

WHAT'S ON TAP

The KKW Water District Newsletter

Vol. 5 No. 2

www.kkw.org

Summer 2007

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DISTRICT RECEIVES AWARD FOR "OPERATIONAL EXCELLENCE"

Norm Labbe, Superintendent

The District is extremely pleased and honored to acknowledge that it was recently presented the **EXCELLENCE IN OPERATIONS AWARD** by the Maine Water Utilities Association. The award is presented to one Maine water utility "In recognition of outstanding performance where a team effort has contributed to the

following areas: Consistent public health and environmental compliance; maintenance of system infrastructure and equipment; continuous water quality improvement; training and education of utility employees; public education and outreach; research to improve the quality of drinking water." This was certainly a proud moment for our organization and one that would not be possible without the exceptional dedication, hard work and commitment from each and every team member. Experience is also a fundamental component to the District's success, recognizing that combined, its 41 employees possess over 650 years of progressive water works experience.



District personnel on hand to receive the Maine Water Utilities Association Excellence In Operations Award are from bottom left: Lynn Mankin - Operator; Don Gobeil - Technical Services Director; Jim Burrows - President, Board of Trustees; Butch Tibbetts - Distribution Manager; top left: Paul Cote - Assistant Distribution Manager; Wayne Brockway - Treasurer; Brian Tarbuck - MWUA President; Norm Labbe - Superintendent; Rob Weymouth - Facilities Manager; and Scott Minor - Assistant Superintendent.

We're on a Mission.....

To provide the highest quality drinking water and customer service at a reasonable price.



Assistant Utility Person Keith Archibald flows a hydrant at over 1,300 gpm to clean (scour) water mains and test fire flows during the "Spring Flushing Cycle." Mechanic Mark Lank built the custom diffuser which limits washouts and erosion while simultaneously recording flow rates and volumes.

DISTRICT AWARDED \$10,000 GRANT

Scott Minor, Assistant Superintendent

The District is pleased to report that it has been awarded a \$10,000 Capacity Development Grant from the Maine Department of Human Services Drinking Water Program (DWP). The grant will be used to help fund the District's Geographic Information System (GIS) initiative whereby its existing paper distribution system maps will be converted into computer based digital maps. These digital or "smart" maps will be the foundation of an enterprise GIS that will eventually allow the District to link and interface its various records, plans and information systems. The benefits to a fully functional enterprise GIS are numerous and will allow the District to gain technical efficiency, reliability and accuracy in order to better plan, manage and operate its distribution system. Simply put, a GIS is mapping software that links information about where things are with information about what things are like. Unlike a paper map, where "what you see is what you get," a GIS map can combine many layers of information that come from a database and is shown only if the user chooses to show it. Each piece of information in the GIS map sits on a layer that the user simply turns on or off according to their needs. There will be more about GIS in the next issue of *What's On Tap*.



2006 Water Quality Report

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

Since its incorporation in 1921, the Kennebunk, Kennebunkport & Wells Water District (District) has considered water quality of the utmost importance. The District vigilantly monitors and safeguards its water supplies and is proud to report that it continued to meet or exceed all drinking water quality requirements during 2006. Our highly trained and 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 and preserve our water sources.

WATER FACTS

The Federal Environmental Protection Agency (EPA) wants you to know.....that sources of drinking water, both tap and bottled water, include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

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

Inorganic contaminants such as salts and metals, that 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 that 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, that are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems; and

Radioactive contaminants which can be naturally occurring or be the result of oil and gas production and mining activities.

To ensure that tap water is safe to drink, EPA and the Maine Department of Human Services Drinking Water Program (DWP) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. Regulations are also established to limit contaminants in bottled water to ensure the same protection for public health.

WATER SOURCE

The District's primary source of drinking water is Branch Brook. The brook, for the most part, is the town line between Kennebunk and Wells and originates in the town of Sanford. The District also utilizes groundwater from its three well water supplies to supplement Branch Brook during periods of peak seasonal demand and as an alternative supply source during plant shutdowns.

Protection of the Branch Brook watershed remains a top priority (see *The Cost of Damaging Land Use* article on page 5). We continue to purchase property and acquire conservation easements within the watershed as opportunities arise. You can help too. Please be careful as you live, work and play to limit what goes 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, please report it immediately by calling the District at 985-2362 or notifying the local Police authorities (Kennebunk - 985-6121, Wells - 646-9354, and Sanford - 324-9170).

