



LOOKING BACK AT A BIG YEAR AND LOOKING FORWARD TO ANOTHER

Norm Labbe, Superintendent (nlabbe@kkw.org)

For the Water District, 2016 was a year of record breaking accomplishments and of charting our path into the future. The recent drought affected many residents and businesses that had been depending upon shallow wells for their water supply. Fortunately for the District, due to our ongoing water resource planning efforts, we not only survived, but we thrived. In addition to setting monthly water production records from July through October, August's water production was the most of any month in the history of the District at 179.4 million gallons (MG). Also, not only did we not buy any water from our neighboring water utilities, we actually sold water to a neighboring utility for 40 consecutive days. Our personnel and our facilities rose to the occasion, making a potential crisis look like a routine event. Finally, this record water production is reflected in our 2016 revenues, resulting in a healthy surplus, which will help get us through what we anticipate will be a financially challenging 2017. We are projecting that any increase in water rates will not occur until April, 2018. Our last rate increase (3%) was in April of 2015.

Why will 2017 be challenging? History has shown us that we can't expect to follow up two record breaking years with a third. Revenues will likely go down while operating costs are expected to go up. In addition, we are planning to paint the exterior of our 1927 vintage Biddeford Pool Tank, at an estimated cost of \$500,000. Why paint this 90-year-old tank? Besides being a key water storage facility for the northern end of our distribution system, it's home to the communication antennae of five cell phone carriers and one power company, which make the tank a significant revenue generator (over \$160,000 per year and growing). This paint job should extend this tank's life for another 20 years, generating revenues that far exceed the cost of repainting. Added to this, the upcoming retirement of several long-term baby boomer employees will have operational and financial ramifications.

This year will bring another significant, positive change; one that will affect you and all of our other customers. As explained in detail on Page 3 in the article entitled *Water Treatment Changes are Coming*, we will soon be modifying the way we disinfect our water, by resuming the practice of chloramination.

As you most likely know, the Water District has ceased adding fluoride to your water supply. This was the result of a local referendum vote to end the practice. What you may not know

is that your Water District is the largest water utility in New England to take a stand against adding fluoride to its customers' drinking water. We are obviously pleased with the outcome of the fluoride referendum. The reconsideration of water fluoridation is a trend that is building momentum on a national scale and you, our customers, were at the forefront.

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2016-2017 Board of Trustees and Officers (l to r): Treasurer Wayne Brockway, Asst. Superintendent Scott Minor, Ogunquit Trustee Richard Littlefield, Kennebunkport Trustee Jim Burrows, Wells Trustee Tom Oliver, Kennebunk Trustee Bob Emmons and Superintendent Norm Labbe

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BENEATH THE SURFACE – CONSTRUCTION PLANS FOR 2017

Don Gobeil, Technical Services Manager (dgobeil@kkw.org)

At the November meeting of the District’s Board of Trustees, the proposed 2017 Capital Improvement budget was presented by Staff and approved by the Board. Once the budget is approved, the following year’s water main replacement program is established.

For 2017, the approved work plan represents a departure from the 2016 plan in that the allotted funds for water main replacements dips 43% from the funds approved in the previous budget. The reduction in monies dedicated to main replacement for 2017 is largely due to the need to reallocate funds for other priorities. Among other pressing priorities include the need to paint our Biddeford Pool tank, replace some expensive construction vehicles, build a needed equipment storage building at our Branch Brook location and the desire to accelerate the District’s transition to Automatic Meter Reading (AMI) technology. Even though our planned construction projects for 2017 will not be as robust as in previous years, our dance card will still be pretty full. Among the projects slated for 2017 include:

- Shore Road – Ogunquit. This is the second (and final) phase of a replacement project begun in the fall of 2016. For 2017, the remaining 1,200 feet of obsolete 10-inch main will be replaced with a 12-inch main. The work will focus on the section of Shore Road from Obeds Lane to Israel Head Road. It is expected to start early in the spring in

order to ensure that all work and restoration is completed by the advent of the busy summer season.

- Green Street – Kennebunkport. This project will involve replacing approximately 660 feet of obsolete 6-inch main with an 8-inch main. This project is being done in conjunction with the Kennebunkport Sewer District’s replacement of its facilities within Green Street.
- Spring Street – Kennebunk. This project will replace 520 feet of old 2-inch main with an 8-inch main.



