with the elevated Cape Porpoise Tank located on Route 9 in Kennebunkport. This tank stands 148 feet tall, has a diameter of 59.5 feet and holds about 750,000 gallons of water. The tank was constructed in 1954 by the Chicago Bridge and Iron Company at a cost of \$98,600. The land, foundation and site piping costs were \$52,335, placing the total original capital investment at around \$151,000. Keep in mind that a postage stamp only cost 3 cents in 1954.

In 1960, the tank required its first paint touch up at a cost of \$6,400. Ten years later, in 1970, the interior and exterior were recoated at a cost of \$11,840. In 1981, the interior was completely sand blasted and repainted and the exterior was touched up at a cost of \$26,500. In 1991, a complete sand blasting and paint job of the exterior was required, costing \$196,500. In 1995, just the interior of the tank was completely sand blasted and painted, costing \$90,445. In 2001, the interior of the riser pipe needed repair and repainting at a cost of \$45,000. Now in 2010, you may have seen work being done on the tank. The complete exterior has been cleaned to remove dirt and the build up of lichen as well as repainting of the roof and sections of the legs and catwalks, costing \$50,000. Adding it all up, cleaning, repair and replacement of the protective coating system in the 56 year life of this tank has cost the District \$426,685, or nearly three times the original tank cost.

Other costs associated with the operation of water tanks include draining and cleaning them every two to three years, foundation sealing and repairs, fence and grounds maintenance, and upkeep of the electronic monitoring and security surveillance systems.

So, as you can see, there is substantial cost associated with building and maintaining our water storage tanks. Unfortunately, low maintenance (no coating system required) pre-cast concrete tanks cannot be constructed to the height required for our distribution system (the higher the tank, the greater the water pressure), making the higher maintenance steel tanks our only viable option.



Photo of the Cape Porpoise (a/k/a Crow Hill) water storage tank after construction was completed in 1954. Despite the harsh salt water environment, the useful service life for this steel tank should be well over 100 years with proper care and maintenance. So this local landmark should be around for many years to come.

OPEN HOUSE - PLANT TOURS, FOOD, FUN BRING RECORD TURNOUT

Cindy Rounds, Administrative Assistant

On May 8th, the District held an Open House at our Filtration Plant in recognition of National Safe Drinking Water Week. Despite less than perfect weather, Little League Opening Day, and the Grand Opening of the new Hannaford Supermarket, it was well-attended and enjoyed by both customers and folks from out of town visiting the area. The rain, wind and occasional thunder did not discourage the estimated 150 people from stopping by to learn where the water comes from and how we treat it before sending it to customers' taps. Tours of our Plant and PTR Facility were held throughout the day and provided an insight to treatment processes for our surface and groundwater supplies. Young visitors (and a few adults) were treated to face painting and balloons. Refreshments included Congdon's donuts and Shield's hot dogs, local favorites that pleased many visitors. Displays illustrating a variety of projects undertaken over the years were popular attractions. A few pieces of heavy equipment were also on hand and were 'tried out' by the youngsters.

For those who were unable to attend this year's event, Plant tours can be arranged by calling Bill Snyder, Plant Manager, at 985-2362. Our Plant staff is extremely knowledgeable about water treatment and many teachers and students from local schools routinely take advantage of this educational opportunity throughout the year.



Chief Operator Greg Pargellis (blue shirt) explains how groundwater is treated before being pumped into the distribution system during one of the many tours.

BENEATH THE SURFACE - AND THEY'RE OFF...TO A SUPER BUSY YEAR!

Don Gobeil, Technical Services Director

In the Winter 2010 edition of *Beneath the Surface*, I described how this construction season was expected to be dramatically different than the 2009 season. The primary catalyst for the expected increase in construction activity from 2009 to 2010 was the District's successful attempt at securing significant construction funding from the Maine Drinking Water Program (DWP) for a major water main replacement project in the Town of Kennebunkport. The total funding package award was just over \$2M, including approximately \$390K of grant money, meaning that no repayment is necessary. The remaining \$1.6M is being bonded over 20 years at 0% interest. In addition, the District is the first water utility in Maine to be granted permission to complete this project as a "force account", meaning that District personnel are responsible for the engineering, design and pipe installation. Clearly this represents an unprecedented financial opportunity for the District to complete some much needed pipe replacement work with minimal financial impact.