SOURCE WATER ASSESSMENT

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

WATER QUALITY MONITORING/REPORTING

To comply with State and Federal drinking water regulations, we annually perform over 10,000 tests on your drinking water. Although not required, we conduct an additional 15,000 tests to ensure that the highest quality water is produced and distributed. We also constantly monitor the Filtration Plant, wells, booster stations and water reservoirs with continuous on-line instruments. If you would like more information relating to water quality tests, please give us a call at 985-2362. The chart on page 3, indicating 2006 test results, excludes 72 individual parameters that tested below detectable levels. The definitions and abbreviations that follow the chart are provided to give a clearer understanding of the results.

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. After this, 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, FLUORIDATION, and SECONDARY DISINFECTION prior to being pumped into our distribution system where over 205 miles of main and 7 storage tanks distribute water to the District's customers.

Ground Water from any of the our three well sites (5 wells) is pumped to our central Pumping, Treatment and Recycling Facility (PTR) where the water chemistry is optimized for CORROSION CONTROL, FLUORIDATION, and DISINFECTION before being pumped directly into the distribution system.

HEALTH INFORMATION

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

BOARD OF TRUSTEES MEETINGS

The Board of Trustees typically meets at 3 PM on the 4th Wednesday (Jan. - Oct.) and the 3rd Wednesday (Nov. and Dec.) at the District's 92 Main Street Office in Kennebunk. Please call ahead to confirm meeting times and dates.

2006 Test Summary

	Monitored Parameter	Major Source(s)	MCLG	MCL	District Results	
Primary Drinking Water Standards	Distribution System	Total Coliform Bacteria (1)	Naturally present in the environment.	0 pos / month	1 pos/month	0 cfu
		Trihalomethanes (RAA) (7)	By-product of drinking water chlorination.	0 ppb	80 ppb	20.12 ppb (R=11.5-30.9)
		Haloacetic Acids (RAA) (7)	By-product of drinking water chlorination.	0 ppb	60 ppb	18.5 ppb (R=10.0-27.0)
		Lead (90th % Value) (4)	Corrosion of household plumbing.	0 ppb	AL = 15 ppb	<5 ppb
		Copper (90th % Value) (4)	Corrosion of household plumbing.	1.3 ppm	AL = 1.3 ppm	<0.05 ppm
		Fluoride (2)	Natural occurrence from deposits. Water additive which promotes dental health.	1.2 ppm	4 ppm	2.20 ppm Max.
	Treated Source Water	Barium	Drilling wastes, metal refineries, natural deposits.	2 ppm	2 ppm	0.005 ppm
		Mercury	Air deposits from industry, runoff, crops	2 ppb	2 ppb	<0.2 ppb
		Nitrite	Fertilizer, septic leaching, natural deposits.	1 ppm	1 ppm	<0.01 ppm
		Nitrate (3)	Fertilizer, septic leaching, natural deposits.	10 ppm	10 ppm	0.26 ppm
		Gross Alpha (5)	Naturally occurring radioactivity in bedrock.	0 pCi/L	15 pCi/L	0.949 pCi/L
		Chromium	Natural deposits; discharge from steel & pulp mills	0.1 ppm	0.1 ppm	0.0005 ppm
		Turbidity	Soil and organic matter runoff.	n/a	<0.3 NTU in 95% of samples	0% Above 0.23
		Di (2-ethylhexyl)-phthalate (6)	Discharge from rubber & chemical factories; plastics	0 ppb	6 ppb	0.20 ppb
		VOCs	Contact District for information. Testing conducted in 2003.			None Detected
Secondary Standards	Herbicides	Testing waiver to all of the contaminants by Maine Drinking Water Program.			Waiver	
	Pesticides	UCMR screening performed in 2005.	6 ppb	6 ppb	None Detected	
	Chloride		n/a	250 ppm	15 ppm	
	Manganese		n/a	0.05 ppm	0.001 ppm	
	Sodium		n/a	20 ppm	19 ppm	
	Sulfate		n/a	250 ppm	13 ppm	
	Zinc		n/a	5 ppm	0.001 ppm	

