WHAT'S ON TAP

The KKW Water District Newsletter | Vol. 9 No. 1 | www.kkw.org | Winter 2012

SAVE THE DATE!

JOIN US FOR AN OPEN HOUSE ON MAY 5TH (9AM -2PM) TO CELEBRATE NATIONAL SAFE DRINKING WATER WEEK. PLANT TOURS, KIDS' ACTIVITIES AND LIGHT REFRESHMENTS WILL BE PROVIDED.

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KK&W WATER DISTRICT
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A 2011 REFLECTIVE PERSPECTIVE & WHAT'S COMING IN 2012

Norm Labbe, Superintendent - nlabbe@kkw.org

From a water production standpoint, 2011 went out with a whimper, but water revenues came in slightly over budget. The total water production of 970 million gallons (MG) was 4% less than that of 2010, but 10% percent greater than that of 2009, the latter marking a 15 year low of only 882 MG.

On a more positive note, our in-house design and construction teams once again impressed the regulators, with a $1.32 million project coming in at 30% under budget. This allowed us to extend the original project by installing an additional 3,540 feet of 16" main without any further borrowing (see *Beneath the Surface* on page 2).

We have also had a successful year in the area of watershed protection, highlighted by the purchase of a 60-acre parcel in the Branch Brook watershed, along Route 99 in Sanford. This parcel, originally slated for residential development, become available at an attractive price due to the weak housing market. Some of the proceeds from our environmentally sustainable, timber harvesting program will help offset the purchase of this land. See our website for more information on this and other land we have recently secured for conservation as well as the *What's New In The Watershed* article on page 7.

Continued on page 4……..

REDUCED REVENUE AND HIGHER EXPENSES STRESS RATES

Wayne Brockway, Treasurer - wbrockway@kkw.org

2011 marked another year of above average rainfall in which the 43.3" annual average was exceeded by October. In fact, this has occurred in six of the past nine years. More rainfall means less customer demand which translates into reduced operating revenue. Water production was down 4% in 2011 resulting in $125,000 less revenue than in 2010.

On the other side of the ledger, several large maintenance-related expenses were higher than expected. The Branch Brook impoundment required dredging earlier than planned (due to increased rainfall) and the scope of two water tank repainting projects was expanded due to premature paint failure. We also experienced a few "surprises" with our rolling vehicle fleet.

We were also not able to capitalize (spreading out expenses over time) as much labor and equipment costs in 2011 as in 2010 (2010 was a record year for pipe installation). Inflation has also had an impact (Consumer Price Index rose 3.4% during the first 11 months of 2011) on our expenses with noticeably higher materials, supplies and transportation fuel costs.

The good news for 2012 is that no major maintenance projects are scheduled. We also recently received word that our power costs will be dropping ($0.015 per kWh for KLP and $0.006 per kWh for CMP). We have also switched to an innovative health insurance plan expected to lower costs by around $100,000 in 2012.

So what does this all mean for you, the customer? Our plan is to defer our next rate increase until 2013. However, we have not ruled out the need for a small increase (3-5%) in 2012 in the event that unforeseen circumstances negatively affect our revenue or expense projections. We'll continue to closely watch "the numbers" in the coming months. Please call me at

Memory Lane

We salute those hardy individuals who came before us, toiling under often dangerous conditions in the hot, cold, rain and mud to manually construct the early stages of the District's water system, much of which is still in service today.

1934 - Crew installs new 8" main on Drakes Island Road in Wells.

1938 - Solid ledge trench encountered on So. Main Street in K'port.

1947 - Wooden pilings are driven to support the new settling basins.

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BENEATH THE SURFACE - DEVELOPING SUSTAINABILITY

Don Gobeil, Technical Services Director - dgobeil@kkw.org

One of the biggest challenges facing this utility (along with all utilities) is finding and devoting sufficient financial resources to maintain, replace and upgrade its infrastructure. Every year's budgeting process begins with an assessment of how much money we can realistically expect to devote to our construction program for the upcoming year. We then generate a preliminary list of water main replacement or system improvement projects that need to be done, culled from our long range Master Plan. Cost estimates are prepared and through a logical process of balancing needs to available resources, we arrive at a projected work plan for the upcoming year. Sounds like a reasonable way to arrive at a workable plan, doesn't it? The only fly in the ointment is that the process rarely plays out according to plan. So let me explain.