A jackhammer was needed prior to working on Shore Road after a weekend of frigid January temps

In addition to the year round mains listed above, several seasonal main replacements will also be done, including:

- Parsons Beach Road, Kennebunk – 3,600 feet of 3-inch seasonal main
- Pulpit Rock Lane, Ogunquit – 600 feet of 3-inch seasonal main
- Grove Street, Ogunquit – 400 feet of seasonal main
- Maple Street, Ogunquit – 300 feet of seasonal main
- Stoney Brook Road, Ogunquit - 580 feet of 3-inch seasonal main.

Residents and customers located in any of the streets listed above can expect to receive additional communication from us regarding the planned work in more detail as the schedule and calendar gets fine-tuned in the upcoming weeks. As always, if you have any questions about any aspect of our construction program, please contact us by phone, email or a visit to our office.



CUSTOMER CORNER – NEW YEAR, NEW LOOK, SAME GREAT SERVICE

Kathleen Chapin, Front Office Supervisor (kchapin@kkw.org)

As some of you may know by now, the business office at KKW has temporarily relocated to the red brick building adjacent to our Main Office at 92 Main Street. The time had finally arrived when the furniture and flooring were tired and had reached the end of their lifespan. Over the next couple of months we will be busy replacing the flooring, painting and repairing interior walls and reconfiguring the workspace layout as well as updating the wiring for electrical and technological needs.

Another area we decided to address was the condition of our windows. Our options were to replace them with standard modern windows or to restore the existing ones that are nearly 170 years old. Since our 1840’s vintage Greek Revival office building is on the National Registry of Historic Places, we decided to be good stewards and preserve its historic integrity by

having the existing windows professionally refurbished. We are pleased to be able to improve the energy efficiency of the historic windows in a way that is sensitive to preserving their historic value at a cost that is only slightly more than that of new replacement windows. As a result, we look forward to many more years of having them on our building.



The Office has been stripped and renovations are underway

In the meantime, please feel free to continue use of our mail slot located at our front entrance on Main Street in downtown Kennebunk. We will continue to check for payments daily. If you will be visiting us, we ask that you access our temporary office by using the driveway to park out back. Then just follow the signs. We hope to be back in our newly renovated office by the middle of March.



HYDRANT FLUSHING

Matt Sampson, Filtration Plant Operator (msampson@kkw.org)

You may have noticed the Water District working at fire hydrants and seeing water running down the street. Your first thought may be that we are ignoring our own philosophy of conserving water. Normally every spring and fall, we flush the water lines through the use of fire hydrants, which is an important preventative maintenance activity. Although it may appear to ‘waste’ water, the process is part of a routine, as recommended, maintenance program which is necessary to maintain the integrity of the water system, allowing us to continue to deliver the highest quality water possible to our customers. Even during drought conditions, flushing is a necessary part of maintaining the water distribu-



tion system and the quality of the water within it. The water used for flushing represents less than 1% of the total water production.

Flushing hydrants serves multiple purposes:

- Enhances water quality by removing sediment from inside the main.
- Identifies any needed maintenance of the hydrant and related equipment.
- Helps to determine weaknesses in the water distribution system.
- Helps determine fire flows available at the hydrants to aid the fire department with proper color-coding.



WATER TREATMENT CHANGES ARE COMING

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

It has been known for some time that interconnected water systems, (such as those of Biddeford/Saco, Kennebunk, York and Kittery) should consider having similar water treatment practices. This becomes important if there’s any exchanging or selling water between those systems.

In 2016 the concept of compatible regional water treatment regimens was affirmed by a third party engineering firm, Tata and Howard. They were hired to conduct a hydraulic analysis of Southern Maine Regional Water Council’s water distribution systems. Part of the study included the evaluation of the chemical compatibility of the systems’ water supplies. The study concluded that some of the water systems should modify their disinfection regimens to avoid water compatibility issues when exchanging water.

Since 2010, we have used only chlorine for disinfection, as further explained below. Most water utilities that use surface water as a source of supply use chloramines for disinfection (including York Water District to our south and the Biddeford & Saco Div. of Maine Water Co. to our north). In addition to our neighboring utilities, many water systems in Maine disinfect with chloramines, including the Water Districts of Portland, Bangor, Auburn and the City of Lewiston.