Notes

- Total Coliform Bacteria:** Reported as the highest monthly number of positive samples, for water systems that take <40 samples per month.
- Fluoride:** Fluoride levels must be maintained between 1-2 ppm for those water systems that fluoridate. Fluoride in drinking water at the half the MCL or more may cause mottling of children's teeth, usually in children less than nine years old. Mottling, also known as dental fluorosis, may include brown staining and/or pitting of the teeth, and occurs only in developing teeth before they erupt from the gums. The District exceeded the secondary standard of 2 ppm for fluoride on one of its four monthly fluoride tests in June 2006 (result was 2.2 ppm as noted in the table). Secondary standards are guidelines for contaminants that may cause cosmetic or aesthetic effects.
- Nitrate:** Nitrate in drinking water at levels above 10 ppm is a health risk for infants of less than six months of age.
- Lead/Copper:** Action levels are measured at consumer's faucet. 90% of the tests must be equal to or below the action levels.
- Gross Alpha:** Action level over 5 pCi/l requires testing for Radium. Action level over 15 pCi/l requires testing for Uranium and Radon.
- Di (2-ethylhexyl)-phthalate:** A water sample collected on July 19, 2005 showed the presence of Di (2-ethylhexyl) phthalate at 14ppb which is higher than the Maximum Contaminant Level (MCL) of 6 ppb. Phthalates are given off from plastics and are easily picked up from the air and plastic components in the plumbing when water samples are collected. All follow-up testing has shown the levels of phthalates to be barely detectable (0.12 ppb and 0.20 ppb) indicating the initial high sample very likely was not due to water contamination. Testing will continue on a quarterly basis.
- Trihalomethanes/Haloacetic Acids:** The results for TTHMs and HAACs are running annual averages.

Definitions

AL - Action level - the concentration of a contaminant which, if exceeded, triggers treatment and other requirements which a water system must follow.

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

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

cfu - colony forming units; **ntu** - nephelometric turbidity units; **pos** - positive samples; **ppm** - parts per million; **ppb** - parts per billion

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

Treatment technique - A required process intended to reduce the contaminant level.

Turbidity - This is a measurement of water clarity. It is a good indicator of the effectiveness of our filtration process. Excessive turbidity levels can cause problems with water disinfection. 0.23 ntu was the highest measure of turbidity for 2006. Average finished water turbidity was less than 0.1 ntu. 100% of the samples taken were below the maximum level (0.3 ntu) for the treatment technique used.

Variance or Waiver - Statement of U.S. EPA permission not to meet an MCL, testing requirement or a treatment technique under certain conditions.

Synthetic Organic Chemicals Waiver - The State of Maine Drinking Water Program granted the District a partial waiver for water testing for synthetic organic compounds for the period 1/1/2005 through 12/31/2007. Waivers are issued based on the land use activities in the vicinity of the water supply sources.

MOVING FORWARD.....UPDATES AND HAPPENINGS

Norm Labbe, Superintendent

As predicted in our previous newsletter, 2007 was expected to be a challenging year. However, one challenge we did not anticipate was the 2007 Patriot's Day Flood. Like the 2006 Mother's Day Flood, the Patriot's Day Flood resulted in the District taking its treatment plant off-line for several days as a precautionary measure due to Branch Brook spilling over its banks. Thanks to some hard work, long hours, and an exemplary effort from our staff, we were able to ride out the event without any significant damage to our facilities. Speaking of our awesome staff, here's some additional successes:

District Gets State-Wide Awards

In addition to the "Excellence in Operations" award noted on page 1 (see *District Receives Award For Operational Excellence*), our own Don Gobeil, Director of Technical Services, won the coveted Sid Anthony award, Rob Weymouth, Facilities Manager, won first place with one of his creations in the 'innovative gadgets' contest and Keith Archibald, Assistant Utility Person, won first place in the leak detection contest. For more information of this excellent peer validation of "above and beyond performance", check out our web site at www.kkw.org.

Watershed Land Purchases, Big and Small

After much leg work and negotiation, the District has recently purchased several key pieces of Branch Brook watershed land. The three smaller parcels, which total about 40 acres, all front on or are adjacent to Branch Brook, and are all located in Kennebunk or Wells. The large land purchase, which is currently under contract and is scheduled for closing soon, is the large 'Wells Blueberry' parcel along the Wire Road in Wells. This innovative purchase, in partnership with The Nature Conservancy, will protect over 550 acres of watershed land from further residential development and will allow for the proper management of this large expanse of a rare grassland ecosystem. With primary funding for this multi-million dollar purchase being provided by The Nature Conservancy, along with some favorable owner financing terms for the District's share, we expect a negligible impact to our present and future water ratepayers.

Threat to Drinking Water Supplies Successfully Mitigated

As previously reported, the Maine Department of Environmental Protection (DEP) had proposed a water withdrawal rule that, in our case, would have severely restricted our continued use of Branch Brook, our primary supply source, during the peak summertime demand period. Thankfully, after much discussion, persuasion and political "enlightenment", Maine's water utilities seem to have dodged the bullet that would have allowed the DEP to override a utility's water withdrawal rights as set forth in their Legislatively granted Charters. By this summer, we expect to have in our hands a set of water withdrawal rules that will allow water utilities to retain their chartered rights to their water supplies, enabling them to fulfill their responsibility of supplying safe and economical drinking water to its public.