The project that was earmarked for this funding is a high priority replacement of 10,000 feet of distribution main along Skipper Joe's Point Road, Marshall Point Road and Kings Highway at Goose Rocks Beach. By our standards, this project ranks as one of the largest construction undertakings in District history. Because of that, it was imperative that we get an early start to the construction season. Consequently, construction began in late February, customarily not a normal time of year to begin work. The early start allowed us to complete over 2,000 feet of the total overall project, successfully finishing the Skipper Joe's/Marshall Point Road sections by mid-April. This area accounted for the most challenging portion of the entire project, due to large areas of bedrock, a high water table and significant environmental constraints associated with working adjacent to a sensitive salt marsh area. But thanks to the extraordinary skill and effort provided by District crews, along with the cooperation and understanding of area

Continued on page 6.....



16" HDPE pipe is fused and strung out in advance of a directional drilling (DD) operation on Skipper Joe's/Marshall Point Road in Kennebunkport. DD is a form of trenchless technology that minimizes soil disturbance when working around environmentally sensitive areas such as salt marshes and wetlands.

WATER CONSERVATION SPOTLIGHT - EVERY DROP COUNTS

Recycling, volunteerism and water conservation share one common aspect; the more people that get involved, the more successful these efforts become. As we enter our peak summertime demand season, where an estimated 20% of water use is for irrigating lawns and gardens, water conservation is the most cost-effective and environmentally sound way to reduce our demand for water.

Proven Tips to Reduce Water Use and Save You \$\$\$\$\$\$

- 1.) Put a layer of mulch around trees and plants. Chunks of bark, peat moss or gravel slow down evaporation.
- 2.) Water during the cool parts of the day. Early morning is better than dusk since it helps prevent the growth of fungus.
- 3.) Avoid watering the lawn or garden on windy days as the wind causes excessive evaporation, minimizing the benefit.
- 4.) Cut down watering on cool and overcast days and don't water in the rain. Adjust or deactivate automatic sprinklers.
- 5.) Set lawn mower blades one notch higher. Longer grass means less evaporation, reducing the frequency of irrigating.
- 6.) Fix leaky toilets, faucets, plumbing joints, fixtures and outdoor hoses. Fixing even small leaks can mean big savings.
- 7.) Install water-saving shower heads or flow restrictors and low flow toilets. Also shorten showers when possible.
- 8.) Xeriscape - replace your lawn and high-water-using trees and plants with less thirsty and drought resistant plantings.
- 9.) Divide your watering cycle into shorter periods to reduce runoff and allow for better absorption when you water.
- 10.) Use a broom or blower instead of a hose to clean driveways, patios, decks and sidewalks.
- 11.) Remember to weed your lawn and garden regularly. Weeds compete with other plants for nutrients, light and water.
- 12.) Set a kitchen timer when watering your lawn or garden with a hose or manually operated sprinkler.
- 13.) Avoid the use of water toys that require a constant flow of water. A flow rate of only 3 gpm = 180 gallons per hour.
- 14.) Aerate your lawn. Punching holes in your lawn about 6" apart helps water to reach the roots rather than run off.
- 15.) Avoid leaving the hose running while washing your car. Use the hose for initial wetting and a quick rinse when done.

SOURCE WATER PROTECTION - A COMMUNITY EFFORT REQUIRED

Greg Pargellis, Chief Operator

Much effort is put into keeping our source water clean, from laboratory testing to brook walks and onsite inspections. In addition to continuous automated water quality monitoring, the Plant operators manually test the color and turbidity of Branch Brook several times every day as a cross check and to ensure that optimal water treatment processes are utilized.



The headwaters of Branch Brook shown exiting a culvert adjacent to the Sanford Regional Airport (SRA). As a member of the SRA Advisory Committee, the District has been working closely with local authorities to ensure that proper safeguards are in place to protect water quality during the \$2.4M runway enhancement project.

As you may know, Branch Brook begins at the Sanford Regional Airport (SRA) and flows easterly on its way to the ocean. The District has been involved with the planning and monitoring of the large runway construction project taking place at the SRA to ensure there is no excessive runoff of silt or other debris that could degrade water quality.

As a member of the Sanford Airport Advisory Committee, we have worked side by side with the Town of Sanford and the Maine DEP who have implemented many runoff containment protocols. The SRA has been a good partner in maintaining water quality and continues to assist us with protecting this vital public drinking water supply. We also partner with groups such as the Wells Reserve, Inland Fisheries & Wildlife, and the Maine Forest Service. At a source water symposium last year, these groups discussed the common goal of protecting and maintaining quality source waters in the area, including Branch Brook.

