

## Water, Water, Everywhere? A Source of Supply Update

Norm Labbe, Superintendent

As reported in our last couple of issues of *WHAT'S ON TAP*, addressing our long-term source of water supply is one of our top strategic initiatives. After all, how effective can a water utility be without water?

The short-term perspective is easy. We had a cool, wet summer and the drought is over. We didn't have to purchase water from our neighboring utilities due to lack of supply. Our total water production for 2004 was 5% less than that of 2003.

The long-term perspective, however, projects a totally different picture. Our customer base is still growing at 2% per year and we expect our increases in peak summertime

demands to match or exceed that growth rate.

Meeting peak summertime demand is our primary water source challenge. We expect that by the year 2020, our current peak daily demand of 7 million gallons per day (MGD) will rise to nearly 9 MGD. With our primary source, Branch Brook, providing as little as 3 MGD during the dry summer season, a severe water shortage would appear imminent. Fortunately, an additional 3 MGD is now available as a result of new interconnection agreements with neighboring utilities. Also, as a result of our on-going ground water investigations, pending regulatory approval, we may soon have 3 MGD of additional ground water supply at



our disposal. This means that we should soon have a total peak capacity of about 9 MGD.

In spite of this positive news, we still have to address our true long-term source of supply needs. To think of long-term source of supply for a time

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## Beneath the Surface - Project Updates

Don Gobeil, Technical Services Director

For us here at KKW, this truly has been and continues to be the year of the bridge. Along with dealing with the Summer Street Bridge (see our new web site for a comprehensive look behind the scenes of this unusual project), some of the other projects we are currently working on or have recently completed are:

- **New Biddeford Road, Kennebunkport:** In conjunction with the Town of Kennebunkport's replacement of the Beaver Creek bridge, the District replaced approximately 400 feet of 8-inch main with a 12-inch main. The District

took advantage of the closure of the roadway to install this improvement.

- **Mile Road, Wells:** The District is in the process of working with the Maine Department of Transportation as it constructs a new bridge on Mile

*...this truly has been and continues to be the year of the bridge.*

Road. This fairly technical project will involve installing approximately 400 feet of 12-inch bypass water main on a temporary bridge currently

under construction. This temporary main will be in service for much of 2005 while the existing bridge is taken out and a new bridge is constructed. District crews will then install a new 12-inch main inside a stainless steel sleeve on the new bridge sometime during the summer of 2005.

- **Main Street, Kennebunk:** The District has been closely monitoring the mysterious 'sinkhole' problem near the Main Street Bridge spanning the Mousam River. Since there is currently a 12-inch main running through the bridge, we will be

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## Water Rate Update

Wayne Brockway, Treasurer

As outlined in our last newsletter, the District filed for an increase in water rates to both produce an increase in metered revenues of 13.8% and to help promote conservation. The Public Utilities Commission approved our rate submission, allowing the new rates to become effective on September 1st, 2004.

You may wonder how the rate transition works. For all Annual & Seasonal metered customers, the first water bill received after September 1<sup>st</sup> will be prorated in

order that usage occurring prior to September 1<sup>st</sup> will be calculated at the old rates. All subsequent bills will be calculated at the new rates. Accordingly, for the 2005 season, all seasonal customers will be billed at the new rates.

It is worth noting that those customers with a typical residential sized meter who use the minimum allotment of water will see no increase in their water bills.

## Winter Tips - Protect your water pipes from freezing

Paul Cote, Assistant Distribution Manager

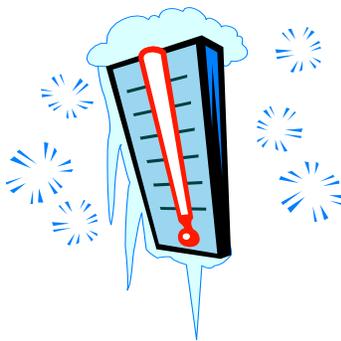
Many water meters and pipes are in basements, crawl spaces and other unheated areas where cold winter temperatures could cause them to freeze. Here are a few tips to help avoid the inconvenience and cost of frozen plumbing. It should first be noted that the customer is responsible for protecting the water meter and piping within their property from freezing.

