



A GREAT YEAR IN REVIEW - AND A LOOK FORWARD

Norm Labbe, Superintendent
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As reported in last winter's newsletter, 2009 was financially a very difficult year for the District. Then came 2010, with a 13% rebound in water production, a \$200,000 increase in metered revenues and a significant reduction in operating costs, as further explained below. All of this contributed to a projected positive net income for 2010 of \$495,000 as compared to a net loss of \$108,971 for 2009. As a result, we can state with confidence that there will not be any water rate increase in 2011.

The details of this turnaround are equally noteworthy. For example, 2010 was an overall wetter year than was 2009, but the precipitation happened quite differently, resulting in a relatively dry and beautiful summer, improving tourism and overall water usage. Operating costs were reduced by a variety of factors, including several previously reported cost-cutting measures that were implemented in 2009, an unexpected drop in chemical costs and the District's award of a \$391,000 grant and \$1.64 million, 0% interest, 20-year financing package for a 2-1/2 mile long water replacement project in Kennebunkport (see *Beneath the Surface*, Page 2). Since our staff designed and constructed the project, a large amount of District labor and equipment was charged to this "capital" project account.

Although such cost shifting from operations to long term debt is not sustainable on a long-term basis, the timing of this financing package could not have been better. At this time our total debt is \$7.3 million, which is relatively low when compared to our debt in 1983, which was over \$9 million (equal to about \$20 million in today's dollars). By the end of 2011, after another year of above-average construction and capital investment (see *Beneath the Surface*, Page 2), our total debt is expected to be \$8.1 million.

We have lots of other great things to update you on. For example, we are moving ahead with some positive chemical changes to our water (see *Chemical Changes*, below), and we're adding an important new pumping facility (see *Improved Water Pressure for Arundel*, Page 2). Also, we are involved in a groundbreaking, comprehensive analysis of some of our local watersheds (see *Branch Brook Cooperative Watershed Study*, Page 4) and have once again received some prestigious awards by our peers (see *Did You Know* caption on Page 7). In addition, we have lots of interesting articles and "factoids" scattered throughout this issue. We hope you enjoy reading this newsletter, which is entering its ninth year of publication. As always, we're just a phone call or email away and would love to hear from you.



Hey Kids, don't miss the water fun activity section on Page 7.

Special points of interest:

- *KKW receives two prestigious awards at the recent NWWA annual conference - see page 7.*
- *Long time employee Ray Brown retires after 33 years of service - see Employee Spotlight, page 8.*
- *No rate increase for 2011.*
- *District sets record, installs over 14,000 feet of pipe in 2010 - see Beneath the Surface, page 2.*

GROUNDWATER DICTATES CHEMICAL CHANGES

Bill Snyder, Treatment Plant Manager (bsnyder@kkw.org)

Targeting the use of more and more groundwater requires changing our chemical treatment process. The first change began this past June and involved going back to the past practice of disinfecting with free chlorine, (using only chlorine) and away from chloramination (combining chlorine with ammonia). Chloramination was first implemented in 2004 as a means to deal with the higher organic loading common with most surface water supplies like Branch Brook.



Another very busy day in the lab for Plant Manager Bill Snyder, determining the exact chemical doses required for optimal water quality.

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BENEATH THE SURFACE - ACHIEVING GOALS & EXCEEDING EXPECTATIONS

Don Gobeil, Technical Services Director
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At the onset of 2010, I detailed in this space what we believed would be an exciting and noteworthy upcoming 2010 construction season. In sharp contrast to the lackluster 2009 construction season (that we're all happy to leave behind), 2010 held the promise of being both fast paced and challenging. As 2010 came to an end, it became apparent that we didn't overstate what we set out to accomplish during the year. To the contrary, the goals and objectives outlined in last winter's 'Beneath the Surface' article were not only met, but were exceeded in a manner that even the most optimistic projection dared not envision one year ago.

June, when work was suspended for the busy summer months, and resumed again in early September. The goal set out at the beginning of the year was to reach the north end of the project area by the time the paving plants closed for the season, typically around late November.

An integral part of administering a project of this size is tracking total project expenditures as closely as possible on a near real time basis. As we tracked the project costs this past fall, and witnessed the speed and efficiency with which our crews progressed,

(continued on page 5.....)