The KKW distribution system is a sprawling grid, stretching over 21 miles from end to end, that delivers water to seven communities using over 205 miles of water mains. We share space in the roadways of our service territory with sewer utilities, town drainage lines, various conduits, cables and wires, gas lines and miscellaneous other public infrastructure. The roads themselves are controlled by the local towns, or State of Maine (DOT). All of these other entities also engage in planning for their own project needs on an ongoing basis. It has been a long-standing practice of our organization to communicate with these other entities to learn what they are planning in terms of future projects.

If a town or DOT is planning a road reconstruction project, or if another utility is planning an upgrade or replacement of their facilities, we assess whether there's an opportunity to dovetail one of our projects into an area that is already slated for construction. By coordinating such activities with these other entities, we can realize substantial cost savings and operational efficiencies. Also, while residents are generally supportive of construction activities in their neighborhoods, they also have made it very clear over the years that it is always best to get everything done at the same time, to avoid a protracted multi-year period of construction.

continued on page 5……..

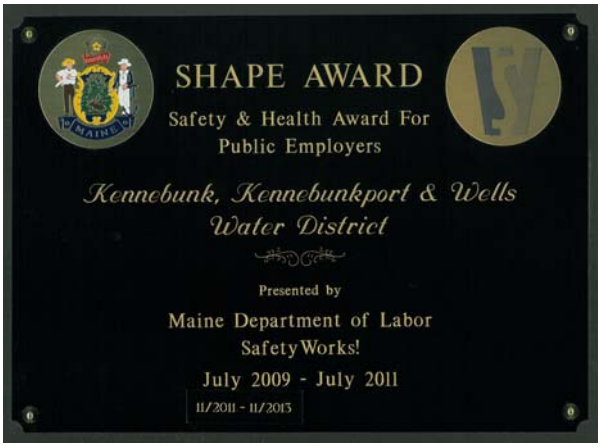
WE'RE IN GREAT S.H.A.P.E. - FOR THE SHAPE WE'RE IN

Scott Minor, Assistant Superintendent - sminor@kkw.org

Employee health and safety is generally not the first thing that our customers think about when the District comes to mind. A safe, good tasting and abundant supply of drinking water, low rates, prompt and courteous customer service, and protecting the watershed are likely to be items of greater interest.

However, we know that without a healthy and safe workplace for our employees, it would be difficult to deliver all of those "other things" that our customers deserve and expect from their water utility.

The goal of providing a healthy and safe workplace is nice, but achieving this goal is much better. This is why we are so pleased to announce that this past November, the Maine Department of Labor (DOL) renewed our *SHAPE Award* (Safety & Health Award for Public Employers) for another two years.



The DOL noted "*…..you have again received the highest honors for promoting and consistently improving conditions for the safety and health of employees.*" We just thought you might like to know.

WATER TREATMENT - CHASING NATURE'S PERFECTION

Bill Snyder, Treatment Plant Manager - bsnyder@kkw.org

A large portion of the U.S. population gets their domestic water from ground sources such as dug or drilled wells. Most individuals liken the taste of well water to spring water, which can be attributed to the minerals. Customers also say it's always preferable to go "natural" and drink water that hasn't been treated with an abundance of chemicals. We agree but not for the reasons you may think. The chemicals we use to treat the water are safe and actually provide numerous health and aesthetic benefits. However, chemicals are expensive to use and require precise monitoring. Therefore, after years of research, the Water District is committed to pursuing the use of more and more groundwater.

In the past, until 2007, the only available source we had was the surface water from Branch Brook or supplementing (during periods of peak demand or emergencies) with surface water purchased from the Biddeford and Saco Water Company.

Surface water, as a single source, always presents treatment challenges due to ever-changing color and turbidity which are affected by runoff from rainfall and snowmelt. Therefore, the treatment of surface water, by its very nature, requires the use of chemicals to remove (via flocculation and sedimentation) undesirable color and suspended particles.