What is chloramine? It’s a combined chlorine residual that is made by adding a small amount of ammonia to the chlorine we use as a disinfectant. It lasts considerably longer throughout the distribution system than does “free” chlorine and is also less reactive, thereby forming less “disinfection byproducts”. From 2004 to 2010, we also utilized chloramination, but when we increased our use of well water, chloramines became problematic, with the higher mineral content of the well water causing the minerals to precipitate (forming a scale) when the water was heated above 140 degrees. This directed us to revert back to utilizing free chlorine. Although free chlorine resolved the temporary mineral scaling issue, it resulted in that all-too-common chlorine smell to our water.

In addition to the Tata & Howard study, several things have happened that will allow us to go back to chloramination, making our water once again compatible with that of York and of Biddeford & Saco. First, upon further research and testing, we have found a way to go back to chloramination without having to deal with the high temperature mineral scaling issues by using liquid ammonia instead of gaseous ammonia. Second, we will be able to convert our no-longer-needed fluoride storage and feed room to a liquid ammonia room at a minimal cost.

You, the customer, should notice a very positive change in aesthetics - no more chlorine odor. There are however, some customers who should be aware of the change, such as those using our water for aquariums (as it may compromise the ability of the fish to absorb oxygen) or those using the water medically for kidney dialysis (as chloramines may cause hemolytic anemia when used with dialysis). Chloraminated water may also slightly affect beer and bread making. We will be directly notifying all medical providers and providing additional information to all customers prior to re-implementation of chloramination.

Chloramination is an essential first step in water compatibility when sharing water resources with our neighbors to the north and south. We feel this change is the right thing to do for the best interests of not only our customers but for the region. If everything goes as planned, expect an aesthetically improved “chlorine odor-free” drink of KK&W water sometime in March. Enjoy!

*Seasonal flushing must be done,
To ensure flows and operations all work as one.
Scouring the mains every spring and fall,
Causes a few issues, but is better for all.
Why do we do it? What is it for?
To check hydrant operation, water quality and more.*



LEAD AND COPPER TESTING IN SCHOOLS

Lynn Mankin, Filtration Plant Operator (lmankin@kkw.org)

The EPA does not (yet) regulate the testing of lead and copper in schools unless the school has its own water system, such as with RSU 21's M.L. Day school. I have been volunteering as the water system Operator for this school for nine years and recently did testing on the school's faucets and drinking fountains, which present the highest risk of exposure for lead to the students. This prompted the RSU 21 to sample the other five schools in the District.

Generally speaking, if a public water system is passing its lead and copper testing, it's very likely the school should pass as well, but many older water fountains were produced with lead components.

The EPA has a guidance manual available online called "The three T's for reducing lead and copper in drinking water in schools". They stand for Training, Testing, and Telling. This is a terrific resource for testing at schools. I worked with our own KK&W Water District, the Portland Water District, and the State Drinking Water program to develop a school water sampling plan. Since testing each water fountain was impractical and expensive, we decided to test each different model fountain within each school.

Testing involved letting the water sit overnight. Each school's Principal then collected a 250 ml (1/4 liter) "first draw" sample before the start of the school day. This would mimic a worst case scenario for lead exposure. Samples were then sent to Nelson Analytical for analysis.



Trustee President Richard Littlefield congratulates Lynn Mankin on receiving the Payson L. Hunter Award by the RSU 21 Board of Directors

People should understand that there is no lead in the water coming from the Water District's system. Lead and copper come from private plumbing and faucets. The District must make the water non-corrosive so that it doesn't leach lead from those components. That "worst case scenario" of the first draw of water in the morning is of the water sitting in contact with the plumbing and faucet components for at least six hours. Many faucets have a higher lead content than current regulations allow. As a precautionary measure, we always recommend letting the water run for 30 seconds before drinking, if that faucet has been not run for any significant length of time.

As for the lead test results for RSU 21's schools, most results were non-detectable, but a few showed extremely low levels which were below the EPA's action levels. These were results to be proud of. Even though all of the Wells-Ogunquit CSD schools are served by our water system, they also were interested in doing some testing. We are currently working with them to develop a plan.