As you may recall from last winter's article, the District was awarded slightly more than \$2 million in infrastructure replacement funds made available through a revolving loan program administered by the Maine Drinking Water Program (DWP). This funding included a grant component of \$391,000 that does not need to be repaid, with the remaining \$1.636 million bonded over 20 years at 0% interest! The District project that was selected involved replacing approximately 10,300 feet of aged transmission main in the Skipper Joe's Point area of Kennebunkport and the entire length of Kings Highway at Goose Rocks Beach.



KKW Foreman Ed Thyng (l) and Josh Johnson (r) compact bedding sand around the new 16" ductile iron pipe on Skipper Joe's Point Road. The District wraps all ductile iron pipe with polyethylene prior to installation to guard against external corrosion.

Knowing that we had an aggressive schedule ahead of us for 2010, District crews set in immediately to begin construction in February of 2010, much sooner than what would be scheduled for a "normal" construction season. Coupled with that early start was the fact that we would begin with easily the most challenging portion of the entire project, the Skipper Joe's Point section. Luckily, Mother Nature cooperated during that time with relatively mild temperatures and limited snowfall that would have otherwise substantially slowed our progress. The early start resulted in us completing this difficult stretch of the project by mid-March, allowing for the redeployment of our crews to Kings Highway at Goose Rocks Beach. District crews worked diligently and efficiently until mid-

IMPROVED WATER PRESSURE COMING TO ROUTE ONE ARUNDEL

Rob Weymouth, Facilities Manager (rweymouth@kkw.org)

Thanks to a joint venture between the District and a local developer, the construction of new a booster pumping station, on Route One at the Kennebunk/Arundel town line, should begin later this winter. The new station will greatly improve water pressure and provide even larger fire flows to all of the Route One corridor north of Kennebunk, as well as the adjacent side road connectors that are served with public water.

been completed, these things will no longer be necessary. All engineering and design and most of the construction will be done by District personnel. Completion is expected this summer.

At present, this part of our system is served via a low-pressure zone, requiring customers to install their own jockey pumps to boost pressure to more desirable levels. In addition, those customers with normal pressure below 25 psi must enter into a *Limited Service Agreement* with the District. Once this upgrade has

Did you know.....that most household plumbing fixtures are designed to operate best at pressures between 40 and 80 psi (pounds per square inch). The Maine State Plumbing Code requires a pressure regulator be installed when system pressure exceeds 80 psi.

CUSTOMER CORNER - TIMELY NEWS YOU CAN USE

Kathleen Chapin, Customer Service Coordinator
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Metering Pilot Program Update – Last summer we told you about an upcoming pilot program to install new “fixed base” radio transmitting devices on 75 water meters. To date, the District has installed 51 of these radio read water meters at selected customer sites throughout Kennebunk. Each meter installation only takes about 20-30 minutes to complete, minimizing any inconvenience.

As you may recall, these transmitters send the meter data to a receiver, also known as the gateway, that is located on the Kennebunk Tank, just off Hillcrest Drive. In addition to the fieldwork, the

Did you know.....that the Badger Meter radio transmitters are extremely safe, transmitting only 0.22 watts of power, which is about 1/10th that of a cell or cordless phone. In addition, these radios only transmit for about 3 seconds each day.

Badger Meter software has been downloaded onto our computers and the office staff has undergone several days of training to learn the new software. As a result, the next

bill for these pilot accounts will be generated from the new system. We will continue testing the merits of this system over the coming months with a plan to begin large scale implementation of this technology by mid-2011, should the results prove favorable.

Customer Payments & Billing - Many changes have been implemented in our office lately and one of them is our new payment processing system known as RemitPlus. In short, RemitPlus is a system that converts paper checks into an electronic funds transfer (EFT) and transmits the information through the secure Check 21 image exchange network. This process reads, stores and even endorses the checks, virtually eliminating the potential for errors associated with the former manual data entry process.