Today, with our present groundwater supply wells, we have the ability to blend groundwater with surface water in virtually limitless ratios. This may sound easy, but it actually required several treatment process changes to ensure a safe, stable and desirable blended finished water product. These changes were implemented carefully and deliberately, in several phases, via a lengthy pilot process, following regulatory review and approval. The details of this process have been well documented in past editions of this newsletter, which can be found on our website.

Tankless water heaters require minimal space and claim significant cost savings. However, owners are discovering they require regular maintenance to ensure proper operation. Many industry pros and manufacturers recommend these units be serviced annually by a qualified technician to remove calcium deposits that can decrease efficiency and restrict water flow. Calcium deposits can be flushed out of the water heater with vinegar.

The operational and cost benefits that we've experienced using groundwater have been so successful that it prompted us to search out and successfully acquire an additional groundwater source. Within a few years, we expect to bring this newest groundwater source on line which will continue to reduce the amount of chemicals required in the treatment process. In summary, the use of more groundwater means less chemical treatment, reduced operating costs and a more stable water chemistry throughout the distribution system.

Although our finished water has been enhanced by blending groundwater, we still receive an occasional customer complaint concerning water quality. The slight smell of chlorine and mineral accumulation within the instantaneous type of hot water heating devices tend to be the most common. All such customer inquiries are investigated by District treatment plant or service personnel. In many cases, the customer's water quality issue is directly related to their internal plumbing (i.e. galvanized pipe, cracked hot water tank linings, electrolysis, lack of maintenance, etc.).

Please know that the water in our distribution system is an exceptionally safe, high quality product meeting all drinking water rules and regulations. Causes of some common complaints include:

Electrolysis: Occurs when electrical current has influenced corrosion; any grounded electrical device can give off stray current that can cause metals to corrode which will affect water within the pipe. For electrical services grounded to water pipes, have an electrician check for stray current.

Dissimilar metals: This happens within customers' homes when galvanized or iron piping is attached to copper piping resulting in increased dissolved iron in water.

Heating loops: "On demand" heating loops that continuously circulate hot water may precipitate minerals that can be scoured into suspension when water velocity increases.

Milky or cloudy water: Can occur across valve seats in faucets when water is flowing, causing vapor bubbles to form giving the water a milky or cloudy appearance.

Particular odors: Drain traps can give off odors while standing over the sink, and also plastic parts within aerators can react with the chlorine required to disinfect the water, giving off a brief chlorine odor when initially drawing water.

It is our sincere desire and mission to always produce water of the highest quality and at the most reasonable price. Please do not hesitate to contact me at 985-2362 if you have any questions.

The new Arundel Booster Station on US Route 1 begins to take shape. Once complete, the new booster will enhance water pressure and fire protection along Route 1 in Arundel. All design and primary construction is being done "in-house" by District personnel.

REFLECTIVE PERSPECTIVE - Cont'd from page 1

From a financial perspective, at this time it appears that a rate increase should not be needed in 2012 unless unforeseen circumstances dictate otherwise (see *Reduced Revenue and Higher Expenses Stress Rates* article on page 1). Despite 2011 revenues being 2% lower than in 2010, we anticipate this will be offset by sizable reductions in several major expense categories for 2012, including employee health insurance, electric power and major maintenance projects. In fact, our recent shift to a creative new health insurance plan will save an estimated $100,000 per year while maintaining overall health benefits for our valued employees.

We have lots more to tell you about, including the renewal of our SHAPE safety award (see *Shape* article on page 2), water quality improvement updates (see *Chasing Perfection* on page 3), providing mobile GIS access for our field personnel (see *GIS* article on page 6), automatic meter reading implementation (see *AMR Update* below) and our annual construction wrap up and sneak preview (see *Beneath the Surface* on page 2).