If the water meter freezes and breaks, the Water District will replace the meter and will bill the customer for the cost. See "Terms & Conditions" article on page 3.

If your service line or piping freezes or breaks, it is your responsibility to have repairs made.

### Here are some tips and suggestions to prevent winter freeze-ups:

- Eliminate drafts in crawl spaces.
- Repair broken and cracked windows and doors.
- Tightly close exterior windows and doors.
- Insulate exterior walls.
- 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.
- Ask your local plumbing supplier about materials to insulate pipes and meters. If your meter is installed in a potentially cold area, take extra care to ensure the meter is insulated.



- If pipes or the meter are in a closed cabinet against an outside wall, insulate the wall and open the cabinet to allow warmer air to reach them.
- If you are not going to be home for an extended period during very cold weather, first check your fuel oil level (if applicable) and arrange to have someone visit periodically and turn on a faucet to ensure that water is still flowing.
- If the water meter is in a meter box located outside, make sure that it is properly insulated. It will help to maintain snow cover on top of it.

### If your service line, piping or meter freezes:

- Open a faucet near the frozen point to get water flowing and to release excess pressure.
- Direct a hair dryer or heat lamp at the frozen section of pipe.
- NEVER thaw a frozen pipe or meter with an open flame. This is not only a fire hazard but could also cause a steam explosion.
- If you are unable to thaw the frozen pipes, consult a licensed plumber.

Last winter the Water District responded to over 300 reports of no water due to frozen plumbing, many of which resulted in frozen meters, costly leaks and property damage.

We hope you find these cold weather tips helpful in avoiding the inconvenience and expense of winter freeze-ups.

## Terms and Conditions - An update of some recent changes

Wayne Brockway, Treasurer

The District has been making an on-going effort to review its operational and business practices to ensure that they are up to date and are fair to all of its customers. One such area the District recently completed a review of is its Terms and Conditions, otherwise known as its Rules and Regulations.

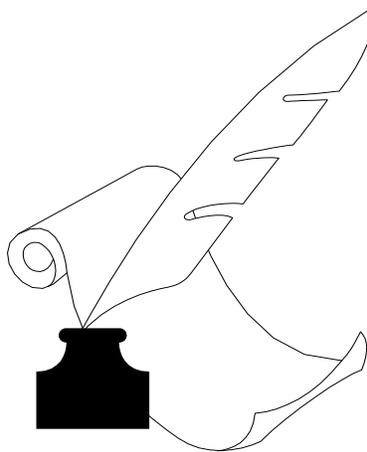
These regulations govern such items as conditions of service, metering policies, disconnection rules, etc. We found several items that either needed to be modified or added to our set of rules. These rule changes have been submitted to the Public Utilities Commission for approval and are expected to be approved with an effective date of January 1, 2005. The changes are as follows.

**Charge for Returned Checks** – This new fee is for any check returned by the bank as unpaid, including but not limited to the reason of insufficient funds. The charge will be \$5.00 per check or the amount the bank charges the District, not to exceed \$15.00.

**Late Payment Charge** – This new late payment charge is applicable to all bills not paid by the due date, which shall be at least 25 days after the bill has been mailed. By law, this rate is based on the Indexed Late Payment Interest Rate as published on November 1<sup>st</sup> in the Wall Street Journal, plus 8%, rounded to the nearest ¼%. The rate cannot exceed 18% annually. For 2005, the annual rate will be 12.75%. The equivalent monthly late payment rate will be 1.01%.

**Reconnection Charges** - The existing reconnection charge is being updated to \$25.00 for each resumption of service made during the normal business hours of 7:30 am to 3:30 pm. Outside of normal business hours, the charge will be \$39.00 per hour with a one and one half hour minimum. If District personnel visit a customer's premises to disconnect service for non-payment and in lieu of actual disconnection the customer pays or makes a payment arrangement for the entire past due balance, the District will charge a collection trip fee of \$10.00.