Another benefit to this system is the archival advantage, meaning that customer historical payment information can be stored and retrieved much easier. This system also improves business efficiency and better

Did you know.....that the District processes over 45,000 water bills each year and that a change to monthly billing would nearly triple that amount.

meets the changing needs of our customers as well as decreasing labor costs and reducing errors. No longer is it necessary for employees to hand sort, reconcile, process and manually post payments. Ways you can help? Absolutely - please do not use scotch tape, paper clips or staples on your water bill. Also, be sure to include the larger (3½" x 8") stub with your payment. This allows the process to flow smoothly and with optimal efficiency, allowing us to provide you with the best customer service possible.

THE MILLION MILE WATER PUMP?

Rob Weymouth, Facilities Manager (rweymouth@kkw.org)

Ever wonder if water pumps were cars how far they could go? Well, probably not, but if you did the answer might surprise you.

One of the many processes required to deliver safe, clean drinking water to our customers is the pumping process. Pumps are necessary to “lift” the water out of Branch Brook or the wells, where it is delivered to the Plant for treatment. Following treatment, pumps are again used to “push” the water out into the distribution system where it is often re-pumped at other booster stations and storage tank sites to move or “wheel” the water to where you need it.

Many of these pumps run non-stop, 24/7 for years on end, pumping millions upon millions of gallons without ever needing any attention. Granted a pump does not see some of the abuse that a car does such as potholes, different drivers and such, but nonetheless pumps do see high temperature variations and often very corrosive and wet environments. So just for fun, we wanted to see if a pump was a car, “How far would it go”?

Lets consider the 250 horsepower high-lift pump used at our Filtration Plant. This workhorse pumped water to our customers for 14 years before needing any significant maintenance work done, such as changing bearings, wear sleeves, etc. This particular

pump runs about 60% of the year at 90% of its rated speed of 1750 revolutions per minute (RPM). Doing the math, that's 496.6 million revolutions each year times 14



This old relic would most likely still be cruising the streets today if it were a water pump.

years, or 6.952 billion revolutions before requiring a rebuild. Assuming the average car will last for around 150,000 miles and that it takes, on average, 2200 revolutions of the engine to move the car one mile, the math tells us that in 150,000 miles the engine and drive train will turn 330 million revolutions. We should also add in idle time. Let's say the car idles about 800 hours at 700 rpm during its life; that's 33.6 million revolutions added to 330 million for a total of 363.6 million revolutions before needing a rebuild.

By comparison, we can see that our pump will yield 19.11 times more revolutions between rebuilds than our car, which means we could “drive” our pump a whopping 2.867 million miles if it were a car. Pretty cool, eh? We thought so.

THE WATERSHED - A NEW PLAN FOR BETTER FORESTRY MANAGEMENT

Greg Pargellis, Chief Operator
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In 2010, the District completed a new Forest Management Plan for its nearly 2,000 acres of watershed land, an update and expansion of the original plan developed in 1982.

To summarize the new plan, it contains an inventory of tree types and maturity status as well as outlining a schedule for timber harvests, tree plantings, and land management priorities. Combined, these efforts will help to ensure the continued high quality of Branch Brook as a drinking water supply source by maintaining diverse and healthy forests and minimizing the harmful affects from erosion throughout the watershed. On a related note, the District has signed an agreement with the Maine Geological Survey to commence a three-year comprehensive study of the Branch Brook watershed (See *Cooperative Watershed Project* article below).

along Branch Brook's banks, or on steep slopes where erosion can occur. Revenue generated from harvesting goes back into the District's self-sustaining forestry program for re-planting trees in areas where the trees may be lacking or a change in species is desired. To ensure the long-term growth of high quality and healthy tree stands, District employees periodically prune trees during the winter months under the direction of our licensed Forester.



These 4th graders from the Sea Road School in Kennebunk are bright and eager to learn about drinking water treatment and how to protect the watershed ecosystem.

Healthy tree stands keep erosion at bay by holding the soil in place with their roots and covering the ground with decaying leaves and needles to slow down runoff. As an added benefit, wildlife is more plentiful and diverse as the harvested areas generate both abundant and desirable food sources resulting from the new plant and tree growth.

Timber harvested on District land is done by selectively cutting mature, marketable trees, as well as those which are diseased, growing too close together, or shading more desirable species. Typically, no harvesting is done within protective flood plains,

The District also hosts many school tours as a way to educate children about the importance drinking water and the watershed ecosystem. As always, we welcome you to schedule a Plant tour or hike the watershed and experience some of the most scenic and tranquil forests that York County has to offer.