BENEATH THE SURFACE - PROJECT UPDATES

Don Gobeil, Technical Services Director

As we rapidly approach the midpoint of 2007, it's a good opportunity to review where we are in our overall construction program. This year, our largest and most involved project was scheduled for the spring. We have recently completed a 1,680 foot section of new 20-inch main along the Route One corridor in Ogunquit. Our long range plan calls for replacing and upgrading all of the old 10-inch along Route One in Wells and Ogunquit. Including this year's section, we have replaced 4,600 feet of old 10-inch main since 2005, and have 2,400 feet remaining to complete this project. This will result in an overall improvement in system reliability and fire protection and allow us to meet an ever increasing demand at the southern end of our system.

The second large project is scheduled for the fall along Fishers Lane in Kennebunkport. This project is in anticipation of the Town of Kennebunkport's scheduled road rehabilitation work, and will involve 1,250 feet of 16-inch main that will replace an aged and obsolete 10-inch main.

In between these two 'bookend' projects will be several smaller projects scheduled for this summer or fall. Included among these projects are the following streets in **Kennebunk**: Harris Lane with 450 feet of new 3-inch main; Dutcher Lane with 430 feet of new 3-inch main; and Bruen Place with 80 feet of new 3-inch main. The following streets in **Wells**: Devito Lane with 140 feet on new 4-inch main; Deptula Lane with 200 feet of new 3-inch main; and Raymond Lane with 100 feet of new 3-inch main. Rounding out the project list is Wesmore Circle in **Kennebunkport** with 200 feet of new 2-inch main planned for installation.

Additional information will go out to all customers residing within the affected project areas. As always, please feel free to contact us by telephone at 985-3385 or email at info@kkw.org regarding these projects or about our construction program in general. Please remember to pay close attention and use extra caution when driving through a construction project worksite.



District crews saw cut 9" of pavement and 9" of concrete along busy Route 1 in Ogunquit prior to installing 1,680' of new 20" ductile iron water main. An additional 1,350' of new 20" main is slated for 2008 as a means to improve fire protection and system hydraulic capacity.

WATER CONSERVATION 101.....HOUSEHOLD TIPS TO CONSERVE WATER AND SAVE MONEY

Cindy Rounds, Administrative Assistant

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 as much as 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.

Ten Proven Ways That Will Save The Most

1. Water your lawn only when it needs it. Step on your grass and if it springs back when you lift your foot, it doesn't need water. Irrigate lawns and gardens in the cool of the day (early morning is usually best) to avoid evaporation. Install a rain shut-off device on your automatic sprinklers to eliminate unnecessary watering. Use a timer on your lawn sprinklers to prevent over watering. Adjust your lawn mower to a higher setting. Taller grass shades root systems and holds soil moisture better than shorter grass. Estimated **savings of 1,500-3,000 gallons** per month.
2. Fix leaky toilets, faucets and plumbing joints. Estimated **savings of 600 to 1,200 gallons** per month for every leak stopped.
3. Don't run the hose while washing your car. Use a bucket of water and a quick hose rinse at the end. Estimated **savings of 150 gallons** for each car wash or **up to 1,200 gallons** per month for a two-car family.
4. Install water-saving shower heads or flow restrictors. Estimated **savings of 500-800 gallons** per month.
5. Shorten your showers. Even a one or two minute reduction can **save up to 700 gallons** per month.
6. Use a broom or blower instead of a hose to clean driveways and sidewalks. Can **save 150 gallons** or more each time. At once a week, that's **more than 600 gallons** per month.
7. Don't use your toilet as an ashtray or wastebasket. Can **save an estimated 400 to 600 gallons** per month.
8. Capture tap water. While waiting for hot water to warm up or cold water to cool down, catch the flow in a water jug to use later on house plants or your garden. Estimated **savings of 200-300 gallons** per month in the summertime.
9. Turn off the water while shaving and/or brushing your teeth. Estimated **savings of 3 gallons** per day for each activity.
10. If you have a pool, use a pool cover to cut down on evaporation. It will also keep your pool cleaner and reduce the need to add chemicals. Estimated **savings of 1,000 gallons** per month.

Please call us at 985-3385 or visit our website at kkw.org for additional water conservation tips, techniques and advice.

THE COST OF DAMAGING LAND - USE

Don Gobeil, Technical Services Director

In several of our past newsletters, we have detailed and discussed the damaging effects that ATVs and other off-road vehicles have had on the Branch Brook watershed area. There are many documented examples of the continuing damage that result from this illegal and imprudent off-road activity. Beyond the negative environmental effects, why should we be concerned?