**Service Charge** - In the event the District is called out after normal business hours for a frozen service, the District will inspect and determine where the service line is frozen. All costs associated with inspecting and/or thawing a frozen service line on private property shall now be borne by the customer. See related article entitled WINTER TIPS on page 2.



**Damaged Meter Charge** - If a water meter is damaged due to improper care by a customer, the customer will now be charged a labor rate of \$26.00 per hour during normal business hours of 7:30 am to 3:30 pm, Monday through Friday and \$39.00 per hour with a one and one half hour minimum for other than normal business hours for the cost of removing or replacing a damaged meter, plus a meter replacement fee based upon the actual purchase price of a replacement meter.

We hope you agree that these new fees are reasonable charges for a minority of our customers who, until now, have caused a variety of costs to be absorbed by all customers. For a complete listing of the District's Terms and Conditions, visit our new web site at [www.kkw.org](http://www.kkw.org).

### *A splash of information...*

*The District now adds a trace amount of ammonia, also known as chloramination, as part of its secondary disinfection process.*

- *For those using kidney dialysis, please inform your physician, as this will affect your treatment.*
- *For those using chlorine tablets in the water tank of the commode, you may notice an unusual odor.*
- *For aquarium owners, you may need to ask your local pet product supplier for assistance in maintaining proper aquarium water chemistry.*

## Green Pastures and Greenbacks

Chris Silke, District Engineer

The District has recently made significant strides towards efficiently managing residual solids generated by the water treatment process. Last winter we created a simple and economical system of freezing stored solids, reducing the volume and making the texture more like loam. Extensive tests have determined the resulting material to be safe to be made into topsoil. As a result, a Program License has been applied for at the Maine Department of Environmental Protection to use the solids as an additive for topsoil. If successful, the permit will be the first ever issued in the State of Maine to a water utility.

The District has recently been awarded Homeland Security grants for two important initiatives: training and video surveillance. The initial grant award funded the purchase of equipment which would allow first responders to train on full-scale chemical containers and establish proficiency in

containing a chemical release. District personnel and technicians from the York County Hazardous Material Response Team have already conducted formal training on each device. Hands-on demonstrations are vital to the responder's familiarity with our chemical storage and feed equipment and provide other benefits such as testing emergency communication protocols.

The second grant award is funding the installation of video monitoring equipment for the surveillance of critical infrastructure. Our system-wide Vulnerability Assessment had previously recommended this security enhancement for certain facilities. Monitoring activity will act as a deterrent and give our personnel crucial time to notify public safety and emergency responders in the event of a breach in security.

## 2004: A Year of Many Successes

Bill Snyder, Filtration Plant Manager

Throughout its many decades of service, the Water District has made sweeping changes and overcome great obstacles in order to meet the needs of its customers. Without a doubt, our greatest challenge has been to provide all of our year-round and seasonal customers with water that is equally low in cost and high in quality, while consistently complying with a wide array of strict State and Federal regulations.

As incredible as it seems, all of these standards have been met or exceeded through the dedication and ingenuity of people from our own community. Let's face it: PEOPLE, not money or resources, are the greatest asset of any organization.

Facilities Manager Rob Weymouth, assisted by Peter Jewett and Gerry Goulden have formed the core of an in-house technical team that at times included all Filtration Plant employees. In addition to myself and Mel Leedberg, this

team includes Plant Operators Skip Dascanio, Ed Kilian, Lynn Mankin, Greg Pargellis and Matt Sampson. By working together, these talented employees have made innovative improvements to the water treatment process and to the electro-



*Fluoride addition at the Treatment Plant*

mechanical systems of our Plant, which few if any, water utilities could have accomplished without the expensive assistance of outside engineers and contractors.

The following is only a partial list of the many projects successfully implemented by our employees during 2004:

- All four rapid sand filters at the Plant were rebuilt and enhanced with the addition of a modern dual filter media.
- The new fluoride handling system, designed and built in-house, adds fluoride to our water system with a state of the art on-line monitoring system.

