It could be said that 2017 was just another year. It could also be said that 2017 was full of challenges, successes and to some degree, as of yet undetermined outcomes. For better or for worse, the latter is the truer statement. Although we did have a “regular” year, with near record water production, a healthy amount of main extensions and infrastructure replacement and success on several initiatives, we were once again challenged by things that we didn't expect. So is the genesis of the first item, as follows:

Our legacy of "better living through chemistry"

This is the short version of a much larger story. As you may have heard about over the past year, a growing number of both public and private groundwater supply sources have been contaminated by a family of man-made chemicals known as PFAS (polyfluoroalkyl substances). One recent local case involves Portsmouth New Hampshire’s groundwater supply that has been contaminated by PFAS used at the former Pease Air Force Base in fire suppression foam. These chemicals have been in widespread use for decades, in products ranging from Teflon to Scotchgard and from microwave popcorn bags to post-it pads. PFAS were the poster child for the cliché “better living through chemistry”. The problems with these chemicals are they don’t easily break down in the environment, they are very water-soluble and they are suspected of causing adverse health effects. Getting to our issue, a small amount of PFAS has been detected in one of our groundwater supplies. The source of the contamination is still being investigated. Even though this family of chemicals is not yet regulated by the US Environmental Protection Agency (USEPA), last year we decided to shut the well down after the USEPA set a voluntary Health Advisory of 70 PPT (parts per trillion – note that one part per trillion is one millionth of one part per million or 0.000000000001). The USEPA’s Health Advisory is based upon the assumption that a lifetime of exposure at or below that stated level will not cause adverse health effects. Being that our well’s water had less PFAS than that of the Health Advisory (averaging about 50 PPT) and that the well had been in service for less than five years, we are confident that the health of our customers has not been compromised in any way by the PFAS. Since last summer we have been conducting pilot tests to determine the best water treatment protocol for the removal of the PFAS. We are nearly at the point of planning to go full-scale with a treatment process that uses granulated activated carbon (GAC); not unlike what is used in typical residential faucet-mounted water filters. For a description of our water treatment strategy, see GAC Filtration 101 on Page 3. If this has gotten you wanting more information, the long version of this story is on our website at www.kkw.org.

Everything has a price

Yes, we are a non-profit organization; that doesn’t mean we are immune to cost increases and from surprises such as the one mentioned above. Rather than beat around the bush, yes, we’re planning a 6.6% across-the-board water rate increase to take effect this April, our first increase in three years. For more information on this, see Water Rate Update 2018 on Page 2. For an interesting article that describes our non-traditional way of keeping costs down for our customers, see Water Tanks on Page 4. Also related to the cost of doing business, on Page 4 is the return of Beneath the Surface, with a narrative explaining some of our operational challenges and an outline of our ongoing infrastructure replacement plans for 2018.

(Continued on Page 3)
The District has recently completed both its annual Operating Budget for Income and Expenses and its Capital Budget for 2018 using the process discussed in the Summer 2017 edition of What’s On Tap. Based on the outcome of that process, on December 28, 2017 our Board of Trustees has authorized an application to the Maine Public Utilities Commission (MPUC) to raise water and fire protection rates by 6.6%, beginning April 2, 2018. This will be the first rate increase in three years, with our prior one being a 3% increase in April of 2015. This increase is necessary to produce sufficient funds to satisfy the District’s on-going maintenance and infrastructure replacement needs. However, you should be aware that the District does not rely solely on water revenues to meet its obligations. For about 20 years now, the District has had several contracts with cell phone carriers and others who have located their equipment on some of the District’s water storage tanks (see Water Tanks on page 4). These contracts now provide about $350,000 or about 5% of the District’s total Operating Revenue. In addition, to this, our impact fee, the System Development Charge (SDC), provides an average of $250,000 per year in additional funds from new customers entering the system. Since its inception in 1987, the SDC has helped suppress water rate increases by generating over $6 million in funds that are specifically targeted toward offsetting the cost of water system upgrades due to customer growth. The District’s other recurring source of funds continues to be low-interest SRF loans (see SRF – Get on the Bondwagon in our Winter 2016 issue of What’s on Tap). As the red line on the graph below indicates, these low cost bonds have allowed our total debt service (principal and interest) to remain stable in recent years.

As you may know, one of our goals is to keep rate increases at or below inflationary levels. One of the District’s major maintenance needs is that its seven steel water storage tanks need periodic (about every 20 years) internal and external repainting, which is very expensive, ranging from about $200,000 to over $600,000 apiece. On average, the Water District engages in a tank repainting project every 3-4 years (continued on page 3).