On a final note, the future of this semi-annual newsletter is in your hands. Due to a change in state regulations, we are now only required to post our annual water quality Consumer Confidence Report (CCR) on our website, rather than mailing it to our customers in June. We have historically used this required June mailing as a platform for our summer newsletter edition. At a total cost of about $7,000 to produce and mail (13,000 copies), we seek your input as to whether you still want us to produce a summer newsletter versus just posting the CCR on our website. Please either call (985-3385) or send an email (info@kkw.org) to let us know of your preference. We really hope to hear from you.

What's this?

Perhaps you have noticed the increasing use of these matrix barcode diagrams and wondered what they are. They're called QR-codes, which stands for Quick Response, and they seem to be popping up everywhere. QR codes are used to direct an interested reader to a particular website for more information. If you have a cell phone with a barcode reader application, simply scan the code and check it out. We plan to begin inserting QR codes in future newsletters as a reference tool. But don't worry, any QR code information will also be made available via established formats.

AMR UPDATE - PILOT PROGRAM NEARING COMPLETION

Wayne Brockway, Treasurer - wbrockway@kkw.org

In our Summer 2011 edition of *What's On Tap*, we told you that we had just added a second competing automatic meter reading (AMR) pilot program from Datamatic Ltd. to compare with the pilot program already underway with the Badger Meter Company. Both of these systems utilize Fixed Base Network (FBN) technology to remotely collect and transport water meter readings to the main office, resulting in reduced costs and enhanced customer service.

As the name implies, FBN is a permanently installed network of transmitters and receivers that collect meter readings from AMR-capable meters and send the data to a central computer (for processing) without a field person needed to collect it. The Datamatic system incorporates a unique, low voltage battery-powered, mesh FBN network where the water meters themselves act as repeaters, passing the consumption data to nearby meters until that data makes it back to a main collector. This differs from the Badger Meter system in which each customer meter only transmits its information to a central collection point.

The performance of these two systems is currently being assessed and evaluated with the goal of selecting a vendor (hence, the applicable technology) by the end of the first quarter of 2012.

Several key factors in the decision making process include total system cost, successful read ratios, and battery life expectancy to name a few. We will also be considering the overall ease of system implementation and the "user friendliness" for our customer service personnel as well as which vendor provides the best online system, whereby customers can securely access their water usage data.

Once a decision is made, we plan to install 1,000 meters in 2012, with the total system wide implementation taking up to eight years to complete. So stay tuned for more information.

Did you know .....that AMR (automated meter reading) technology has been around for over 35 years. Ted Paraskevakos, the industry pioneer, was awarded the first U.S. patent in 1974 and launched Metretek, Inc. in 1977. Metretek, Inc. developed and produced the first fully automated, commercially remote meter reading and load management system.

Beneath the Surface - continued from page 2

Obviously, this process is only suitable for areas where we have a documented or identified need of our own, one that ties into our established Master Plan. Sometimes, it's just not possible to accommodate every project in this manner, often requiring difficult decisions to be made based on priorities and available resources.

Our projected 2012 construction program is a perfect illustration of how this type of coordination can shape a budget as almost our entire work plan reflects a commitment to work with towns and utilities on planned construction projects. These include:

- Replacing nearly 8,000 feet of 8-inch and 10-inch main along Fortunes Rocks Road in Biddeford. This project is in advance of the City of Biddeford's planned road reconstruction project. Because of the size of this project and commitments in other areas, we will split the work between 2012 and 2013. By doing so, it actually benefits the City to the extent that it dovetails better into their fiscal year (July through June), which is not a calendar year such as ours.
- We also plan to install approximately 2,300 feet of new 12-inch water main along Port Road (Route 35) in Kennebunk. This project is being coordinated with the Town of Kennebunk as they continue their efforts to build a sidewalk along Port Road from Durrells Bridge Road to Lower Village.
- The Town of Kennebunk is also in the process of designing a roadway reconstruction project on Western Avenue (Route 99) in the heart of Lower Village, along the busy stretch from "Coopers Corner" down to the Kennebunk River bridge, before entering Kennebunkport. This will result in the replacement of 1,000 feet of old 10-inch main.