We are anticipating that the EPA is revising its regulations relating to lead and copper within the next year or so. Although we don't know exactly what they will look like, we assume that more testing will be required. As a result, we want to stay ahead of any future changes and help our customers along the way. If you question your own plumbing, it is "best to test". As always, staying proactive is a good motto to follow, so don't hesitate to call us at the Filtration Plant (207-985-2362) with any questions.



TO MODEL OR NOT TO MODEL.....THERE IS NO QUESTION

Scott Minor, Assistant Superintendent (sminor@kkw.org)

To some, the term hydraulic modeling may suggest an avant-garde way to denote a beauty pageant swimsuit competition. If you fall into that camp, not only do you need help, but this article may be of little interest to you. All kidding aside, hydraulic modeling in the waterworks industry is an element of hydraulic engineering that uses a complex mathematical algorithm to analyze the physical behavior of water within the distribution system under wide ranging flow conditions. Put more simply, the District is now able to determine the flow rates, pressures and water age throughout the entire 220 mile distribution system, either as a snapshot in time or over a defined period (extended period simulation), based on known or selected water use patterns and other parameters.



Leonardo Da Vinci contributed many inventions to people living in the 16th century. One of these was the water wheel which uses the power of flowing water to drive a large wheel which in turn was used to power some other device like a millstone or cutting blade. These early designs were transformed into the turbines that we use today to obtain hydro-electric power.

The District recently acquired Innowat's InfoWater hydraulic modeling and management application software to perform all aspects of distribution system (pipe networks, storage tanks, pump stations, etc.) hydraulic analysis. This industry leading software product seamlessly integrates advanced hydraulic modeling using the District's ArcGIS (geographic information system) platform. The District hired consultants Tata & Howard (Portland, Maine) to help build and calibrate the InfoWater hydraulic model which was delivered in December. During the final assessment meeting, the hydraulic model quickly demonstrated its value when a 9,650 foot section of old 10-inch main was simulated for replacement using both 12-inch and 14-inch HDPE (polyethylene) pipe options. At a hydraulic

(CONTINUED ON PAGE 5)

TO MODEL OR NOT TO MODEL – CONTINUED FROM PAGE 4

lically important but distant point of analysis, the model calculated that the available flow rate differential at that point was negligible, increasing from 1,681 gpm with the 12-inch pipe to only 1,705 gpm with the 14-inch pipe. The District had considered using the 14-inch HDPE pipe replacement option but, following the analysis, will now go with the 12-inch option. This single analysis (which took about 5 minutes to run) resulted in a cost savings of about \$150,000!

With opportunities like this, we're very excited to have this new engineering evaluation and analysis tool at our disposal. For a water utility that designs and uses its own crews to replace some 10,000 feet of outdated and undersized water mains annually, the economic benefits associated with using a pipe sizing program are tremendous. Another important feature of the hydraulic modeling software is the ability to optimize aesthetic water quality through time of travel and water age analy-

sis. In other words, we now have the ability to estimate how long it takes a drop of treated water leaving the Filtration Plant (or any of our groundwater sources) to reach the customer's tap. Although in theory tap water has no defined shelf life, fresher water is better and we can modify operations to ensure that our customers will receive the freshest water possible.

Leonardo da Vinci (1452-1519) conducted the first recorded hydraulic experiments and is credited with turning hydraulics into a science by writing nine individual volumes on the subject, including many sketches. In a sense, da Vinci was the first hydraulic modeler, understanding the difference between theory and practice and the need to prove his hydraulic theories through experimentation - very similar to calibrating a modern hydraulic model. Thanks Leonardo!



PRIVATE EYES ARE WATCHING OUT FOR YOU - AND THEY'RE WATCHING US!

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

Just as the 1981 Daryl Hall and John Oates song goes, private eyes are watching you. With everything we see and hear in today's media about corruption and dishonesty, how can you be sure that your drinking water is safe? Can you trust what we tell you?