Given today’s technology, it’s now possible to make bank deposits, pay bills and shop for the holidays without ever leaving the comfort of your home. Unfortunately our modern virtual world can be one of trickery and deception. Please be sure to always use extreme caution whenever sharing your personal or financial information over the phone. If ever the instance arises that we need to reach out with a courtesy call regarding an overdue bill, we will prompt you to visit the customer portal on our website. The customer portal is just that, a tool for you, the customer to view your account status and conveniently make payments. On the occasion you want us to process your payment for you, we will not save, store or share any information you provide to us. We strongly encourage you to manage your water accounts using your safe and secure customer portal and to utilize our paperless and automatic payment options. If you have any questions on how to get set up online, please call our office at 207.985.3385 and any of our front office staff will be happy to help you.

**AMI Meter Update**

Currently we have over 30% of our system updated with these new generation AMI radio meters. If you do not have one of these meters yet, please be on the lookout for a letter to arrive in the mail requesting an appointment to schedule a meter change out. We are working through our meter routes with the goal of completing each route before moving on to another area. Once you receive a letter, please contact our office to schedule an appointment. A meter installation takes about 30 to 45 minutes on average. Thank you for your cooperation as we work towards our goal of a system-wide update for all 13,800 metered accounts.
Water filtration is simply the process of running water through a porous barrier to remove unwanted substances. However, in most cases, the process is not really all that simple. Drinking water filters come in a wide range of types and configurations and are designed to remove specific impurities found in the water supply being treated. The most common type of municipal drinking water filtration uses granular media such as quartz sand to trap fine particles and suspended solids that are too large to pass through the media pore spaces. This method is used by the District to treat the Branch Brook surface water supply. Groundwater well supplies typically do not require conventional filtration since the sand/gravel aquifers provide “natural filtration” before the water is pumped from the ground.

Unfortunately, our filtration story is no longer that simple. During the process of required testing for new unregulated contaminants, one of the District’s well supplies was discovered to have trace amounts (about 50 parts per trillion) of two polyfluoroalkyl substances (PFAS), namely perfluorohexane sulfonic acid (PFOS) and perfluorooctanoic acid (PFOA). Since shutting the well down, the District has engaged in extensive research and consultation and determined that Granular Activated Carbon (GAC) filtration offers the most viable treatment option to remove PFOS and PFOA. We have several pilot studies currently underway to evaluate several different configurations of GAC. GAC is made from organic materials with high carbon content such as wood, coconut shells and bituminous coal. These materials are heated in the absence of oxygen to increase (activate) the surface area of the carbon. The large surface area makes GAC a highly effective adsorbent and unlike conventional filtration, allows GAC to remove dissolved organic contaminants like PFOS/PFOA by absorbing, or binding them onto the porous GAC particle surface.

The GAC filtration process being considered by the District would involve the use of several vessels containing a deep bed (8-10 feet) of GAC media that the water would continually pass through, removing the PFOS and PFOA. Unlike with sand filters, the GAC media becomes spent during the filtration process and will need to be replaced at least annually. The District hopes that the significant capital investment and increased operating costs to install GAC filtration is deemed worthwhile. Stay tuned as we continue to turn the page on this next chapter of water supply treatment.

**GAC FILTRATION 101—turning a New Page**

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

Water rate update 2018 (continued from Page 2)

which causes a good deal of volatility in the District’s Operating expenses and complicates the goal of rate setting. In an effort to stabilize this cost component, the District has elected to create a new Operating Fund called the Tank Maintenance Fund. This fund will be supported by an annual allocation of $150,000 from rates. Funds will only be withdrawn as the cyclical tank painting projects become necessary. The MPUC encourages such targeted funding mechanisms to help stabilize water rates.

**Our Mission, Quality and Cost (continued from Page 1)**

Another water quality success story

You may recall that in 2017 we changed our primary water disinfectant from free chlorine to chloramines. The results are in and they are good. For a full description of how this change worked out for us and for you, see Disinfection Change to Chloramines—The Follow-up on Page 6.

Our mission

In order to best accomplish our mission, quality and cost are our primary areas of focus. However, we can’t begin to accomplish our mission without our dedicated employees that are passionate about their vocation and have a “service above self” attitude. For some additional perspectives on this topic, see Then and Now — Adapting to Change on Page 5, our Employee Spotlight on Page 8 and last but not certainly not least, the personal perspectives of one of our retiring baby boomers in It’s a Wrap on Page 7.

As always, if you have any questions or any ideas as to how we can improve the value of our service to you, just let us know.
You pick up the paper or watch the news and you learn about the different utilities’ (i.e. water, gas, sewer and power) aging infrastructures needing much work, and most of this work is extremely expensive, ending up on the shoulders of the rate payers.

At the Water District we are no different; our infrastructure is also aging. But we strive to be extremely proactive and keep up with our infrastructures needs, such as our ongoing goal of replacing 1% of our water mains every year. Facility maintenance and a variety of upgrades, including water quality related improvements to our water filtration plant and groundwater supplies are also kept up to date.

One of our larger but less known expenses we have is maintaining our steel water storage tanks. A paint job on a steel water tank can cost upwards of a half million dollars. One of the ways that we've found to offset these costs is to rent space on our water tanks to cell phone carriers, municipalities and other utilities for their antennas. We’ve been doing that, in some cases, for over 20 years. These rentals currently generate over one third of a million dollars per year of additional income.

Recently we were contacted by a group of cell carriers currently on one of our tanks, indicating that they wanted to upgrade their equipment. After some investigation we realized that the additional equipment added to the tank would place a larger load on the structure than what was allowed by current design standards. More specifically, upon completion of an engineering review it was found that, in order for the water tank (which was built in 1927) to meet today's more stringent specifications (and given the additional loads brought on by the antenna equipment), additional “wind rods” (diagonal braces to steady the legs on an elevated tank) needed to be added. We explained to the cell carriers that the water tank would need the additional wind rods in order for us to allow the additional equipment to be installed. After some negotiation, they agreed to split the project’s estimated $300,000 cost between themselves, ending up with a water tank that they could upgrade their equipment on, at no added cost to the District. In addition to extending the life of our water tank, this will allow the cash generating cell contracts to extend well into the future. This is another win-win-win situation; for the cell carriers, the Water District and, by extension, our customers.

You might be thinking, “This Justin character doesn’t usually write Beneath the Surface.” Where is Don Gobeil?”. For that answer and more, flip to page 7. Over the years we have received many comments from customers praising the Beneath the Surface segment in our newsletter. This informative piece has been a customer favorite and I’ll do my best to keep it that way. I may not have the literary flow that Don has, but I’ll try to keep it just as informative.

Like Hubble’s theory of an ever-expanding universe, our customer base is continuously growing, which is unlike most other regions in the state. Typical Maine communities have remained relatively unchanged over the past few decades, with stable and predictable water demand, limited new residential/industrial growth and a service territory that is fairly condensed. However, the seven coastal communities we serve are quite different. The shape of our service territory is very unique. It’s long and narrow; over 20 miles long by 5 miles wide, with over 215 miles of water distribution mains. The annual population of our service territory is about 30,000, but explodes to about 100,000 during the summer tourist season. As a result, our system water demands change dramatically from 1.7 MGD (million gallons per day) during the winter months to around 7 MGD during the height of the tourist season, which requires that we utilize all five of our water sources. Having such dynamic and wide ranging water demands can be tough on aging infrastructure and stress both treatment operations and hydraulic conditions (i.e. maintaining sufficient system pressure). Although we are a proactive District and replace more obsolete water mains than most utilities in the State, we recognize that more could always be done to improve system reliability.

In response to needed improvements, we’ll be building two new booster pump stations and replacing 7,700’ of aging water mains in 2018. In the near future, we plan to construct our first new water storage tank since 2001, to provide additional storage capacity and allow the retirement of an 1895 storage tank (the oldest in-service water standpipe in Maine. As I mentioned earlier, we have a dynamic system which requires us to operate slightly different than a traditional water system. Because of our long service territory and relatively flat terrain we rely on 16 booster pump stations to maintain flow and pressure throughout the system. To meet the increased demand and fire flow needs in the Fletcher Street area of Kennebunk, we’ll be replacing the former West Kennebunk Booster Station with the new Fletcher Street Booster Pump Station in front of the high school.

Aside from this new booster pump station, we will also be putting a lot of pipe in the ground. To address our growing system needs, all of the water main replacements slated for 2018 will be upsized to provide more water for our current and future customers.

(continued on page 6)
The Water District was created in 1921 and had approximately 75 miles of water mains, about 3,000 services and 250 hydrants that it acquired from the York County Water Company. We then began expanding the District one piece of pipe and one service at a time. Over the next 20 years, most, if not all of this work was accomplished by hand or with shovels and pickaxes. Keep in mind everything put in the ground needed to be below the frost line, typically between four and five feet deep. It was a slow, methodical and laborious process and a tribute to the work ethic of the individuals involved.

By the ‘40s and ‘50s, the use of cable and clutch mechanical excavating equipment, along with a different type of pipe material known as transite, helped make the installation of new mains both faster and safer. Coming out of the metal rationing era of World War II, this concrete-based pipe was lighter to move, faster to install (using a rubber gasket collar to join two pieces), and easier to tap than the only prior option of cast iron. At this same time, radio communications between the trucks and the office were added, providing for quicker response times and more efficient work flow. No doubt the radios were one of those new tools that left our staff wondering how they ever did without them.

As we entered into the 1960s and 1970s the water industry was changing faster than ever, with new products, expanding regulations and the introduction of modern hydraulic excavating equipment. All of this allowed for faster installations and tighter tolerances. Products being introduced were cement lined ductile iron pipe (a stronger, less brittle form of cast iron pipe that was protected against internal corrosion), as well as PVC (a lighter non-reacting and non-corroding plastic material). For service lines, copper and plastic tubing were now commonplace and had the same outer diameter, allowing the use of new rubber-gasket compression-style fittings.

Enter the 1980s when much of our existing work force began their water works careers. The introduction of computer-based records and billing began taking the place of most hand written documentation. The introduction of “read out” meter boxes attached to the outside of homes and businesses allowed most of the meters to be read without having to enter the buildings. Radio communication became more important than ever, with the ever-increasing workload. The economic boom of the late 1980s saw many new developments in our service area, adding more mains and services to our infrastructure faster than ever before. All the while, we continued updating and replacing some of the older mains and services.

Coming into the new millennium our 42 employees (a number that hasn’t changed much over the past 20 years) have seen yet another set of changes. Metering is now in transition to full automation with radio read technology. Now iPads and GIS technology play a big role, allowing infrastructure maps and records to be at our finger tips while in the field. Radio communications are now a thing of the past, being replaced with cell phones, allowing quicker response times, as well as one on one conversation between customers and field representatives. Our construction equipment base has grown, allowing us more flexibility to keep up with distribution system maintenance and our ongoing main replacement program. Our water resources have also expanded with the use of several groundwater supply wells and interconnections with neighboring utilities, keeping supply greater than our demand (which now exceeds one billion gallons per year).

Currently we have just over 13,800 active metered services (3,200 of which are for seasonal customers), 729 public and 284 private hydrants being served by an impressive 215 miles of main, ranging in diameter from 2” to 20”.

In closing, as is the case with many great organizations, technologies, procedures and products may change with time along with increased and more complex responsibilities. The one factor that must remain a constant is a workforce that shows perseverance, demands quality, has great customer relations and the capacity to embrace change. All of these characteristics allow us to value our past while we plan for the future as we approach 100 years as your public water service provider.

**DID YOU KNOW?**

.... Like many water utilities, we measure your water consumption in cubic feet. To convert your usage into gallons simply multiply it by 7.48 (i.e., 100 cubic feet x 7.48 = 748 gallons)

.... A continuous leak from an opening 1/16" in diameter would, over a three-month period, waste about 10,000 cubic feet of water (74,800 gallons) or up to $900.00!
As I reported in the article *Water Treatment Changes are Coming* in last winter’s edition of *What’s on Tap*, last year we made a change in our water treatment regimen. In order to make our water compatible with that of our neighboring, interconnected water utilities, we changed our primary water disinfectant from free chlorine to chloramines. We made the change on April 17, 2017, which coincided with the start of our spring flushing program. The change to chloramines also triggered a US Environmental Protection Agency (USEPA) protocol to start expanded testing, in order to verify that our corrosion control program was not being adversely affected. We were also asked by the State Drinking Water Program to take daily alkalinity measurements for both finished (treated) and raw water samples, along with keeping track of specific carbonate and phosphate levels, as those are important corrosion control parameters.

Due to past success with our corrosion control treatment practices, we had qualified for a reduced monitoring status for lead and copper testing (30 test sites every 3 years). However, as part of the USEPA protocol related to the change in disinfection regimen, we were required to expand testing to 60 site locations; doubling the number of test sites for the first round of testing in 2017. In addition, another 60 samples will be taken again in the spring of 2018.

According to the USEPA protocol (see the Lead and Copper Rule at [https://www.epa.gov/dwreginfo/lead-and-copper-rule](https://www.epa.gov/dwreginfo/lead-and-copper-rule)) up to 10% of the test site results can exceed the current ‘action level’ of 15 ppb (parts per billion) of lead and 1.3 ppm (parts per million) for copper levels. Our goal is to have all of the test results well below these action levels and also below the proposed levels of 5 ppb for lead and 0.65 ppm for copper. In addition to knowing that we are doing a great job at controlling corrosion of our customers’ internal private plumbing, keeping test results below the new proposed action levels of 5 ppb for lead and 0.65 ppm for copper during these two test periods, we will once again qualify for reduced monitoring (30 sites every 3 years).

We have had several positive outcomes resulting from our change to chloramines. Our initial set of 60 test results for lead and copper testing were the lowest levels ever recorded; in fact nearly all of them were “non-detects” (meaning no lead or copper was detected). In addition, our 3rd and 4th quarter disinfection byproduct test results were about half of the already low levels recorded in the past. Finally, the most noticeable outcome is that customer calls relating to a chlorine taste or odor to the water are now nonexistent!

I hope you agree that our change to chloramines has been a complete success. If you have any questions, feel free to call (985-2362) or email me (bsnyder@kkw.org).

**Beneath the Surface (continued from page 4)**

As of now the list of water main projects for 2018 are as follows:

- Wildes District Road, Kennebunkport - This will be the first of a two-phase project and will be done in advance of the Town’s roadway reconstruction and drainage project. The first phase will replace 1,300 feet of obsolete 8” pipe with 12” PVC pipe from Land’s End Road to near Rose Leith Lane.
- North Street, Kennebunkport - In conjunction with the Town’s roadway reconstruction project, 2,000 feet of obsolete 6” cast iron pipe will be replaced with 12” ductile iron pipe.
- West Street, Kennebunkport - Prior to the Town’s shim and overlay project we’ll be replacing 480 feet of obsolete 6” cast iron pipe with 8” HDPE (high density polyethylene) pipe via the pipe bursting method.
- Oak Street, Kennebunkport - In conjunction with the Town’s shim and overlay project, 900 feet of obsolete 6” cast iron and AC pipe will be replaced with 8” HDPE pipe via the pipe bursting method.
- Storer Street, Kennebunk - From near Garden Street to Mechanic Street 1,000 feet of obsolete 10” cast iron pipe will be replaced with 12” PVC pipe. This project will be done in conjunction with projects by the Kennebunk Sewer District and the Town of Kennebunk.
- Lands End Road, Kennebunkport - From Wildes District Road to the end of the main, 600 feet of obsolete 2” galvanized seasonal main will be replaced with 3” HDPE pipe.
- Harbor Drive, Kennebunkport - From Lands End Road to the end of the main, 1,100 feet of obsolete 2” galvanized seasonal main will be replaced with 2” HDPE pipe.
- Near Brooks Road, Kennebunkport - From Lands End Road to the end of main, 300’ of obsolete 1” galvanized seasonal main will be replaced with 2” HDPE pipe.

If you are a resident or customer located on any of the streets listed above, you can expect to receive additional communication from us regarding the projects. As always, if you have any questions or concerns please don’t hesitate to contact us by phone, email or with a visit to the office.
By the time this edition of What’s On Tap has landed in your inbox, I will be the former Technical Services Manager here at KKW. No records are kept on this that I’m aware of, but I believe I’m the first on-the-way out employee asked to provide content for the What’s On Tap newsletter. I’m here because it was suggested to me that it would be my last opportunity to make amends for some of the less than stellar submissions that are part of my newsletter portfolio. But the REAL reason for one more go of it is that the Editor assured me that I could choose whatever topic I wished to write about, that I was free from the Beneath The Surface format, which deals largely with all things construction related.

So where do I go with this expressive freedom? I’ll begin with random thoughts and observations about my 39-years of continuous employment with this organization; how I’ve enjoyed every minute of my time here and valued and appreciated my interactions with the many coworkers and ‘clients’ who I have spent so much time with over the years. While certainly true, the flip side is that personal exchanges never turn out to be exclusively positive and enriching. When a good deal of time is spent associating with many people representing the entire spectrum of human nature and from every walk of life, it is inevitable that some of these contacts are difficult and troublesome. From the top of the organization to the bottom, I have always been impressed about how well our staff has responded to unprofessional and unreasonable people. It is always uncalled for and disrespectful to the person who answers the phone or shows up on a service call. I have had my share of having scheduled meetings where I secretly hoped the other party didn’t show up, simply because I knew that it would be testy and unproductive.

Most everyone else here has experienced the same. But simply because I knew that it would be testy and unproductive people. It is always uncalled for and disrespectful to the person who answers the phone or shows up on a service call. I have had my share of having scheduled meetings where I secretly hoped the other party didn’t show up, simply because I knew that it would be testy and unproductive. Most everyone else here has experienced the same. But this is life, and growth and satisfaction can be realized from both positive and negative experiences.

Surprisingly, I find that I’m thinking of the little things around me as I cross the finish line. From now on, I can no longer say to my wife that I’d love to stay an extra day at the in-laws, but I have to work tomorrow, so we need to go. But I’ll be free from having to praise coworkers for holiday season Swedish meatballs and guacamole dip that I always felt languished on the office kitchen counter longer that I would have preferred. The curtain less bathroom window facing the bank next door will no longer concern me (or my vanity). Nor will I need to troubleshoot the Conference Room projector connection failures for hapless civic groups using our facilities. Overused phrases that I hear repeatedly like ‘okay dokey’, ‘devil’s advocate’, ‘paradigm shift’ and ‘back when I was in Augusta’, among others will eventually fade from my consciousness.

I will miss (OK – not really) the way-way too many lunches comprised of convenience store sandwiches that may or may not have been made in the same week as when they were consumed. I will miss the experience of getting goose bumps from ‘listening’ to the resident ghost who I’m convinced resides in the attic, and kept me company on many long evenings working alone. I’ll probably never see the inside of a water tank again, and forever second guess myself for always being too chicken to climb to the top of one to take in the view. I am the last person to have regularly used our classic 75 year old surveyors transit, complete with real spider web crosshairs encased within the glass viewing retina; or know how to tie a ‘proper’ plumb bob knot, or turn a 90 degree angle using a right-angle prism. I learned drafting using bottled India ink in a diamond tip pen on specially coated Mylar film, and finished using sophisticated computer applications outputting to room size plotters. I’ll miss solving perplexing problems at the local watering hole, marveling every time how a Happy Hour can sometimes provide clarity not normally found back at the office.

One always wishes that closing out a career would include a list of major accomplishments or feeling a sense of accomplishment that a discernable positive impact has been made on the organization. I’m too close to it to pass judgment on all that ‘big picture’ stuff. I’m now pondering how long it will be before I can drive by 92 Main Street without experiencing a severe nostalgic reaction. Finally, I’ve been accused over the years of having a self-deprecating personality, where I never think I give as much as I receive. In closing out my time here at KKW, I know that whatever impact I may have had here is eclipsed by everything that the organization has provided me.

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**Some tips and suggestions to prevent freezing**

- Eliminate drafts in crawl spaces. Insulate pipes and the water meter if they are located in an unheated area.
- Repair broken and cracked windows and doors; tightly close exterior windows and doors.
- Be sure to keep fuel levels adequate; don’t turn your heat down too low if there is a danger of a deep freeze.
- Check where your meter and pipes are installed, keeping in mind that it is colder near floors and foundation walls.
- If pipes or the 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.
To fill the voids created by recent retirements and promotions, we’ve added some new faces to the Water District’s team. This Employee Spotlight shines brightly on Alfred Daigle, Paul Dolewa, Tyler Doyon and Abraham Damuth (left to right in photo). The Four Ds have brought a wealth of experience with them; from automotive technology and heavy equipment operation to mechanical, electrical and customer field service.

Alfred has become part of the highly skilled and dedicated professionals at the Water Filtration Plant. As an Operator, he has demonstrated an aptitude in learning all the many intricacies involved with producing and supplying high quality drinking water for our nearly 14,000 customers.

Paul, Tyler and Abraham are coworkers in the Distribution and Customer Service departments and have made significant contributions since coming on board. Their primary duties have been focused on upgrading customers’ water meters as part of the Water District’s Automated Meter Infrastructure (AMI) program. Their outstanding customer service skills have been impressive and noticed by many customers who have extended compliments related to their positive experiences during the meter changeovers.

These newest team members have all demonstrated the skills, attitude and work ethic that contribute to the Water District’s reputation of providing high quality service and positive interaction with our customers. We wish them all a fulfilling career at the best water utility in Maine.