And finally, continuing southerly along Western Avenue toward Wells, the DOT is scheduled to begin construction on a new bridge across the Mousam River near Parsons Beach. This project will require us to abandon and remove the 12-inch water main currently on the bridge and install a new 12-inch main in its place. The new main will be installed via a precision directional drilling process that minimizes the environmental impacts associated with the tidal river and surrounding marsh area.

All the projects described above represent a balance between advancing our own priorities for infrastructure work with projects being undertaken by others. All told, these projects, along with a couple other minor ones, represent $1.2 million planned for 2012, which is a 13% decrease from our 2011 construction budget.

This brings me back to the opening premise of this article; the continuing challenge of financing a sustainable construction program. *Beneath the Surface* articles over the past two years have highlighted the large amount of pipe replacement work accomplished by our organization, financed largely through the Maine Drinking Water Program State Revolving Loan Program (SRF).

In 2010, the District successfully applied for and received $2.03 million through this program, which enabled the milestone replacement of the entire Goose Rocks Beach distribution system backbone. That total included a $391,000 grant (requiring no repayment) with the remaining $1.64 million balance at 0% interest over 20 years. In 2011, we secured another $1.3 million (1% interest over 20 years) through the same program that was used to construct the major system expansion needed to reach the area of our newest groundwater supply well on Kimball Lane in Kennebunk. Obviously, financing construction projects via long term debt on an annual basis is not sustainable. However, these attractive funding opportunities came at the right time when we enjoyed historically low long term debt obligations and were in a good position to take advantage of these offerings. For 2012, we will not have access to any SRF money, so our construction program will be financed in the traditional manner (i.e., rates).

Every water utility (and sewer for that matter) has their own philosophy regarding how much infrastructure to renew to maintain their systems. Some utilities approach this process more aggressively than others. The District has historically been one of the leading industry proponents for having an aggressive replacement program in place. It would be easy to adopt an *'out of sight, out of mind'* or *'if it ain't broke, don't fix it'* management philosophy. However, we believe that is a shortsighted way to manage a utility and is not in the best interest of our customers or the public. It simply reduces system reliability and stacks the deck against future ratepayers by postponing or deferring needed replacements.

Did you know …….. that the District has saved its ratepayers hundreds of thousands of dollars in just the past few years alone by designing and constructing virtually all of its own water main replacement and infrastructure upgrade projects in house. In fact, the District is so good at what it does that the Maine Drinking Water Program has authorized us as the ONLY public water utility in Maine to use its own staff to construct a project funded via the State Revolving Loan Program.

Therefore, we will continue to fund needed improvements in as prudent and responsible manner as possible, while acknowledging the ongoing challenge of balancing rates against infrastructure spending requirements.

As always, please feel free to contact me (985-3385) if you have any questions or would like additional information. You may also wish to visit our website for periodic project updates that are posted throughout the year.

Change is Good!

Soon you will notice some changes to your water bill. There will be a new field called the CID which is a unique number for each customer. In addition, we're issuing new, shorter account numbers to facilitate our new online payment options beginning in April. So please explore these changes with your bill and call us with any questions at 207-985-3385.

OUR MISSION

IS TO PROVIDE THE HIGHEST QUALITY DRINKING WATER AND CUSTOMER SERVICE AT A REASONABLE PRICE

The future is now! The District's vehicle mounted computers give field personnel quick access to water system information and customer service records. Gone are the "good old days" of having to call the office, tying up staff's time, to relay such information. Occasionally, field personnel even had to drive to the office to pick up maps or drawings which could be a major hassle in summertime traffic.

CUSTOMER CORNER - IN THE CLOUD (INVOICE CLOUD)

Kathleen Chapin, Customer Service Coordinator - kchapin@kkw.org

Great news for those of you that have been asking for online payment capability. The Water District, in partnership with *Invoice Cloud*, will soon be offering additional methods to make payments and manage your water account. Who is Invoice Cloud you ask? They are a third party, web-based, electronic invoice presentment and processing company who provide automated billing and payment options. Shortly, you will be able to register for this service by simply visiting our website and clicking on the *Customer Service Tab.*

We want to make paying bills easier for you, but don't have the payment systems required to display, process and store financial information. Therefore, we have selected Invoice Cloud, a well respected third party to provide this service.