Well, let me introduce you to the Maine Drinking Water Program, a Division of the Department of Health and Human Services in Augusta, that oversees all drinking water supplies in the state. We have two primary obligations we must meet with this department. One relates to compliance with reporting all water quality parameters. The other relates to field inspection. This duty falls on the shoulders of Denise Douin, a seventeen year veteran with the department, currently holding the position of Municipal District I Field Inspector. Her job is to ensure that we are properly taking, testing and reporting all of the EPA and state mandated tests for contaminants in your drinking water. (There are over 85 regulated contaminant tests and over 500 bacteria tests we are required to do each year). She also reviews our Consumer Confidence Report that we send to you each summer, to ensure its accuracy. Another phase of her job is approving any system enhancements; such as chemical and process changes at the filtration plant, the addition of new booster stations, water supplies or water storage facilities in the distribution system.

A significant part of the approval process is field inspections, otherwise known as sanitary surveys. This is where every three years they make a physical visit to ensure that the

methods and processes that were approved, have been made and meet specific guidelines. Also they make sure that we are using acceptable engineering and sanitary practices throughout our entire process.

This past November we had a two day inspection. Although the results are not yet available, we anticipate they will be positive. So when we tell you what a great job we are doing, you can trust what we say because, "private eyes" are watching us.



JETCC Training Coordinator Leeann Hanson is pictured with Filtration Plant Operators Brian McBride (left) and Matt Sampson (right) at graduation ceremonies for their completion of the Maine Joint Environmental Training Coordinating Committee (JETCC) Management Candidate School. The year long (monthly) curriculum provides a broad-based education on all aspects of water utility management.

DID YOU KNOW?

Since the Advanced Metering Infrastructure (AMI) project began in December 2015, approximately 1,500 meters have been installed with nearly a 100% success rate in on-time reporting.

We will be concentrating our next efforts to finish the conversion of the first few reading routes from last year while making our next major push in the area that generally lies west of Route 1 in Kennebunk. Letters have been mailed to customers in those neighborhoods. We will continue to provide regular updates of our progress in upcoming newsletters and on our website at www.kkw.org.



WHEN IS “IT” GONNA HAPPEN?

Don Gobeil, Technical Services Manager (dgobeil@kkw.org)

I'll admit it; I'm a fan of talk radio. Please don't be judgmental one way or the other, as I'm not particularly discerning in my choices of content. I just turn the radio on when tooling around town and listen to whatever pundit is on at that time. During my typical evening commute from the office to home, the show that is usually on is the Howie Carr Show. Long on entertainment but short on thought provoking material, it nonetheless fills the sensory void for the few minutes it takes me to get home. One popular recurring segment that he has on the show is called the 'Death Pool', where callers chime in and suggest who they believe will be the next politician or popular entertainer to die; or as Howie puts it, "won't be coming down for breakfast". While this can be seen as cold and callous to take a poll on who his listeners think will be the next to go, it usually comes across as lighthearted and simple talk show fluff.



Here at KKW, we apparently have developed our own pool, called the 'Retirement Pool'; as in who will be the next employee who 'won't be coming down for coffee break'. While Howie's version usually includes a smorgasbord of well-known people, the KKW version has a much smaller odds' on favorite - namely me. I guess it's not surprising we have this going on, given the very visible succession planning effort that we've been engaged in for a couple of years now. I've written about succession planning in this space before, and described how it affects our ongoing operations. The goal always revolves around ensuring that continuity and work out-

put for our organization is sustainable in the future as the inevitable staff turnover materializes. Recently however, the whole process has become much more personal for me. It started out as an impersonal process to examine all of the District's operational activities as a way to cast a light on the adequacy and effectiveness of current staffing levels and their individual responsibilities. Succession planning for me now is internalized, revealing my own personal struggle to know when 'it's time' to investigate what lies ahead for me. The organizational aspect of ensuring that the mission of the District continues unabated has now taken a back seat to my pursuit to find clarity and direction in my own goals and aspirations. This is new territory for me, one in which my insecurities and fear of the unknown is clouding my vision in a manner that I would have never imagined a few short years ago. The extent of this continuing internal friction is exacerbated by the countless well-wishers I see out & about who have assumed that I have already moved on, or continually ask me when 'it' will happen. There's no escaping the inevitability of 'it', I'm quite cognizant about that, but not yet comfortable with it.

For the present time, I will only say that I have work left to do, and housekeeping that needs to get completed before 'it' happens. The ship is headed into port, and I can see the faint glow of the lighthouse through the fog and turbulent seas, but my exact arrival time is at yet unknown.