COOPERATIVE WATERSHED PROJECT - BRANCH BROOK TO BE STUDIED

Norm Labbe, Superintendent (nlabbe@kkw.org)

The District is pleased to announce that we have recently entered into an agreement with the Maine Geological Survey (MGS) to participate in a comprehensive, three year study of the Branch Brook and Merriland River watersheds.

The District will be funding about 8%, or \$45,000 of the estimated \$550,000 project, the largest such study of its kind in Maine. In addition to the MGS, other funding partners include the United States Geographic Survey (USGS), Maine Department of Environmental Protection (DEP), Maine Drinking Water Program (DWP) and the Maine Water Resources Planning Committee (WRPC).

The Study will include an extensive compilation and analysis of data related to water use (both human and ecosystem), flora and fauna, water levels and stream flows and aquifer char-

acteristics. In addition to being used as a conclusive, scientific model for the Branch Brook watershed, the study's results will also be used as a basis to develop surface and groundwater models and "water budgets" that can be used for predictive purposes in many sand and gravel aquifers and watersheds throughout Maine and elsewhere. For more information, please visit our website www.kkw.org.



The often Jekyll & Hyde nature of Branch Brook can make determining the median available flow rate quite difficult. The routine tranquil brook flow (l) can be transformed virtually overnight into an unrecognizable torrent (r) when heavy precipitation events occur. Such monumental floods have occurred several times in recent years as changes in weather patterns tend to produce more heavy rain events.



It became clear that not only would we reach our goal of replacing the entire 10,300 foot scope of the original project ahead of schedule, but that we would do it significantly under budget as well. It was at that point that we contacted the DWP and requested that the project scope be expanded to include the Sand Point area of Goose Rocks Beach. The length of this project expansion was 1,250 feet and represented the last remaining original vintage of obsolete 10-inch main left at Goose Rocks Beach. The DWP accepted our proposal after reviewing our cost analysis, and construction continued until the added segment was completed just before Christmas.

While the additional work was being done, the ongoing cost analysis revealed that even with the expanded nature of the project we would still be under the original budget allotment. We again contacted the DWP and requested that we be allowed to continue the construction for an additional 1,800 foot section on the north side of the Little River in the Timber Point area of Biddeford. The DWP agreed to our second request, and this last section is currently being designed and is scheduled to be constructed during the winter months of 2011. What this ultimately

represents for the District and its ratepayers is the reality of replacing nearly 13,500 feet (approximately 30% more) of aged, obsolete distribution system piping rather than the 10,300 feet of pipe that was originally estimated when the funding application was submitted just over a year ago.

The DWP funds dozens of projects involving millions of dollars a year for water utilities throughout the State. Utilities taking advantage of this funding mechanism customarily subcontract with an outside engineering firm to design the project, coordinate the bidding process to select a contractor and administer the project while under construction. In our case, we demonstrated to the DWP during the application process that we had the capacity and resources to engineer the project internally, and also the manpower and expertise to do the actual construction as well. KKW is the first utility ever granted permission to bring all this work in-house. We have been able to document the cost savings and efficiencies of this approach to the DWP during the past year, whom in turn have been impressed and very supportive as a result. Having the flexibility to manage the project ourselves, make needed changes on the fly without costly change orders and to have our highly trained crews do the installation translated into much more bang for the buck. The rigidity associated with a formal bidding environment doesn't allow for these kinds of benefits.

No less important to the overall success of the 2010 construction program was the early and continuing support from the Town of Kennebunkport, through the Board of Selectmen, Town Manager, Highway Department and Sewer Department. Also helpful and appreciated was the understanding and cooperation of all the residents living within the project area who were affected by the ongoing construction. We believe handling ongoing communication with town leaders and residents ourselves allows us to better manage the project as it develops, rather than have outside inspectors and engineers do this for us.

Did you know.....that the District's crews installed a record setting 14,000 feet of new water pipe last year, making 2010 the most productive year in our 115 year history.

The District was also the first water utility in Maine that was authorized by the State Drinking Water Program to use its own staff to design and construct a project funded via the State Revolving Loan Fund (SRF) program.