So, please rest assured that everything we do from timber harvesting, in which we follow the Forest Service's "Best Management Practices", to working with the State, municipalities, and community groups, to purchasing the land in the watershed when it becomes available, all have the common goal of protecting our source water.

Did you know.....that a recent assessment of the District's watershed forests placed the total stumpage values at over \$1M. The District's objective is to generate enough revenue from timber harvesting to protect and enhance the water quality in a self-sustaining manner without impacting the ratepayers. A few of our short term goals include: Better signage and property boundary identification; converting non-forested areas into pine plantations; mitigating erosion caused by illegal ATV use; and providing education and outreach to those who live, work and play in the watershed.

BENEATH THE SURFACE - CONTINUED FROM PAGE 5

residents, the result for this section has been favorable; both in terms of fulfilling design expectations and meeting budget projections.

At press time, we are in the midst of the construction along Kings Highway in Goose Rocks Beach. To date, the steadfast progress enjoyed at Skipper Joe's Point Road is being replicated along Kings Highway. The plan is to work along Kings Highway until June 15, and then vacate the beach area until September 15, when we will return to try to reach the easterly end of Kings Highway by the end of the construction season. During our three month hiatus from Goose Rocks Beach, District crews will undertake a needed replacement of an old 8-inch cast iron main on Turbat's Creek Road in Kennebunkport. In addition to that project, District personnel will be involved in miscellaneous work associated with the Town of Kennebunk's Scotsman Brook drainage project and Main Street beautification project. In August, the District's crews plan to install a new 16" main at the Ogunquit Tank site in order to eliminate the aged Ogunquit Heights Booster station by consolidating those operations under one roof at the Ogunquit Tank Booster station. This project will increase the operational reliability for those customers served by the Ogunquit Heights high pressure zone.

All in all, the busy 2010 construction season envisioned this past winter is certainly playing out as we expected. What is also becoming more evident as the season unfolds is the reaffirmation that the District is fortunate to have employees who are highly skilled and proficient at what they do, and can rise to the occasion to accomplish our construction program goals in a timely and cost effective manner.



The District's Shane Batchelder begins excavating a trench in early March for the new 16" ductile iron (DI) water main on Skipper Joe's Point Road in Kennebunkport. This \$2M federally funded project is expected to take six months to complete and includes replacing over 10,000 feet of obsolete 10" cast iron pipe with new 16" DI pipe.

CUSTOMER CORNER - TIMELY NEWS YOU CAN USE

Kathleen Chapin, Customer Service Coordinator

A Sign of the Times - Times are changing at an alarming rate and technology seems to be the driving force. We live in a day when we can email, tweet and text anywhere and anytime. Although living in this world of immediacy may not be for everyone, there are some advantages. Here at KKW, we have heard your requests for alternative payment options and we're listening. Currently we're investigating ways to serve you better and faster through debit, credit and phone payments. One of the methods that seems to hold the most promise is providing a link between the District's website and our Munis Utility Billing System. Munis has developed a revised product called Munis Self Service which will allow customer payments and inquiries. Please be patient while we look into what's available and make sure it's a good fit for you, our customer.

Metering Pilot Program to begin soon - In the late summer we will be adding radio transmitting devices to 75 water meters in the District's service territory. These devices will allow us to read meters with a special gateway receiver on the Kennebunk water tank. It's part of an ongoing Pilot Program between the District and Badger Meter Company. The system is made up of three simple components: a receiver, high-powered transmitters and meter reading management software. The meter reading and data management software allows easy access to system information and provides a variety of new customer service tools. In addition to providing timely and accurate billing information, the system quickly flags vandalized transmitters and tracks accounts that may have a potential leak. Additionally, customer service will be greatly improved when nearly real time meter reading data is more easily accessible, helping us answer customer questions and quickly resolve billing disputes when necessary. Although we would like all of you to participate in this initial program, we need to choose accounts that test different aspects of the technology. It is our hope that the program will be a great success and will improve our service to you. Please feel free to call us at 985-3385 if you have any questions.

TAKING CARE OF BUSINESS - WATER THEFT IS A CRIME

Norm Labbe, Superintendent

There are many parts of our business that most of our customers never hear about. This is about to change for one of those parts.