Their product is very easy to use and they provide the highest level of security available. All customer data collected is double encrypted and stored on secure servers. No data is ever sold or released for any purpose other than to complete your transaction. Several benefits of this new service include:

-No signup cost or postage.
-Access, view and pay your water bill online, at your convenience.
-Option for paperless billing delivered straight to your email address.
-Pay with electronic check at no cost or credit/debit card (a third party fee may apply).
-Option to pay immediately, schedule a payment or sign up for Auto-Pay.
-You'll have 5-6 more days to use your money than most banks' bill payment services.

We expect to begin offering this new bill payment method for all bills issued after April 1, 2012. Thanks for your patience and consideration while we explored the best way to serve your needs.

TAKING IT TO THE STREETS - MOBILE GIS, A CLEAR WINNER

Justin Richardson, GIS Coordinator - jrichardson@kkw.org

Geographic Information Systems (GIS) continue to advance at KKW. We have scanned paper documentation and maps and have integrated this digital information with digital mapping of our water system, aerial photography and customer billing information. By incorporating all of these different datasets into the GIS, we can efficiently access vast amounts of information from one source.

In the past, only a few employees in the main office had access to the GIS system. However, by equipping our trucks with computer netbooks loaded with our GIS information, this technology is now available to our field personnel. The addition of an external GPS antenna to the netbook enables the GIS map to automatically display where the employee is located, allowing them quick access to data related to their location.

Previously, an employee in the field needing water system or customer information would have to call the main office to have someone look up the information which would either be relayed back over the phone or the employee would have to take time and drive back to the office. Now, thanks to the mobile GIS solution that we've deployed, employees can obtain pertinent information anywhere they are in a matter of seconds. As a result, everyday tasks have become much more efficient, resulting in greater productivity in the field and in the office.

The cost of implementing this technology has been very affordable. The touch screen computer netbooks and GPS antennas are both factory refurbished items, with full warranties, at a combined cost of only $325. All of the GIS data, program customization, vehicle installation and employee training were developed in-house. Other utilities have deployed similar mobile GIS solutions costing between $5,000 and $10,000 per unit.

We'll continue to seek out technologies that enhance our efficiencies and customer service.

FROZEN PIPES ARE NO LAUGHING MATTER - PRECAUTION IS THE KEY

Paul Cote, Assistant Distribution Manager - pcote@kkw.org

Many water meters and pipes are located in basements, crawl spaces, and areas that are poorly heated or unheated, where cold winter temperatures could cause them to freeze and rupture. As you may know, it is the customer's responsibility to protect the meter and piping within their property from freezing. If the meter freezes and breaks, the District will replace the meter and bill the customer for the cost, which can easily reach $150 or more. If the customer's service line or interior piping freezes or breaks, it is their responsibility to make the repairs.

Unfortunately, every year we have customers that experience the inconvenience and cost of frozen plumbing. Here are a few tips and precautions to help you avoid becoming a victim:

- Eliminate drafts in crawl spaces.
- Repair broken and cracked windows and doors.
- Tightly close exterior windows and doors.
- Insulate exterior walls.
- Be sure to keep fuel levels adequate.
- Don't turn your heat down too low if there is a danger of a deep freeze, typically below 15 degrees F.
- Check where your meter and pipes are installed, keeping in mind that it is colder near floors and foundation walls.
- Ask your local plumbing supplier about materials to insulate pipes and meters. If your meter is installed in a potentially cold area, take extra care to ensure the meter is insulated.
- If pipes or the water meter are in a closed cabinet against an outside wall, insulate the wall and open the cabinet to allow warmer air to reach them.
- Disconnect outside water hoses. Water left in the hose can freeze and damage the pipe going into your house.
- If you are not going to be home for several days during cold weather, arrange to have someone visit periodically and turn on a faucet to ensure that the water is still flowing.

If your service line, piping or meter freezes:

- Open a faucet near the frozen point to get water flowing and to release pressure.
- Direct a hair dryer or heat lamp on the frozen pipe or water meter.
- NEVER thaw a frozen pipe or meter with an open flame. This is not only a fire hazard, but could also cause a steam explosion.