Ever since the District's use of Branch Brook as a public drinking water supply, the area behind our Filtration Plant has been dammed to hold back water, creating an impoundment for our intake pipes. Because the Branch Brook watershed area is primarily made up of sand and gravel deposits, it has always been part of the natural cycle to have sediment wash down the brook during various weather events and settle out in our impoundment area. As the impoundment fills up with sediment, the water warms up and becomes more susceptible to oxygen depletion, algae growth and becomes generally more difficult and expensive to treat. As a result, the impoundment is periodically drained and excavated to remove the accumulated sediment. The historic interval between such periodic maintenance cycles has been every seven to ten years.



Massive washout within the Branch Brook watershed located along a former illegal ATV trail. Illegal ATV trespass throughout the watershed has led to wide spread soil erosion and serious environmental damage.

We are now experiencing an acceleration of sediment buildup in our impoundment area that is reducing the dredging cycle to about five years, a direct result of the documented and measured ATV induced erosion activity. One recently measured gully has lost approximately 3,000 cubic yards of sand due to erosion since 2002. Another area has lost an equal amount in the last three years. All this material eventually gets washed downstream and settles out in our impoundment.

In 2002, the District dredged between 6,000 and 7,000 cubic yards of sediment from the impoundment at a cost of around \$30,000. This past February, the District again dredged another 7,000 cubic yards of material at a cost of **\$50,000**. Along with the increasing costs associated with maintaining the impoundment area, there are also added chemical costs associated with treating the water when rain events cause elevated amounts of sediment laden water to be washed downstream.

Add it all up, and we are seeing a growing financial impact to our ratepayers related to increased erosion resulting from illegal motorized activity in this environmentally sensitive area. We again would like to reaffirm our desire that people enjoy the many things that make the Branch Brook watershed so unique and special, but please do so in a way that is respectful of the environment and the District's ratepayers. Thank you.

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Did you know.....That according to the U. S. Environmental Protection Agency, it costs over \$3.5 billion annually to operate community public water systems throughout the country, yet the national average cost for water per person is only 25 cents per day?

Did you know.....That a dairy cow must drink 4 gallons of water to produce 1 gallon of milk or that over 39,000 gallons of water are required to produce one new car?

Did you know.....The first municipal water filtration plant opened in Paisley, Scotland in 1832? Today, effective water treatment, including the use of filtration, has virtually eliminated the occurrence of cholera and typhoid outbreaks in the United States and Canada.

EMPLOYEE SPOTLIGHT

Cindy Rounds, Administrative Assistant

Technology and automation have become an important part of our everyday lives. These tools often mean a significant savings of time and money and allow resources to be redirected to improve upon how services are provided. At the District, your call for service is still answered by a 'real person' who will always treat you with the respect, courtesy and patience you deserve and have come to expect. We are able to provide this important personal touch thanks in large part to the efficiencies gained through technological advances over the years. To illustrate, the District has utilized the same number of Front Office staff for the past 25 years despite a 50% increase in the number of customers during this same period.

Along with technology and automation, we are fortunate to have a team of specialists in the Front Office who have a great deal of knowledge and experience from their collective 132 years working at the District. This enables us to perform our job tasks in an accurate and proficient manner while promptly addressing the many and diverse array of customer inquiries received on a daily basis.

Heading the department is Treasurer Wayne Brockway who can rattle off figures on anything from the financial status of the District to all aspects of customer billing and service related matters. Accountant John Ryan has become accustomed to the changing technology that assists him in preparing payroll, implementing an inventory control system or providing information for numerous data requests. Our customer service staff of Kathleen Chapin, Debbie Daudier, Brenda Hamilton, Elaine Paquette and Cheryl Kerrick know the District's accounts intimately and are familiar voices to many plumbers, contractors and customers who value the continuity that comes from working with the same people year after year.

Customer service and satisfaction is what this team is all about so please do not hesitate to contact us or stop by with your questions, concerns or ideas. We can be reached by telephone at 985-3385 or email at customerservice@kkw.org.



The Front Office Team includes front row from the left: Cheryl Kerrick, Brenda Hamilton and Elaine Paquette; from top row left: Wayne Brockway, Debbie Daudier, Kathleen Chapin, and John Ryan.

Did you know.....That water utility customers are among the most satisfied of all regulated Maine utilities according to the Public Utilities Commission (PUC)? Between 2001 and 2006, the PUC reports that it received 12,222 consumer complaints of which 476 were for Water (3.9%), 561 for Gas (4.6%), 3,785 for Electric (30.9%) and 7,400 for Telephone (60.6%) utility customers.