Keeping track of where our (your) water goes once we treat it and pump it into the distribution system is not as simple as it may seem. The total from all customer water meters never equals the total water we produce. Where does the rest of the water go? Some is used for hydrant flushing, fire fighting, testing of new water mains and water meters, storage tank maintenance and the intermittent use of water quality "bleeders". In addition, an estimated few percent is lost to leakage and meter under registration or slippage. Last but not least is the unauthorized use of water (also known as theft of service), both intentional and unintentional, the later of which appears to be trending upwards throughout the water works industry.

The theft of service issue is real. We have discovered several such occurrences while performing routine customer service calls. This activity seems to occur primarily during the summer months, when relatively large volumes of water are used to irrigate lawns and gardens.

Until recently, water utilities in Maine didn't have much authority to effectively deal with this issue. In 2009, a law was passed (35-A MRSA Section 2706), allowing the utility to recover all reasonable costs, including attorney fees, and assessing a civil penalty of up to \$2,500 in the more extreme cases. In addition to this, we recently updated Sections 3 and 16 of our Terms and Conditions, resulting in more specific language and the establishment of hourly labor charges. Our Terms and Conditions can be seen on our website, at www.kkw.org under Customer Service.

We will soon be going to many customers' homes to verify and update our records (such as the locations of the service shut-off valves and meters, etc.). We hope to find very few theft of service issues. In any case, we will now be prepared to deal with them in a firm, fair and equitable manner.

We are a non-profit organization. We are here to serve you the best we can. We hope you agree with our opinion that, besides being a criminal act, theft of service is unfair to the rest of our customers; the vast majority of which honestly pay for what they use. To better protect all customers, the District asks you to report any suspected theft of service activities so that we may investigate. All information in this regard will be kept in the strictest of confidence.



The District recently discovered this illegal plumbing configuration where an illegal connection was plumbed prior to the meter. By connecting a hose to this illegal connection, the customer was using unmetered water for irrigation. The District views water theft as a serious matter that can result in the water service being disconnected along with the customer being assessed a hefty fine. Promptly report any suspected water theft to the District to better protect all customers.

Kennebunk, Kennebunkport & Wells Water District
P.O. Box 88
Kennebunk, ME 04043

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Did you know.....that under the Maine Criminal Code, the theft or wrongful procurement of a public utility service is a crime and is also subject to a civil penalty of up to \$2,500 for each violation, payable to the utility. The Code states a person may not obtain utility services by deception, threat or force or any other means designed to avoid due payment. Taps or diversionary devices installed before the meter and unauthorized removal of the meter are illegal and will be prosecuted by the District to the full extent of the law. Please call the District at 985-3385 if you have any questions.

EMPLOYEE SPOTLIGHT - IT'S ALL IN THE MECHANICS

Cindy Rounds, Administrative Assistant

There are many cogs in the *wheel* of a successful organization and it takes a lot of specialized talent to keep them functioning properly. At the District, we have experts in finance, customer service, infrastructure design, installation and operation, and water treatment to name a few. Another area in which we depend on an expert is with our vehicle fleet and equipment maintenance. Those duties are the responsibility of mechanic extraordinaire **Mark Lank**.

Mark, a Kennebunk native, joined the District family in 1981 as a part-time, temporary Maintenance Assistant for the repair and upkeep of our facilities. Within a year he became full time and joined the Mainline crew and then went on to the Service crew. With the mechanical knowledge he gained from years of working on his own vehicles, including those he drove in racing events, he naturally applied when a retirement made the mechanic's position available. Since then, Mark has acquired several certifications in the automotive field and continues to keep the District's fleet of vehicles and heavy equipment safe, reliable and running at peak performance. His abilities go far beyond repairing a malfunctioning engine. As part of a collaborative design team, he built our one-of-a-kind truck-mounted flow diffuser unit that accurately measures the flow rate and amount of water used to flush the distribution system every spring and fall. Aluminum welding fabrication work is a talent few people possess and one which Mark enjoys and does well.

Mark is dependable, always quick to offer his assistance and will go beyond the scope of his duties to keep the *wheels* of this organization rolling smoothly. When Mark's not working, he especially enjoys spending time with his family and his hobbies that include hunting and fishing.

I am pleased to shine our Employee Spotlight on mechanic **Mark Lank**.



With an ever ready smile, master Mechanic Mark Lank keeps the District's fleet of vehicles and heavy equipment running smoothly.