## 2004: A Year of Many Successes

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- The new ammonia handling system, also designed and built in-house, which provides for a reduction of disinfection by-products such as tastes and odors, is also controlled with a state of the art on-line monitoring system.
- The Filtration Plant passed stringent OSHA and EPA inspections with flying colors.
- The "York Interconnection" booster station was designed and built in-house, allowing for the implementation of a mutual aid, bulk water sale agreement with York Water District.
- A new chlorination facility at the Arundel Booster Station was also designed and built in-house. It will improve water chemistry compatibility when purchasing water from the Biddeford/Saco Water Company.

As you can see, it has been a very busy and productive year for your local Water District and next year will likely be just as challenging. For today, join us in congratulating our exceptional team of technicians and operators who have made 2004 a year to remember.

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span of anything less than 50 years would be at best, short-sighted. Our existing service area, when fully matured, could require in excess of 20 MGD. When we consider the future water needs of our service area and that of the surrounding communities, it becomes apparent that our region's long-term water supply will have little resemblance to that of today. Simply put, our future source of supply will be the Saco River, Sebago Lake, the Atlantic Ocean or some combination of the three. These options will involve significant capital costs amounting to tens of millions of dollars.

Several sets of dynamics are driving us in this direction. First, there are no other large sources of water supply in the region. Second, the world has changed as a result of

9/11. It has become apparent that significant water utility interconnections and back-up supplies are needed to help maintain safe, continual service during emergencies. Third, with respect to the cost of producing water, larger water treatment plants can provide for significant economies of scale.

What does this all mean? We have to start thinking beyond our traditional boundaries. The region's water utilities are in the process of forming a 'Council of Governments' type of organization, aimed at finding ways of working together to save costs, to support each other and to perform comprehensive, regional water supply planning. For more information on this initiative, visit our new web site at [www.kkw.org](http://www.kkw.org).

## Beneath the Surface - Project Updates

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involved in whatever remediation project is undertaken to fix this troubling situation.

- **Route One, Wells/Ogunquit:** We are in the preliminary stages of designing a new water main to span the Ogunquit River when the Maine DOT replaces this aging structure during 2005. This project is in addition to a major replacement project scheduled for the spring of 2005. In the spring, we will undertake the replacement of approximately 3,000 feet of 10-inch main with a 20-inch main. This involves the section of Route One from the Ogunquit/Wells town line south to Captain Thomas Road.

- **Whittemore Lane & Sunset Lane, Kennebunkport:** The District recently completed the installation of 3-inch replacement mains for these two neighboring streets utilizing directional drilling technology.

If you have any interest in learning more about these projects or if you have any questions about the District's ongoing construction activities, please don't hesitate to call us.

Kennebunk, Kennebunkport & Wells Water District  
 P.O. Box 88  
 Kennebunk, Maine 04043

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KKWWD is now on the Web. Visit us at [www.kkw.org](http://www.kkw.org).

## Employee Spotlight

### Cindy Rounds, Administrative Assistant

We're pleased to continually highlight the accomplishments of our employees. Each one of them makes a unique contribution to enhance the District's reputation of delivering outstanding service to its customers.

Having reached his 25-year anniversary with the District in June is **Ray Ingalls**. During this time, he has taken care of material purchasing and inventory control, as well as doing many other 'duties as assigned'. Ray came to the District after he finished his active duty with the United States Army. His armed forces commitment continued with the Army Reserves for a combined total of 30 years.

Many of you may also know Ray from his 23+ years with the Kennebunk Fire Department where he holds the rank of Captain. His expertise in fire safety and training has been a valuable source of knowledge for 'newbies' joining the Fire Department.



You may recall in last Winter's issue, we highlighted Don Holbrook and Harry Ross for their numerous years with the District. Well, in October Don retired from the District with 41 years of service and is enjoying a second career offering home improvement services. Harry, on the other hand, is still with us and is in his 45<sup>th</sup> year of service. Talk about staying put! If you can believe it, there was actually one other employee, Frances Benson, who worked for the District for more than 45 years (1923 to 1969). You don't see longevity like that too often anymore. We are proud that our employees show a strong sense of commitment every day.