FROM WILDERNESS TO RECREATION

Greg Pargellis, Chief Operator (gpargellis@kkw.org)

On a trip across Rattling Bridge last summer, I noticed quite a bit of erosion. You may recall that Rattling Bridge was the location of a joint effort last year with the Wells National Estuarine Research Reserve (NERR) to clean rocks out of the Brook, stabilize the stream banks, and restore the old bridge that crosses Branch Brook. The effort was led by Jake Amman of the NERR and used as a training session for others. That job was successful, so noticing further erosion on the road to the bridge was a cause for concern.



Before

went off in our brains and soon several 8" diameter logs were put into place across the road to collect and stop the sand on its race downhill. These barriers have slowed the steady erosion and plans are in the works for installing more logs as the first ones fill up behind them. We can slowly work our way uphill and let nature do the heavy work for us!



After

With every rainstorm, water was rushing down the old road downhill towards the bridge into Branch Brook and taking the sand and silt with it. But we noticed a fallen tree across the road that was collecting the sand behind it and actually rebuilding the road. The lightbulb

I've included before and after pictures of the work. It is rewarding to continually increase the health of the watershed, first by careful timber harvests which are creating healthier forests and now by slowing the continual downhill run of erosion. Maybe some hiking and biking trails can be developed in the future so that others can enjoy it as much as I do.

LOOKING BACK AT A BIG YEAR – CONTINUED FROM PAGE 1

As reported in our Winter 2014 issue of What's on Tap, regionalization of our local water utilities, although not imminent, is unavoidable. We are a founding member of the Southern Maine Regional Water Council (SMRWC), which very recently completed a regional water supply study. It evaluated an interconnected water supply system from Portland to Kittery where the Saco River and/or Sebago Lake may some day be used to supply water to all of southern coastal Maine. To find out more about this regional collaboration, go to www.smrwc.org.

This issue has lots of informative articles, with the prime theme relating to water quality, from the watershed (Pg. 6), through the water treatment process (Pg. 3), then to regulatory oversight (Pg. 5) and finally to the tap (Pg. 4). Also, in addition to Beneath the Surface on Pg. 2, we have an interesting article relating to the renovation of our historic business office.

As always, if you have any ideas on how we can add value to the service we provide or items you would like to see addressed in future newsletters, just let us know. We're only a letter, email, text, phone call or fax (yes, we still do that) away. And as of earlier this year, you can like us on Facebook and follow us on Twitter. By the way, I almost forgot: in person visits are always welcome too.



The Campaign to Reconsider Water Fluoridation members presented the Board of Trustees and Superintendent Norm Labbe with a plaque thanking them for their support. Pictured are (l to r) Chair Jan Hanson, Labbe, Jule Gerrish and Eunice Buck Sargent.

* * * * *

OUR MISSION IS TO PROVIDE THE HIGHEST QUALITY DRINKING WATER AND CUSTOMER SERVICE AT THE MOST REASONABLE PRICE

**Join us at the District's Open House
Saturday, May 6, 2017**

Displays - Balloons - Refreshments - Demonstrations



Don't forget about Charlie this winter
For his safety, please keep a clear path to your outside meter register after each snow storm. It was a tremendous help last year.

Kennebunk, Kennebunkport and Wells Water District
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BEST WISHES FOR A HAPPY AND HEALTHY NEW YEAR!



EMPLOYEE SPOTLIGHT -

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

This edition of Employee Spotlight shines on **Jerry Smith**. Jerry has worked for the District for over 25 years in various positions that include Filtration Plant Operator, Crewman and currently as Distribution Technician. Some of Jerry's responsibilities include inspecting, pressure testing and chlorinating new water mains and fire sprinkler lines. He continuously updates the records of new and private hydrants, 'as built' plans and the accuracy of valve cards. Throughout his years with the District, Jerry has excelled at applying his positive attitude to every task he's undertaken. His friendly approach to interacting with his coworkers, outside contractors and the general public has always reflected the values that allow us to successfully undertake our mission. It is a common occurrence to receive positive feedback from many people inside and outside our organization reflecting on the helpful manner in which Jerry goes about fulfilling his responsibilities. Jerry takes pride in sharing his experience with new employees and helps to develop their knowledge of District operations.

Thanks for your dedication and great attitude Jerry.

