

**KENNEBEC WATER DISTRICT  
REGULAR BOARD OF TRUSTEES MEETING  
THURSDAY – JANUARY 21, 2016 at 7:30 AM**

The meeting was called to order at 7:30 a.m. by President Hodsdon

Trustees present: Al Hodsdon, President; Karl Dornish, Vice-President, J. Michael Talbot, Treasurer; Allan Fuller, Clerk; Jeff Earickson, Assistant Treasurer; Joan Sanzenbacher, Trustee; Mark McCluskey, Trustee; Bill Boucher, Trustee; Patricia Gorman, Trustee

Trustees absent: Gary Coull, Trustee

Trustee Talbot left the meeting at 8:30 a.m.  
Trustee Dornish left the meeting at 9:05 a.m.  
Trustee Sanzenbacher left the meeting at 9:10 a.m.  
Trustee Earickson left the meeting at 9:15 a.m.

Also present: Jefferson Longfellow, KWD Engineer; Mike O'Brien, KWD Customer Service Manager/Safety Manager; Matt Zetterman, KWD Director of Water Quality; Benny LaPlante, KWD Distribution Superintendent; Holly Sadler, Meter Department Technician; Sue Markatine, Recording Secretary

**ITEM 1: INTRODUCTION OF GUESTS**

None

**ITEM 2: REVIEW AND APPROVE THE MINUTES OF THE ANNUAL BOARD OF TRUSTEES' MEETING OF JANUARY 7, 2016.**

Motion by Trustee McCluskey, "to accept the minutes of the Annual Board of Trustees' Meeting of January 7, 2016," seconded by Trustee Gorman.

Trustee Earickson requested a correction be made to the minutes at the top of page 7 as follows: from "After she contacted the office, the issue was resolved, and she was happy with the outcome." to "Mr. LaCasse will investigate this matter further with the Business Office Staff to learn the details of the matter and will report back to Trustee Earickson."

Vote: Motion carried unanimously.

### ITEM 3: FINANCIALS

#### A. ACCOUNT WARRANT

January 21, 2016

CHECKS RELEASED		Check	Dollar
Vendor	Description	Date	Amount
T W Clark LTD	Main Replacements-Augusta Rd & Brook St	01/05/16	95,427.16
A-Copi Imaging Systems	Quarterly Maintenance Charge	01/06/16	146.25
Advance 1 Cleaning Services Inc.	Carpet Cleaning-Business Office	01/06/16	460.48
American Water Works Assoc.	Annual Subscription	01/06/16	716.00
Bluetarp Financial Inc.-Aubuchon	Fasteners	01/06/16	4.04
Central Maine Power	Monthly Electricity-Variou Locations	01/06/16	6,716.32
Constellation NewEnergy Inc.	Monthly Electricity-Variou Locations	01/06/16	4,943.64
Fabian Oil Inc.	Propane-WTP	01/06/16	37.37
Hilltop Cleaning Service	Monthly Cleaning Service	01/06/16	517.00
J & S Oil Company Inc.	Diesel Fuel	01/06/16	159.71
Maine Municipal Association	Workers' Compensation Insurance	01/06/16	11,198.00
Maine Municipal Association	Property & Casualty Insurance	01/06/16	24,822.00
Maine Municipal Emp. Health Trst.	Monthly Health Insurance	01/06/16	21,399.83
Maine Public Emp. Retirement	Monthly Employer Contribution	01/06/16	8,244.69
Maine Water Works Supply	Brass Caps/Cap Fittings/Thread Corps/Thread Plugs	01/06/16	954.04
Treasurer, State of Maine	Monthly Sales Tax	01/06/16	143.21
Treasurer, State of Maine	Water Tests	01/06/16	116.00
MainePERS	Group Life Premiums	01/06/16	687.04
Power Products	Troubleshoot & Purchase Block Heater-WTP Generator	01/06/16	1,009.95
Staples Credit Plan	Toner/Double Sided Matte Forms/Flipchart Easel	01/06/16	222.16
Dan Swett Electric	Install Control Panel-Fairfield Pump Station	01/06/16	1,860.64
Vassalboro Car Care	Oil Change-2 Vehicles	01/06/16	59.62
Verizon Wireless	Monthly Tablet Data Plan	01/06/16	70.88
Walmart Community/GEMB	Coffee Creamers/Food for Christmas Luncheon	01/06/16	50.77
Ware-Butler Inc.	Window Sealant/Screws/Caulk Gun	01/06/16	31.43
Verizon Wireless	Monthly Cell Phone Service	01/06/16	13.41
Postmaster	Bulk Mail Postage-Billing	01/07/16	693.78
Affiliated Healthcare Mgmt.	Annual Fee for Mgmt. of Emp. Random Drug/Alcohol Tests	01/13/16	175.00
Alere eScreen	Random Drug Testing-2 Employees	01/13/16	124.00
Bomark Instruments Inc.	Oxygen Sensors-3	01/13/16	343.00
Earthlink Business	Monthly Long Distance Telephone Service	01/13/16	321.15
Fabian Oil Inc.	Propane-Variou Locations	01/13/16	184.13
General Alum N. E. Corp.	Alum-WTP	01/13/16	4,383.30
GWI	Monthly Internet Service	01/13/16	164.80
Kennebec Equipment - Fairfield	Coupling	01/13/16	10.00
Kennebec Valley Com. College	First Aid Class-2 Employees	01/13/16	130.00
Kennebec Water District	Monthly Petty Cash	01/13/16	46.42
M C Disposal Inc./DBA CMD	Monthly Rubbish Removal	01/13/16	88.00
Maine Municipal Association	Annual MMA Associate Membership	01/13/16	600.00
Maine Water Works Supply	Valve Box Cleaners/Ball Curbs/SS RPC/Couplings		
	PCB Assembly/In Place Large Meter Flow Tests-7	01/13/16	4,611.87
Michaud's Trailer & Truck Access.	Truck & Trailer Brake System-Tk. 1	01/13/16	340.98
Motor Supply Company	Hydraulic Fluid/Repair Kit/Lead Term./Battery/Hose/Wipers	01/13/16	151.41
NEIWPCC	Mechanical Power Transmission Course-1 Employee	01/13/16	120.00

Northern Safety Company Inc.	Tape Measure/Neck Scarf/Duct Tape/Electrical Tape	01/13/16	296.35
Marsha Oliveira	Overpayment of Bill Made By Customer-Requested Refund	01/13/16	186.15
Power Products	Thermostat Unit-WTP Generator	01/13/16	146.79
E. J. Prescott Inc.	1-1/2 Inch Meters-2	01/13/16	1,013.40
Protection One Alarm Monitoring	Annual Security Monitoring-2 Locations	01/13/16	1,123.80
Roki Repair Shop	Repairs & Inspection-Dump Truck	01/13/16	4,580.56
Siemens Industry Inc.	Troubleshoot & Maintenance-WTP HVAC System	01/13/16	1,120.00
Spring Brook Ice & Fuel	Propane-Business Office	01/13/16	381.50
Staples Credit Plan	Toner/Binders/Calendar/Beverages/Headphone Set	01/13/16	158.35
D L Thurrott Air Products	Repair MasterFlex Pump-WTP	01/13/16	1,141.63
Vassalboro Car Care	Repair Heater & Windshield Washer Systems-Tk. 4	01/13/16	401.84
Walmart Community/GEMB	Cromecast Media Player/Beverages/Clips/Binders/Tags		
	White Vinegar/Vehicle Floor Mats/Car Wash Liquid	01/13/16	200.75
Ware-Butler Inc.	Screws	01/13/16	20.70
City of Waterville	Excavation Permits & Total Impact Value Fees	01/13/16	2,847.50
Whittemore & Sons	New Pavement Saw/Pavement Saw Repairs	01/13/16	1,463.87
Winslow Supply Inc.	PVC Adapter Bushing/Couplings/Gel Preventer	01/13/16	21.35
Town of Winslow	Excavation Permits & Total Impact Value Fees	01/13/16	545.93
Wiswell Electric Inc.	Troubleshoot Block Heater/Flow Meter Card Replacement	01/13/16	175.00
Kennebec County Reg. of Deeds	Filing Fee for Water Lien Quit Claim Deed	01/14/16	22.00
Postmaster	Bulk Mail Postage-Billing	01/14/16	941.06
BNY Mellon Corporate Trust	2004 Bond Principal & Interest	01/14/16	38,150.55
<b>TOTAL WARRANT</b>			<b>\$247,438.56</b>

Motion by Trustee Talbot, “to ratify the total warrant of checks released for \$247,438.56”, seconded by Trustee Earickson.

Vote: Motion carried unanimously.

## **B. November Financials**

The Board members were provided with a copy of the November financial reports, and a brief review was conducted.

The KWD net income through November 2015 is \$289,154. However, Mr. Longfellow pointed out that due to the historical accounting of the KWD billing cycle and although meters continue to be read, quarterly invoices are not released in December but are released in January (in essence, providing 12 months of revenue each year). Therefore, there will be only modest operating revenue reported on the December financial reports, while net operating expenses will continue to be relatively close to the previous months. This lack of revenue will cut into the net income.

Under the operating expenses and as stated in previous meetings, the 2015 year-to-date salaries and wages are below 2014 by \$65,030 due to personnel changes which included some time gaps as positions were being advertised and filled. Trustee McCluskey asked the reason the 2015 year-to-date chemicals expense is below 2014 by \$33,697. Mr. Longfellow explained that these chemicals are bought in bulk loads, and this financial line item is influenced by the particular purchase date.

Trustee Hodsdon noted that the 2015 budgeted amount for the appropriated retained earnings is \$37,585 and the 2015 year-to-date amount is \$1,170,249. He asked for an explanation between the budgeted amount and actual amount. Mr. Longfellow replied he is unsure of the reason for this disparity, adding that this question should be brought to Mr. LaCasse's attention for clarification at the next meeting.

The 2015 M-4 year-to-date revenue is below 2014 by \$117,963. Mr. Longfellow reported M-4 does continue to generate on a fairly consistent basis. Recently, there was a communications issue involving the IP (internet protocol), but that has since been rectified.

Regarding the November 2015 cash flow report, Trustee Hodson observed that KWD has a total of over 3.6 million dollars in its invested checking and reserved cash funds. Mr. Longfellow reminded the Board that, as governed by the Maine Public Utilities Commission (MPUC), the monies in the individual reserved accounts which total a little over 1.7 million dollars are dedicated to the specific project or financial obligation for these accounts.

### **C. Efficiency Maine Grant Application Update**

In review, KWD submitted a grant application to Efficiency Maine for the Western Avenue Pump Station capital project which could award up to \$100,000. At today's meeting, Mr. Longfellow informed the Trustees that this grant has been denied. The Efficiency Maine Committee did not feel this completed project would prove to have the amount of energy savings to warrant a grant. Mr. Longfellow and Trustee Hodsdon both mentioned amazement that this was denied as the upgrade to more efficient pumps and motors with the addition of the VFDs (variable frequency drives) should create tremendous energy savings. Trustee Hodsdon requested a copy of the KWD grant application submitted to Efficiency Maine for his review.

### **D. Other**

None

## **ITEM 4: MOTION ISSUES**

### **A. Western Avenue Pump Station Project Engineering Contract ("Motion to authorize the General Manager to sign the contract agreement with Wright-Pierce to provide engineering services as proposed.")**

As part of their packet, the Board members were provided with a copy of an Agreement Between Kennebec Water District (Client) and Wright-Pierce for Renovation of Western Avenue Pumping Station (Services) for their review. Trustee Hodsdon stated that although there is a degree of urgency and importance to start this project, he does not feel this contract encompasses all the necessary details in writing. For example, on page 8 of the agreement under the headline of Payments to Engineer there is a statement as follows, "For the services described herein, the total cost for all services will not exceed \$192,000 without prior written authorization." Trustee Hodsdon desires to know if this cost will be billed hourly or as a percentage of the project work, and he would also like to have a monetary budget including the engineering services associated with the basic scope of services schedule. He also pointed out on page 7 under the Construction Administration Services there is only a statement of "To be determined at the completion of the Bidding Phase."

Adding that under this category there should be items such as operations manual, start-up, troubleshooting, as-built drawings, etc. Trustee Hodsdon also noted that on page 8 there is a reference to an Exhibit A which was not part of the Trustee Board packet and which could provide some of the requested information. Another question and comment Trustee Hodsdon had pertained to the reference on page 5 stating, "Construction contract documents will be prepared utilizing the Construction Specification Institute standard format and standard MGL Chapter 30 front end documents". He is not aware of the MGL Chapter 30 document, and stated these types of forms are not allowable documents. Trustee Hodsdon stated that his firm utilizes EJCD (Engineers Joint Contract Documents), which is a 35-page document that incorporates all aspects of a project, and the EJCD is a required document by the EPA.

The motion was tabled until further details of the agreement can be provided to the Board.

**B. Other**

None

**ITEM 5: TRUSTEES**

**A. Comments, Concerns, Ideas**

At the previous meeting, Trustee Earickson had mentioned that a customer approached him with a concern. When the KWD technicians were at this customer's home a backflow prevention (BFP) device was installed at the cost of \$86.09 to the customer. This person made a payment arrangement with the Business Office staff for half the cost of the BFP. She was upset when first she received a disconnection notice, and then received another disconnection notice for a broken payment arrangement when payment was not made according to the original payment arrangement. After reviewing the matter with the Business Office staff, Mr. LaCasse provided information to Trustee Earickson stating that the Business Office staff should have pulled and not mailed the first disconnection notice, but the rest of the process was in compliance with procedure. This customer was under the impression she would receive an additional bill for the balance. In all actuality, there is no separate bill mailed, the payment arrangement stating the agreement of the dates and amount due is mailed to the customer and is considered the additional "invoice". After the customer reread the payment arrangement which was mailed to her, she was mollified. Trustee Earickson suggested adding language in bold to the payment arrangement to the effect that this is the formal agreement, a separate bill will not be mailed, and highlighting the dates and amounts. On a side note, Trustee Earickson gave kudos to the Meter Technicians as this customer stated they did a very good job of explaining the reason a BFP is necessary,

Trustee Gorman mentioned she received a call from a customer who was irate, because he did not pay his bill in a timely matter and received a disconnection notice. This customer was upset because in the past he has always paid his bill by the due date and had never received a disconnection notice. Due to him being irate, he was unpleasant when paying his bill at the Business Office, and also wrote a nasty letter to Mr. LaCasse and gave Trustee Gorman a copy of it. Trustee Gorman responded to the customer by relaying that being late paying his bill will not affect his credit, and he should move past this occurrence. Trustee Sanzenbacher pointed out that there is strong language printed on the disconnection notice as is required by the Maine Public Utilities Commission (MPUC).

She mentioned that customers also have the option of calling the MPUC to discuss the disconnection letter if they desire.

Mr. Longfellow pointed out that if after mailing the disconnection notice the bill remains unpaid, a staff member from the Business Office does give the customer a courtesy call alerting them that KWD will be in their area for water disconnection. Many customers will pay at this time, waiting until the last moment. Trustee Hodson pondered the thought of making a courtesy call before the disconnection notice is mailed. Mr. Longfellow described the present disconnection process for the Trustees. The regular quarterly bill is mailed and is due in 30 days. If the bill goes unpaid, approximately 7 to 10 days after the due date of the bill a disconnect notice is mailed as a reminder. This disconnect notice allows the customer an additional 14 days to make payment before the disconnection of service is attempted. If the bill remains unpaid, this is when the courtesy call is made (if KWD has a working telephone number). Mr. O'Brien added that at the time of disconnection, the service person does attempt to make contact by knocking on the door, and if the customer is home he/she can pay the service person or contact the office to make a payment with a credit card or make a payment arrangement. Mr. LaPlante stated that if the duty person does go out on an after-hours call to reconnect water, he does ask for a current telephone number. He also added that prior to raising the rates for the disconnection process, some customers were quite willing to have KWD make a trip to their property for an attempted disconnect and have them collect at that time for the overdue water bill. Ms. Sadler pointed out that disconnection site visits due to non-payment have decreased dramatically since 2008 and have remained relatively stable, around the 500 mark. This decrease is due to the "reminder" phone call which is made by Business Office Staff before the actual disconnection of service is attempted.

Trustee Hodson commented that improvement appears to have been achieved, and again suggested making an additional courtesy call to customers before the disconnections are mailed alerting the customer that a disconnection is going to be mailed. He wondered if this would decrease the number of disconnection notices mailed. Mr. Longfellow did state that the disconnection notice is a computer-generated notice. Trustee Earickson asked for Miss Markatine's opinion on the matter. Because KWD has a four-step customer contact collection process presently, (bill, disconnection notice, courtesy phone call, and knock on the door) three are which are required by the MPUC and one that is not, she does not believe a fifth step would improve conditions. The cost to generate the paperwork and to make "additional" thousands of phone calls annually would unlikely produce the desired results as the customers will continue to wait to receive the disconnection notice, courtesy phone call before the disconnection attempt, or even the disconnection itself before paying. Miss Markatine also stated that she feels that four attempts to collect bill payment is more than adequate, and that customers should also take some responsibility for either paying their bills or for contacting the Business Office to make arrangements if they cannot pay by the due date. She added that after the disconnection notices are mailed, quite a number of payments are received as customers wait for these notices before making payment. Trustee Hodson stated that his firm does not stop work if a customer does not pay in a timely manner, but KWD is threatening to shut off water if a customer does not pay by the due date on the disconnection notice. This is not necessarily comparing apples to apples, as KWD has over 8,800 customers and although most of the customer base is pleasant and pays their bills without complaint, there are a percentage of customers who would not pay if not for the threat of disconnection. Many of these customers are unruly and are going to be unhappy no matter to what extent the Business Office Staff attempts to appease them. Trustee Hodson stated that although KWD is governed by the MPUC, the Board still has the right to institute procedures as it deems necessary and again suggested adding an additional step before the disconnections are mailed. Mr. Longfellow pointed out that up until several years ago, the District would send out the

bill, then a reminder notice, then a disconnection notice. The reminder notice was essentially ignored by customers and was quite costly to process and mail, therefore this step was eliminated.

Trustee Eaickson stated in the case of the above-mentioned customer who had the payment arrangement, she had not read it carefully when she received it in the mail. After reading it, she understood the process better. Trustee Earickson stated he is in general agreement with Miss Markatine's assessment. However, as stated previously, he does recommend adding verbiage to the payment arrangement form to make it clearer to the customer. Trustee Sanzenbacher made the comment that there are only so many attempts which can be made to aid people.

Trustee Hodson also was concerned that if someone leaves for two months to go to Florida, and KWD shuts off their water for non-payment that their house could freeze up. Trustee Gorman commented that if this person has the ability to go to Florida for a couple months, this person probably has the sense to make arrangements for their water bill while they are away and for someone to check on their property. Mr. Longfellow stated that KWD has numerous "seasonal" customers who have their water shut off for the season and their homes winterized.

Trustee McCluskey brought to the Board's attention another issue regarding a customer and his service. He stated at the Railroad Square building complex, the owner was installing a fire service sprinkler system. There was a problem with the planned construction location where the fire service would enter the building, and the original plans had to be abandoned. In addition to this, KWD planned on changing the pipe configuration for the service which feeds this complex. Initially, KWD had agreed to a portion of the cost, as it sought to reconfigure the service arrangement for this building. Since there was a problem with the first set of plans for the sprinkler system, the owner is now going to incur additional expense. According to Trustee McCluskey, KWD is not consenting to increase the amount it originally agreed upon for this project. Trustee McCluskey stated the new figure is not much higher than the previous one, and he is in favor of additional negotiations between KWD and the building owner. He added that there needs to be a resolution to this situation, and he will raise this subject again at the next meeting for discussion with the General Manager.

On a different subject, Trustee Boucher provided an update on his conversation with the rep from the Maine Department of Agriculture, Conservation, and Forestry (DACF) who expressed interest in relocating the China Lake Vassalboro launch. This topic had been discussed in detail at the previous two KWD Board meetings. Because the boat launch is town owned, the Town of Vassalboro would be required to file a petition with the DACF for an upgrade or relocation. That said, Trustee Boucher commented that KWD would have to convince the Town that this is a worthy project in order for it to move forward. Once a petition is received by DACF, the project is added to a list, and it is typically a two to three year process before construction can begin. As discussed at the previous Board meetings, from past conversations with the Town, it has numerous concerns regarding the relocation and might not be supportive of a new launch. Mr. Longfellow stated that historically the Town has not been in favor of a re-location, but conversation can be initiated once again regarding this subject. Trustee Boucher did add that the rep from DACF is very interested in re-locating and building a bigger boat launch while continuing to maintain a portion of the present one to be utilized as a carry in for water crafts.

Concerning another subject, there has been much news lately regarding the very serious problem of lead being in the drinking water in Flint, Michigan. Trustee Fuller asked for commentary regarding this situation and the reason KWD would not become a candidate for this type of problem. Mr. Longfellow stated that in Flint, the content of lead increased at the time the source of water

supply was changed. The drinking water was begun to be drawn from the Flint River without any measures to reduce its corrosiveness. Most likely the Flint situation was due to the change in pH and the corrosiveness of the new water supply and its impact on the internal surfaces of its piping system and internal customer plumbing. China Lake, KWD's source of supply, is not nearly as corrosive. Mr. Longfellow stated that one of the treatment processes KWD has in place is adding an orthophosphate to coat and stabilize the internal surfaces of its piping system. He also stated that KWD tests for levels of lead and copper as per EPA regulations and lead and copper levels are minimal. If KWD considered using a different or supplemental water source, Mr. Longfellow commented that the chemistry of the water would be analyzed and an appropriate chemical regime would be adopted before it would be supplied to the public. The State of Maine Drinking Water Program, whose one focus is on the safety of drinking water, would also ensure, as it does presently, that KWD is in compliance with all rules and regulations including if KWD chose to change or add a water source. Mr. Zetterman added that KWD is required to analyze the most susceptible services in its system, based on age, for lead and copper residuals. Thirty sites are tested every three years, and these analyses were conducted in 2015. Mr. Zetterman reported that the results were excellent as no area was close to the maximum threshold for allowed contamination level. Trustee Fuller asked the method in which the samples are obtained. Mr. Zetterman responded that KWD relies on the homeowner for this sample. A bottle is provided by and then picked up by KWD staff after the sample has been taken. The water obtained is required to be the first drawn water for the day or after in which it has been dormant for a number of hours.

At previous Board meetings, there was discussion regarding the replacement of windows at the South Street operations and office building. There was one set of windows in particular on the second floor which was in extremely poor condition. After much discussion, including reviewing a proposal from Fairfield Drafting & Construction, Inc. to replace one or more windows, it was decided that additional options and quotes should be explored before moving forward with this project. At today's meeting, Trustee Hodsdon asked how the problem was solved for the one set of windows which was in disrepair. As stated in the December 17<sup>th</sup> minutes, KWD rented a man lift and conducted the repair utilizing its own crew.

Trustee Hodsdon also asked if KWD has received a bill from Fairfield Drafting for the project evaluation and formulation of the plans for the KWD intake facility, and if the requests for proposals (RFP) have been solicited. Mr. Longfellow replied, to his knowledge, KWD has not received an invoice from Fairfield Drafting and the RFPs are still in the process of being compiled.

## **B. Other**

As a reminder, Mr. Longfellow mentioned that the 2016 Maine Water Utilities Association conference will be held on February 8<sup>th</sup>, 9<sup>th</sup>, and 10<sup>th</sup> at the Holiday Inn by the Bay in Portland. If interested, Trustees can either register for the sessions themselves or submit an application to Mr. LaCasse for forwarding. January 29<sup>th</sup> is the closing date for early application and before the prices increase.

## **6. DEPARTMENT HEAD REPORTS**

### **A. Operations and Maintenance – Ben LaPlante**

Because he was just recently appointed Distribution Superintendent, Mr. LaPlante could not report on previous activities of the Operations and Maintenance (O&M) Department; however, he did update the Board on a few of the exciting present and upcoming events. One of the major implementations is the utilizing of tablets for information sources in order to improve efficiencies. Mr. LaPlante showed the Trustees the previous style monthly hydrant checking book which was hand written. He explained that Mr. Couture, KWD's Assistant Engineer, has designed a spreadsheet to replace this which every KWD crew member now has access to via tablet and is utilizing when the hydrant checks are being conducted. Another technological item which is now being utilized is the Google Calendar. Mr. LaPlante stated all his employees have access to it and assignments and forms can be added instantly. One example Mr. LaPlante offered for the use of this is for dig safe requests whereas the locate information forms can be accessed at the site where the water lines are being marked. Another example is for easy access to a KWD water shut-down notice for the public, for instance when a construction job is being conducted and customers' water is being interrupted for a period of time. In addition to this, material safety data sheets, equipment manuals, and KWD policies will all be accessible by means of the tablets. Mr. Longfellow commented that there is also a plan to complete job activity timesheets by electronic method rather than hand written, but the details of this form continue to be devised.

Because sixty percent of his crew has been with KWD two years or less, another upcoming and ongoing focus for the O & M Department is training. Mr. LaPlante has compiled a spreadsheet in order to track his individual staff members training requirements and achievements. In addition, