

What's on Tap Winter 2019

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Another Big Year Behind Us in the Never Ending Continuum

Norm Labbe, Superintendent (nlabbe@kkw.org)

Yes, the title is a bit curious, but if you read the complete newsletter it should all make sense. Another challenging year has indeed come and gone, with several retirements and the subsequent hiring of new staff, overcoming a complex source water issue and providing outstanding service in a healthy economy.

Although the retirement of several Baby Boomers has been written about in prior issues, I can't overstate the impact of this on an industry that depends so heavily upon institutional knowledge and the value that long-term career-oriented employees bring to us. In the past 12 months we have lost four long-term employees to retirement, which equates to 10% of our staff and over 145 years of combined experience and institutional knowledge. For a bit more of this ongoing trend, see *Changing Gears* on Pg. 4 and *Employee Spotlight* Pg. 8.

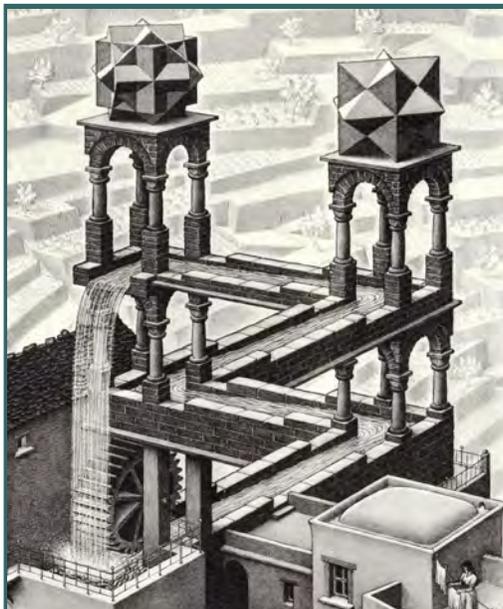
As previously reported in prior issues of *What's on Tap* and also on our website, www.kkw.org, we have been proactively taking on the issue of PFAS (per and polyfluoroalkyl substances) contamination in our newest groundwater supply. Our full-scale, one million gallon per day pilot project has proven to be successful and we are gearing up for the installation of a permanent facility later this year. For more on this, see *GAC Filtration 301* on Pg. 3; the third chapter on the technical aspects of our PFAS saga.

Source water challenges are not limited to quality. We also need an ample supply of water for emergencies, peak summer demands and for customer growth, which has increased by 75% over the past 35 years (see inset on Pg. 4). Even though

our distribution system is strategically connected to our two neighboring water utilities, from a cost perspective we should be self-sufficient for normal operations and only purchase water on an as-needed basis. As a result, we are moving ahead with an innovative pilot study to optimize our Branch Brook supply. If successful, this treatment process will ultimately be less costly than the one we have been using with Branch Brook water for over 100 years. For more on this, see *Beneath The Surface* on Pg. 2. Also, though it may appear in conflict with the prior concept of water independence, we are working on a new water sharing initiative with our neighboring water utilities that makes great sense. See *Sharing Water - Another Win-Win* on Pg. 5.

Once again relating to the theme of source water, we are beginning a new collaborative relationship with local and regional land conservation groups and other stakeholders. We want to assure that Branch Brook's water quality is permanently protected while enhancing low impact public access to the lands in and around the watershed. For more on this, see *A Partnership for the Future* on Pg. 6.

As exciting as these initiatives may be (at least to us), on a day-to-day basis we still have to deal with the cards we have been



This work by M.C. Escher exemplifies the theme of this issue

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BENEATH THE SURFACE – MORE THAN MEETS THE EYE

Jamie Paschal, District Engineer (jpaschal@kkw.org)

Here at KK&W we're often faced with unique challenges. Since joining the team one year ago, I've been impressed with how we are able to find creative ways to meet them. One of our ongoing challenges right now is to find a way to better align water supply and demand. KK&W produces an average 1 to 1.1 billion gallons of water per year (BGY), and the Branch Brook watershed receives 11 to 14 BGY. You may ask, so what's the issue? The challenge is that rain tends to come mostly at times when we don't need it. More specifically, even though our 1.1 BGY water demand mathematically averages at about 3 million gallons per day (MGD), our actual water demands vary from about 1.5 MGD in the winter to over 6.5 MGD in the summer; which typically coincides with our driest season.

We have developed groundwater well sites in Wells and Kennebunk, and these have been a huge help, but our primary source of water will still continue to be Branch Brook. While we are blessed to have this good source of water, we are limited by when Mother Nature provides precipitation; which is usually not in the summer when our customers' water demands are at their peak. There is also the option to buy water from our neighboring water utilities but this comes with added cost.

As a result, we have been exploring an option that is somewhat unique to our area, but commonly used in more arid parts of the world – a technique called *artificial recharge* (or AR for short). AR is a process by which excess surface water is withdrawn and redirected into the ground to replenish an aquifer. Essentially it is a method of storing additional water in the ground to use later when customer demand exceeds supply. An added benefit is that by percolating water through the ground we get to take advantage of the natural filtration processes that occur as water moves through soil. This natural form of water treatment saves money by eliminating the chemicals that would otherwise be needed to "conventionally" treat Branch Brook water with our Filtration Plant.

We explored AR several years ago with a very small scale pilot study and were encouraged by the results. However the project was temporarily sidelined as we focused on the development of the Kennebunk River Well. The recent dry summers reminded us of why we started the AR study in the first place. So for 2019 we have budgeted funds to perform a full-scale (about ½ MGD) AR pilot test to move excess water from Branch Brook into a shallow reservoir located on our land. The water will then make its way into the aquifer, "recharging" it the same way rain does, but at a controlled pace. Look for

an update on this interesting project in future issues of *What's On Tap*.

Construction Plans for 2019

Our nation's infrastructure is aging and beginning to fail. Many water utilities in this country are struggling to keep up with their aging infrastructure, but thankfully KK&W is not one of them. As a result, we put a lot of effort into planning and budgeting for the systematic replacement of our water mains.

As compared to other water utilities, we are very progressive in our replacement efforts, having averaged an annual replacement rate of 0.87% over the past 25 years. 2019's replacement program has us targeting the removal and replacement of approximately 8,750 feet of obsolete water main, or 0.76% of the total system. This is just a bit lower than average because funds are being allocated for a few other very large, high priority projects including a tank repainting, an equipment storage building and a groundwater treatment facility.

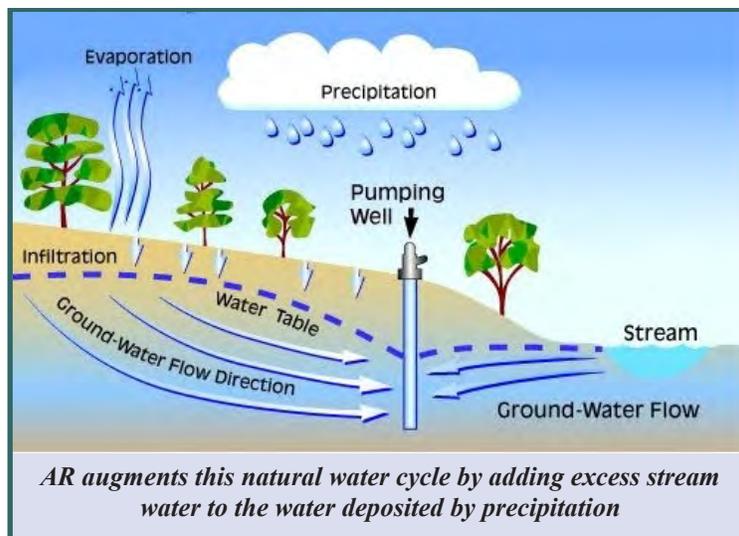
This year, nearly all our water main replacements will be in the Town of Kennebunkport as we strive to take advantage of cost savings by "piggy-backing" on other construction activity in the towns we serve. Among the water main replacement projects planned for 2019 are:

- Wildes District Road and Maine Street: This is the second and final phase of a water main replacement project started in 2018. It involves the replacement of 4,900' of 8" cast iron pipe with 12" PVC pipe from Greene Street to Turbats Creek Road. It will be done by the District's crew in conjunction with the Town's roadway reclamation and drainage project.

In addition to the year-round mains being replaced, several seasonal mains in Kennebunkport will also be replaced by the District's crew, including:

- Prescott Drive: Replacement of 1,650' of 2" galvanized seasonal pipe with 3" HDPE pipe.
- Skyline Drive: Replacement of 1,000' of 2" galvanized seasonal pipe with 3" HDPE pipe.
- Marshview Drive & Circle: Replacement of 700' of 2" galvanized seasonal pipe with 3" HDPE pipe.

Residents and customers living on these streets can expect further communication from us as we get closer to construction season. In the meantime, feel free to contact us or stop by the office if you have any questions.





GAC FILTRATION 301— WE HAVE AN ENDGAME!

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

The initial article, titled *GAC Filtration 101—Turning a New Page*, was presented in our Winter 2018 edition of *What's On Tap*, to introduce the reader to Granular Activated Carbon (GAC) filtration and how the District was hopeful that this filtration media would successfully remove the trace amounts of PFOS (Perfluorooctane Sulfonate) and PFOA (Perfluorooctanoic Acid) found in its Kennebunk River Well (KRW) water supply. The second article, titled *GAC Filtration 201 - Beginning of the End Game?*, was presented in our Summer 2018 edition of *What's On Tap* and summarized past actions, provided an update regarding the success of our small scale pilot for removing PFOS and PFOA and outlined our plans to begin a full scale (700 gallon per minute) GAC pilot test in June of 2018.

Where we were then: To recap, PFOS and PFOA are synthetic man-made organic compounds that easily dissolve in water and are considered to pose a “perceived, potential or real threat to human health” according to the U.S. Environmental Protection Agency (EPA). Although no regulatory compliance standards have been established for these contaminants, in 2016 the EPA issued a revised Lifetime Health Advisory (LHA) of 70 parts per trillion (PPT) of total PFOS and PFAS, significantly reducing the provisional LHA of 600 PPT established in 2009. The new LHA means that a lifetime of exposure to drinking water containing 70 PPT or less of PFOS and PFOA is not anticipated to cause adverse health effects. Although the trace levels of PFOS and PFOA the District is dealing with are below the 70 PPT LHA, in early 2017 the District elected to shut down the KRW out of an abundance of caution in light of the health related research that is currently underway. While the KRW was offline, the District partnered with Evoqua Water Technologies to perform a small scale pilot study to evaluate the effectiveness of five different GAC products (from various suppliers) in removing PFOS and PFOA from the KRW water. Following months of evaluation and testing, it was determined that Evoqua’s 1230CX coconut shell based carbon was the most effective GAC of the test group. By extrapolating the data, it was estimated that running a 700 GPM full scale GAC pres-

sure filtration system with the 1230CX would allow the District to meet its annual KWR production goal of 250 MG before the GAC media would need to be regenerated.

Where we are now: In summary and to minimize any further suspense, we are pleased to report that it looks like we finally have an endgame, as the 700 GPM full scale GAC pilot test has performed very well over the seven months since first going on line June 8th. The fully loaded 270,000 pound filtration system, consisting of three large 12’ diameter pressure vessels (one for pre-filtration with sand to remove trace amounts of iron and two for the GAC) has filtered (as of February 11th) over 234 MG of KRW water. Based on extrapolation, we anticipate meeting our annual KRW production goal of 250 MG with the maximum PFAS level being less than half of our self-imposed allowable limit of 20 PPT. This self-imposed limit was adopted by using the strictest regional state standards that are currently in place (Vermont has established a limit of 20 PPT for any combination of PFOA and PFOS).



Chief Operator Greg Pargellis as he takes samples from the pilot filters

On a related note, in order to continue running the pilot during the winter, the District has recently enclosed the filtration system components with a large temporary shelter (see inset).

In anticipation of successfully completing the pilot study, we have begun designing the permanent facility that will house the filtration equipment. Construction should begin by late spring.

At this point, you’re hopefully as happy as we are that a viable treatment option to “save” the KRW has been found but you might be thinking “*what financial impact will this have on my water bill?*” Although preliminary, when considering total operating costs and debt service, we expect that a rate increase in the vicinity of 2 to 2.5% will be needed to enable this essential, high volume, high quality water supply source to continue to serve District customers with safe and reliable drinking water.

ANOTHER BIG YEAR BEHIND US

(CONTINUED FROM PAGE 1)

dealt and with the reality of keeping things running smoothly while accomplishing our mission. For example, a significant shift in peak season water usage patterns needed to be addressed, which drove us to enhancing an already unique pumping arrangement, which is described in *What? Changing Customer Trends. No Problem!* on Pg. 5. And while we deal with change, we are constantly looking for opportunities to improve service to those that have entrusted us to provide them with a safe water supply; not only for domestic, commercial and industrial use, but also for fire suppression. For an

example of rethinking a process that has been repeated for many decades, see *Hydrant Flushing 2.0* on Pg. 7.

As usual, we have a very busy construction season planned for 2019, as can be seen in *Beneath the Surface* on Pg. 2. And as with all of our newsletters, we have sprinkled in a few tidbits of information about our awesome employees and our great customers.

As always, if you have any questions or any ideas as to how we can improve the value of our service to you, please let us know.



CHANGING GEARS

Norm Labbe, Superintendent (nlabbe@kkw.org)

After 35 years at the District, this Baby Boomer will soon be retiring. This is my last article in our great little newsletter, so please excuse this circuitous monologue as I exercise a bit of expressive freedom.

We all want to feel significant and to varying degrees all want to be loved, appreciated and to feel like we have made a difference in the world. But as with many things, there is a yin and yang duality; the “good” and the “bad” at odds, but intermingled. That’s probably why we humans seem to need some sort of religion, philosophy or political ideals to follow. Without them, we’d all be living in an “all about me” world. Actually, that sounds all **too** familiar these days...

Philosophy also often plays a role in the business world. There are many theories and practices out there such as Dale Carnegie’s interpersonal skills and Stephen Covey’s principle-centered leadership traits if one wants to enhance their chances of success. One concept that has had special meaning to me in my role at this fine organization is that of “mission above self”. It strikes a nice balance against the human tendency of “self” wanting to be the top priority.

So what does this have to do with *Changing Gears*? Don’t worry; we’ll get there. I have always strived, with varying degrees of success, to put mission first. It certainly didn’t start out that way. For example, when my classmates and I graduated from Biddeford High School, Alice Cooper had just come out with the song “School’s Out”. At that self-absorbed age, we all felt that the song was written for us, the glorious Class of 1972. After all, we were at the center of our universe, weren’t we? Then we charged out into the world, looking for conquests and successes to feed our frail egos. But as time went by (and go by it did) we eventually realized that there was more to life than feeding the self and that true happiness came from focusing outward from oneself, helping others and

reaching out to the great, wonderful world around us.

With persistence, age and time, the District has strived to stay true to the concept of *Mission Above Self* by consistently focusing on serving our customers as our number one priority. Yes, we’ve had challenges, but have also had many wonderful successes (for our customers) that other utilities could only dream of. And in the end, without consciously trying, by serving others instead of ourselves, we had lots of fun, made life-long friends and created many moments of true happiness along the way.

The concept of retiring is bittersweet. It feels like I’m leaving my family; soon to become insignificant. I’m really going to miss them. Oops, some of that self is coming through again! When looking at the bigger picture however, all I’ve been is a gear in the KK&W “mission machine”, nearing the end of its useful life. It will be replaced by another gear, which will likely be newer and run more smoothly (and probably a bit differently) than the old gear. Then years later the cycle will repeat.

In closing, I will truly miss the great people here at the District and the daily interactions that have been such a huge part of my life. I thank all of them for their friendship, dedication and hard work; without which, accomplishing our mission would have been impossible. I hope their sense of professional and personal happiness continues to grow as it has over these decades. I have always appreciated our consistently supportive and dedicated Board of Trustees, which have truly enabled us all to do our best. I sincerely thank them and you, our customers, for allowing me to be a significant part of something larger than myself. My genuine hope is that I have left things better than before for those who follow in my footsteps and in particular for you, our customers. It’s been a great ride. Stay happy and healthy, my friends!

Our Mission is to provide the highest quality drinking water and customer service at the lowest reasonable price

	1983	2018	Increase
Employees	36	42	17%
Customers (meters)	7,973	13,927	75%
Consumer Price Index Increase	-	-	148%
Avg. Qtrly. Res. Bill (1,634CF)	\$48.69	\$69.83	43%
Revenues (\$million)	2.6	7.5	188%
Annual production (MG)	744.4	1,068	44%
Peak day production (MG)	4.5	7.0	56%
Sources of supply (MGD)	5.5	10.0	82%
Water storage (MG)	3.6	7.6	111%
Public water main (miles)	180	217	19%
Hydrants (public)	554	735	32%
Hydrants (private)	52	291	447%



SHARING WATER – ANOTHER WIN-WIN

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

It's always nice to know someone nearby has your back in case of an emergency. Our Water District, the Maine Water Company (MWC) and the York Water District (YWD) have that type of inter-utility cooperation. The three systems have interconnections, each capable of providing a supplemental water supply in times of need. Having a ready supply of extra water for dealing with unexpected events like equipment failures, main breaks or emergency demands is a big relief to any water utility. Maintaining water quality and adequate pressures is the highest priority for all of us, so these interconnections are important tools. We are fortunate to have two interconnections with MWC, one along Route 1 in Arundel and the second near our Biddeford Pool water tank along Route 9, east of the University of New England (UNE).

Recently we have been working with MWC on the expansion of our history of seasonally sharing water. More specifically, during our cold weather season, the population of our coastal service area (Granite Point, Fortunes Rocks Beach and Biddeford Pool) drops drastically, along with water usage. To keep the water fresh in order to maintain high water quality, at times we have had to waste water, a term we call “blowing off



The soon-to-be modified piping at the Biddeford Pool interconnection

water”, in the Biddeford Pool area. Within that same seasonal time frame MWC is occasionally challenged to cover peak water demands from the growing UNE campus, just up the street from our interconnection.

The plan would allow us to send water to MWC through the Biddeford Pool interconnection near UNE during the low water demand season in Biddeford Pool and high water demand at UNE. Conversely, during our peak demand summer season, MWC could send water our way via our Route 1 Arundel interconnection. There are several benefits to this plan. First and foremost, both systems maintain their focus on high quality water delivered to you. In addition, both water systems become more efficient, reducing the wasteful practice of blowing off water which reduces chemical and electricity use, saving money and resources.

Since originally drafting this article, we have begun a similar dialogue with the York Water District, with plans of formalizing this new arrangement within a few months.

How often does a true win-win situation come around? Not often enough, but we'll keep looking for them!



WHAT? CHANGING CUSTOMER TRENDS? No PROBLEM!

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

We've all heard the saying, “life is what happens when you're busy making plans”. The same thing happens here at the KK&W Water District. While we try to carefully plan out future improvements to keep our filtration, pumping, storage and distribution systems up-to-date, things can happen that are not easily forecasted, such as how hot and dry the summer will be, how much future development will occur, how many tourists will come and vacation in our communities or how will increased irrigation affect us.

One of those questions has recently surprised us. The increase in irrigation systems has put an unusual twist in maintaining normal water pressure to our customers during the early morning hours when our Branch Brook Filtration Plant isn't operating. When I first started here 30+ years ago, you could set your watch to 5:05 in the morning by simply watching the pressure gauge at our Filtration Plant drop 10 pounds as people got out of bed and got ready for the day. However today with automated irrigation systems, this water demand usually occurs at 3:00AM sharp on Sundays, Mondays, Wednesdays, and Fridays. System pressure can drop as much as 25 pounds in less than a couple minutes when all of these timed systems activate. Interestingly enough, if it has rained

within the previous day, this demand may not occur. So for our Operators, judging how much water to pump can be a real challenge.

To address this situation, we've added larger pumps with variable output capabilities at several of our storage tank sites. For example, our West Kennebunk tank previously had the capability of pumping approximately 300 gallons a minute (gpm) into the distribution system. Now with the upgraded pumping capability we have there, we can pump 1,000 gpm. These new pumps are tied directly into our computerized SCADA system that can automatically judge how much extra water we need to pump into the core system to maintain normal pressure at our customers' taps. There have also been automated systems set up at our utility interconnections which enables us to automatically bring water into the system should we need extra pressure while the Filtration Plant is off line.

This is just another example of how we try our best to keep to our mission statement, which is to provide the highest quality of water and customer service at the lowest reasonable cost.

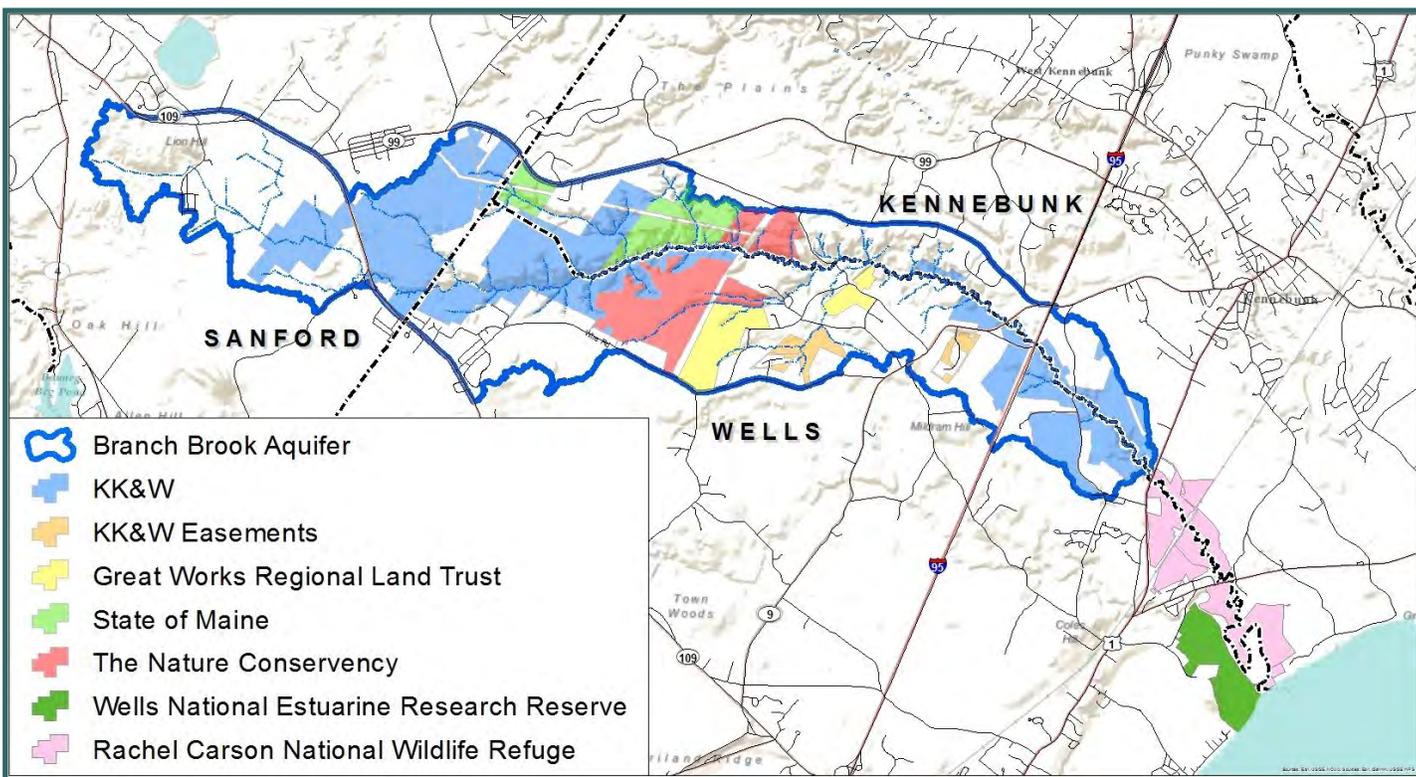


A PARTNERSHIP FOR THE FUTURE

Justin Richardson, GIS and Asset Management Coordinator (jrichardson@kkw.org)

The District is fortunate to have several high-quality drinking water supply sources. The most important of these sources is Branch Brook, our primary source since 1895, which currently provides nearly two-thirds of our drinking water. This spring-fed brook is carved into a glacial outwash of sand and gravel and extends approximately eight miles, from Sanford to the Atlantic Ocean; passing by our Filtration Plant on Route 1 in Kennebunk. Because we plan to continue using Branch Brook as our primary water source, it is in our best interest to continue our longstanding stewardship of the watershed by proactively managing our currently owned land and by protecting more watershed land when the opportunity arises.

Interest in protecting natural resources in this region presents a great opportunity for collaboration. As a result, with the full approval and concurrence of our Board of Trustees, we have begun informally meeting with these stakeholders, with the goal of creating a collaborative organization. Along with the more obvious benefits of enhanced communication and cooperation such as shared expertise and assets, this partnership could leverage additional financial resources to help us better manage currently protected land and help protect more land in the future. In addition to providing source water protection, this could help to create a continuous natural corridor along this unique environment for future generations to enjoy, stretching from Sanford to the Atlantic Ocean at the Rachel



Of the 7,440 acres of Branch Brook watershed land, approximately 3,400 acres, or 46% are managed to protect water quality and sensitive ecosystems. Due to the unique geology, flora and fauna of the Branch Brook watershed, there are several other entities who also own some of this protected land (see inset). Having multiple entities who share a common

Carson preserve. If you would like to learn more about our ongoing collaboration, public access or about the unique flora and fauna of the Branch Brook watershed, please don't hesitate to contact me or swing by the office.

DID YOU KNOW – the District remains in good S.H.A.P.E. To be more precise, the Maine Department of Labor recently renewed our S.H.A.P.E. (Safety & Health Award for Public Employers) certification for the fourth consecutive time since first awarded in 2009. The District is extremely proud of its safety record, worker safety and health programs,

and is grateful for the formal recognition as a S.H.A.P.E. certified employer. We also enjoy the financial benefits associated with maintaining a safe workplace as our Experience Modification Factor (EMF) of 0.60 (the industry average is 1.0) reduces our workers compensation insurance premiums by 40%, saving the District around **\$25,000** each year.



HYDRANT FLUSHING 2.0

Keith Archibald, Distribution Manager

As some of you know, the Water District has faithfully flushed its distribution system twice a year; in the spring before our busy summer season and in the fall, in preparation for winter. As a District who prides itself on “delivering the highest quality water at the lowest reasonable cost”, this has historically been our practice to help ensure our motto stands true. In order to do that we systematically flush fire hydrants throughout the distribution system at a high flow rate to achieve “scouring velocity”, which removes any sediment and fine particles that may be present.

We typically select certain hydrants (about 70% of them) to flush, in a particular order, to help us sequentially move fresh water from the Filtration Plant and groundwater sources to the outermost points of the system. However, as our customers’ water demand has collectively grown (to over one billion gallons annually) along with our aggressive replacement of old water mains and with our enhanced water treatment processes, we have seen less of a need to flush during the fall, following a peak-flow summer season.

As I mentioned previously, we only select certain hydrants for flushing. We also check them for their operational condition. If there is any problem during the use of a hydrant, it is documented and corrected or replaced as soon as possible. Granted, we do visit every hydrant before and during winter to assure the hydrant barrel is dry and ready for use during the winter months, but what about the operational condition of the other 30% of the hydrants that we don’t flush?

For the above reasons, this past fall we decided to expand our flushing and maintenance program to include all hydrants, both ours (public) and others (private). You may not know this, but we do not “own” all of the hydrants within our service territory, as about a one-third of them are privately owned, usually located in condominium complexes, private roads and business parks. This past fall, instead of performing a typical “scouring velocity” fall flushing, our new procedure included, in addition to a minimal low volume flush to clear up the hydrant feed line, a visual inspection, hydrant operation and a pressure test of every hydrant. The pressure test is performed by tightening all the caps on the hydrant and turning it on. Once the hydrant is up to system pressure we will know if the hydrant has any leaks around the gaskets, caps, nozzles and flanges. Fortunately, after checking all 1,000+-plus public and private hydrants, we found only four of them needed any work to make them fully operational and reliable.

As mentioned earlier, this year we also included all of the private hydrants as a courtesy check for safe operations. We are considering continuing this courtesy, especially if coordination with private hydrant owners continues to be successful.

So, next fall when you notice our field representatives working on hydrants, you can rest assured that all of the hydrants throughout the District have been fully checked and will be in good working condition. This new “fall flushing 2.0” concept is just another way we strive to make our system stand out as the best water utility in Maine. Have a safe winter!



We want to extend a big THANK YOU to Carolyn Broad of Kennebunk for shoveling out the hydrant in her neighborhood for over 10 years, keeping it accessible in case of an emergency. Please contact our office if you too would like to “adopt a hydrant”.



CUSTOMER CORNER –NEW FACES IN NEW SPACES

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

As many of you know, in recent years we completed a major remodeling job to update our business office. Change is inevitable and this past year was no different. The year 2018 was marked by the retirement of two key office staff with close to 60 years of combined service to KKW. Brenda Hamilton and Cheryl Kerrick both decided it was time to enjoy well-deserved time off with their respective families and friends. We wish them well and truly hope the years ahead bring them much happiness and relaxation.

As a result we now have two new faces. **Jennifer Bridges** (on left) started with us

in mid-August and comes from the insurance field. She will handle our annual accounts in the Kennebunkport and Biddeford Pool area as well as handling various other duties. **Grace Jerauld** began at KKW in early September and her background is in the hospitality business. She will be managing the annual Wells and Ogunquit accounts. The learning curve for both of these women has been quick with some fresh and innovative ideas emerging. They have exemplary customer service skills and are happy to help you when you call or stop in. We look forward to many more years of having them on our team.



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MARK YOUR CALENDARMAY 4, 2019

The Water District will be celebrating Drinking Water Week by hosting an Open House at our 92 Main Street Office complex in conjunction with the Town's May Day festivities.



EMPLOYEE SPOTLIGHT— ANOTHER GEM HAS LEFT US

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

Mike Buzulchuck, who has been a dedicated staff member of the Water District for over 47 years (a Water District record) retired recently. Mike started part time at the District in 1970 as a co-op student and then became a full time employee after graduation in 1972. During the years since, his strong work ethic and outstanding customer service set the bar high for the Customer Service Technician position. The impact on the District from the strong relationships he has built with his Wells and Ogunquit customers, area contractors and other local utilities is a major factor as to why the Water District enjoys such a positive reputation.

One of our newest (1½ yrs.) employees, Tyler Doyon, was promoted to fill the Customer Service Technician position. He was fortunate to have the experience of working beside Mike for a few months while Mike shared his wisdom and first hand knowledge of the territory and accounts with Tyler, helping to ensure that the level of customer service Mike has provided continues.

Thank you Mike for everything you've done for the District. You will certainly be missed by many and will go

down in our history books as the longest tenured employee to have ever worked at the District.

We all wish you and Betsy a wonderful retirement life together. We hope you'll come back and visit.



Mike and Betsy take a minute during the celebration that honored Mike's career at the District.