If you are unable to thaw the frozen pipes or meter, consult a licensed plumber.

The base plate on this 5/8" meter is rated for 150 psig but was no match for the forces caused by freezing. Replacing a frozen meter like this could set a customer back over $150.

We hope you find these cold weather tips helpful in avoiding the inconvenience and expense of freeze-ups. Please do not hesitate to contact me at 985-3385 if you have any questions.

WHAT'S NEW IN THE WATERSHED?

Greg Pargellis, Chief Operator - gpargellis@kkw.org

Much has been happening this past year on our nearly 2,000 acres of the Branch Brook watershed land. Preservation and proper management of watershed land is key to protecting our source drinking water from the potentially harmful effects of unauthorized activities, agricultural operations and development.

The most exciting thing to happen was a 60-acre purchase of land in Sanford, which will forever protect another piece of our watershed. This parcel, located on the Sanford-Kennebunk town line between Route 99 and the Old County Road, is a nice, flat mixed forest that will continue to aid in the safe recharge of groundwater for Branch Brook. In addition, a significant tributary on this property that feeds Branch Brook is now also safe and protected.

Also, you may have noticed that the District conducted another timber harvest on Route 9A in Wells. It's a good thing we did, as most of the large, beautiful white pine on this lot had developed weak and brittle centers; meaning they would have come down during a storm and contributed to erosion problems into the Brook.

A second harvest was done in Sanford on some of the old Lavalley Lumber Company property, which the District now owns. We removed thin stands of grey birch to let the white pine naturally regenerate these areas, and also thinned the hardwood forests to help create a mixed forest with white pine. The pine tends to hold the soils better and helps the general water quality of the Brook. The net revenue from both timber harvests in 2011 was $33,392.

Lastly, the District has been using game cameras in an effort to monitor activities within the watershed and it's been interesting to see what is going on out there. There's a lot more activity than we previously thought; including some interesting behavior, most of which appears harmless to the watershed. We will continue monitoring areas of concern, especially where ATV traffic is present. Please call me at 985-2362 if you notice any suspicious activity or if you have any questions regarding the Branch Brook watershed.

What's On Tap - The KKW Water District Newsletter Winter 2012

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BEST WISHES FOR A HAPPY AND HEALTHY NEW YEAR!

EMPLOYEE SPOTLIGHT

Cindy Rounds, Administrative Assistant - crounds@kkw.org

No doubt you've seen the District's bright yellow truck in your neighborhood from time to time. The truck is assigned to the District's Meter Reader who happens to be the real life CHARLIE BROWN and is the focus of this issue's *Employee Spotlight*. Many of you will recognize Charlie who has been the District's Meter Reader since he began his career with us over 20 years ago. The wealth of information that Charlie possesses is especially valuable during a late night service call when the on-call person is having trouble locating a customer's shut-off valve. Being woken from a dead sleep, Charlie is always able to describe the house they're calling about and informing the on-call person exactly where they can find the shut-off valve.

Charlie's skills as a Licensed Trapper also come in handy from time to time when a family of beavers decides that our watershed is a perfect place to call home. When that happens, we count on Charlie to "persuade" them to find other accommodations, as beaver droppings are well known for carrying the Giardia parasite that causes giardiasis, more commonly known as "Beaver Fever".

Along with his wife Mary, Charlie is also known for producing some of the best maple syrup in the area. Pancakes anyone?

The District encourages a teamwork approach for getting things done and Charlie is always one of the first to offer his assistance, whenever there's something extra that needs to be done or when a coworker needs a helping hand.

The District is fortunate to have such dedicated, hardworking and versatile employees like Charlie Brown. Keep up the good work!

District Meter Reader, Charlie Brown, has been a friendly and familiar face throughout our service territory for over the past 20 years. There were 'only' 9,500 meters in service when Charlie began working for the District in 1991. Today we have nearly 13,000 meters in service which means around 52,000 readings every year! Yes, Charlie gets plenty of exercise but that's just the way he likes it - always on the go.