Moving into the 2011 season, we will complete the last component of the 2010 project as detailed above, as well as begin lining up another major DWP funded project. The latest awarded project represents \$1.31 million and will be located along Alewife Road (Route 35) in Kennebunk, and will involve installing 8,500 feet of new transmission main, beginning at the Kennebunk Elementary School and proceeding northerly to the intersection of Kimball Lane. This project is being carefully coordinated with the State Department of Transportation, who also has plans to undertake a

roadway rebuilding project on Alewife Road during 2011. This initial section of transmission main is the first of two phases (Phase II will likely occur in 2012) that will ultimately allow us to connect with and utilize our recently approved high quality groundwater source of supply. This new groundwater supply represents a significant milestone for the District that will position us to efficiently meet the needs of our customers far into the future while lessening our dependence on Branch Brook. Once on line, we predict that about 80% of our annual water supply needs will come from high quality, less costly groundwater supply sources.

And finally, other smaller construction projects may be scheduled over the course of 2011. Some of these projects that we anticipate are closely connected and dependent on construction plans drawn up by individual towns as part of their ongoing road work programs. These various Town construction plans generally don't get finalized until they go through their respective budgeting and approval processes. As these projects become more clearly identified, we will list them on our website (www.kkw.org). So please keep checking our website for the latest information about what will be going on 'Beneath the Surface' and stay tuned for the summer edition of *What's On Tap*. Also, please feel free to call or email me should you have any questions.

GALVANIZED SERVICE LINES - A TICKING TIME BOMB?

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Over the years, the District has been steadily replacing its older galvanized iron pipe water mains and service lines. The problem with galvanized pipe is that it oxidizes (rusts) from the inside out. This leaves a build-up of rust scale and mineral deposits that reduce the interior diameter of the pipe, restricting water flow and reducing pressure. Oxidation also attacks the threaded joints at valves and fittings, making such areas prone to leaking. In addition, the more a galvanized service is used, the more water (and oxygen) is present, which only accelerates the oxidation process.

Water service lines are comprised of two sections; the portion from the water main (usually in the street) to the property line where the curb stop is located which is owned by the District, and the portion from the property line (curb stop) to the building (i.e. house) that is owned by the customer.

The District uses corrosion resistant Type K copper tubing when replacing its portion of a galvanized service line and we strongly recommend that customers with galvanized lines do the same. It is much easier to plan and budget for a project like this rather than wait until it becomes an emergency such as a leak or plugged line.



Water can barely get through this heavily oxidized (rusty) private galvanized iron pipe service line.

Today, galvanized iron pipe is not approved for new construction because there are better pipe materials to choose from, such as copper or high density polyethylene. That being said, many older homes in our service territory still have galvanized service lines in use. Galvanized service lines will generally provide about 40 years of useful life depending on soil conditions, type of use and quality of the installation.

Galvanized pipe is easily identified as it is silver or gray in color (unless it is rusted or has been painted) and the pipe ends are threaded, similar to that on a threaded bolt. It is always the best practice to replace all galvanized pipe and not just the section that is leaking or plugged. Otherwise, the dissimilar metals resulting from the repair creates electrolysis, an electro-chemical reaction that causes the galvanized iron pipe to oxidize at an even faster rate.

So be proactive and replace your old galvanized service line now and avoid the aggravation of poor water pressure and high cost of an emergency leak repair. You should contact your plumber if you need help determining whether or not your service line (customer owned portion) is galvanized.

CHEMICAL CHANGES - CONTINUED FROM PAGE 1

Groundwater however, has no organic matter, making free chlorine the better choice in order to avoid the formation of nitrogen byproducts which are known carcinogens. The unfortunate consequence in the interim is the fact that chloramines are good at masking naturally occurring objectionable tastes and odors.

This past summer some customers noticed a chlorine odor following our change back to free chlorine. The chlorine odor was most detectable during the initial draw from home faucets and generally became much less detectable after running the water for a minute or so. The chlorine odor will continue to dissipate following the District's planned chemical changes over the next few months.

Another change currently underway involves converting the corrosion control program from sodium silicate to phosphate based sequestration. Switching to phosphates will lower the pH, which should aid in odor reduction and taste enhancement. The phosphates are also used to lay down a protective coating on pipes and plumbing as well as to bind (sequester) natural minerals in groundwater (i.e. calcium, iron and manganese) which can cause scaling or plating in pipes and plumbing fixtures. In fact, using chloramines had just the opposite affect, causing the minerals in groundwater to precipitate, especially within hot water heaters.

The District first began using groundwater in 2007 as a way to supplement its Branch Brook surface water supply during high demand periods. The use of groundwater has proven to be much more operationally efficient and cost effective than surface water, which is why over the next 3-4 years, we anticipate increasing our groundwater supply capacity from 40-50% of total system supply to around 80%. Despite the many benefits that groundwater has over surface water, blending two water types with vastly different characteristics has required a significant amount of testing and analysis to determine the optimal chemical treatment regime to enhance aesthetic water quality (taste and odor).

If we could, it would be nice to instantly convert from one source water to another, to avoid the issues often associated with blending sources. Unfortunately, that is not an option. However, we will continue to expedite these chemical changes to the best of our ability, realizing this is a systematic and incremental process, meaning the customer may notice some sensory differences along the way. Rest assured that all chemical changes are done to produce the best quality water at the most reasonable price for you, our valued customers. Please feel free to call me at the Filtration Plant should you have any questions.

WATER FUN ACTIVITY SECTION - FOR "KIDS" OF ALL AGES

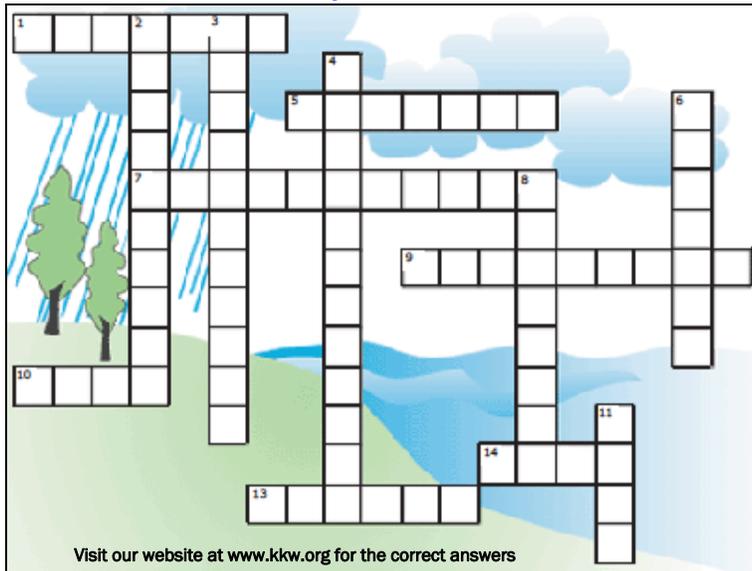


WATER CONSERVATION WORD FIND

WATER WISE	METER	RAINFALL
GALLON	WELL	SAVE
LOW-FLOW	LEAK	TREATMENT
DRINKING	AQUIFER	WATER CYCLE
WATER SUPPLY	SPRINKLER	RAIN GAUGE
PIPELINE	RESERVOIR	EVAPORATION
PUMPS	TANK	CONSERVE
DRIP	LAKES	SNOW

W	S	P	R	I	N	K	L	E	R	E	Z	G	S	R	L
W	E	I	T	S	K	K	N	N	A	G	B	A	E	E	E
A	V	P	R	A	N	E	V	O	I	D	A	L	K	S	G
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C	C	D	N	S	P	M	U	P	G	J	Y	X	L	R	A
L	M	I	T	N	E	C	S	A	Q	U	I	F	E	R	R
E	R	W	I	T	R	S	A	V	E	Y	T	O	W	D	G
D	R	L	E	S	W	A	T	E	R	S	U	P	P	L	Y
J	M	R	R	V	B	K	E	S	I	W	R	E	T	A	W

Water Cycle Crossword



Visit our website at www.kkw.org for the correct answers

ACROSS

- Layers of soil, sand and rocks that store groundwater.
- To contaminate, to become unclean.
- Water that is found underground in the cracks and spaces in the soil, sand and rocks.
- Groundwater leaves the ground and enters a lake or stream in a ____ area.
- An example of precipitation.
- A pipe in the ground that is used to remove water from an aquifer.
- Water on the earth's surface which moves into a lake or stream without absorbing into the soil.

DOWN

- The largest use for groundwater is ____.
- Stage of the water cycle when water changes from a liquid to a vapor.
- Clouds are an example of this.
- A long period of dry weather could cause a ____.
- Part of the water cycle when water soaks into the soil.
- The movement of water underground is called groundwater ____.

Riddle Time: (the answers to these "mostly" water riddles can be found in the key below)

- How do they drink water in the South?
- I am in the middle of water but I'm not an island - what am I?
- I live in winter, die in summer, and grow with my root upward - what am I?
- I stay in the corner but go all over the place - what am I?
- I am spelled with three letters that mean "stiff water" - what am I?
- The more of me you take, the more of me you leave behind - what am I?
- I run but never get tired - what am I?
- What kind of a bank needs no money?
- I open locks and am always near the water - what am I?
- I've been around for millions of years, but I'm no more than a month old - what am I?
- Across the waters I stretch but I rest not upon them - what am I?
- I get wet when drying - what am I?
- I hold water but am full of holes - what am I?
- You are right next to a river and have a 5 gallon bucket and a 3 gallon bucket. You need to measure out 4 gallons of water. How do you do it?

Key: 1.) Dixie cups 2.) letter "T" 3.) Icicle 4.) Stamp 5.) Ice 6.) Footsteps 7.) Faucet 8.) Riverbank 9.) Dam 10.) Moon 11.) Bridge 12.) Towel 13.) Sponge 14.) Fill up the 3 gallon bucket and pour it into the 5 gallon bucket. Fill the 3 gallon bucket back up and pour it into the 5 gallon bucket. Empty the 5 gallon bucket and pour the 1 gallon left in the 3 gallon bucket into the empty 5 gallon bucket. Fill the 3 gallon bucket and pour it into the 5 gallon bucket to make 4 gallons.

Did you know.....that Superintendent Norm Labbe recently accepted two awards on behalf of the District at the 2010 New England Water Works Association (NEWWA) Annual Conference. The first award, the only one of its kind in New England, was the NEWWA "2010 Exemplary Source Water Protection" award. It recognizes the District's longstanding leadership, commitment, and cooperative efforts with numerous stakeholders to preserve and protect the land and water resources of the Branch Brook aquifer. The second award, also the only one of its kind in New England, was the American Water Works Association's New England Region Annual Safety Award. It recognizes the District's excellent safety record and its recent achievement of the SHAPE (Safety and Health Award for Public Employers) award from the Maine Department of Labor. The District is one of only two water utilities in Maine to ever receive the SHAPE award. Both awards are proudly displayed in the District's office.



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EMPLOYEE SPOTLIGHT - SOME "FAMILIAR FACES" HAVE THEIR DAY

Cindy Rounds, Administrative Assistant (crounds@kkw.org)

Ray Brown hasn't shown up for work since the first of the year. But we're not worried. After more than 33 years, Ray recently retired. Many current and former co-workers, along with his family, surprised him at a retirement party and sent him off to begin his next chapter in life. Ray won't be racing for the rocking chair anytime soon. Besides enjoying more time with his granddaughter Mazie, he tells us that he's going to build furniture. Also, on weekends and for special occasions, you'll find him performing locally with his band (The Ray Brown Band). We'll miss you, Ray!



Peter Jewett, a 13-year District employee, most recently in the Facilities Maintenance Department, was selected to take over Ray's Utility Person duties in the Kennebunkport area. Peter's experience as a Master plumber and possession of a Class IV Water Supply System Operator's license, make him a great choice for the job. Good luck in your new position, Pete!

In October, Butch Tibbetts was honored for his 40 years of dedication and service with a surprise luncheon to celebrate this noteworthy milestone. Many family members, friends and co-workers were there to honor Butch and his memorable achievement. Congratulations Butch!



Top Right Photo: Ray Brown (l) and Peter Jewett (r) take a minute from their busy day completing customer work orders to pose for the camera.
Bottom Right Photo: Butch Tibbetts (c) is presented with a plaque commemorating his 40th year of service with the District by Superintendent Norm Labbe (l) and Assistant Superintendent Scott Minor (r).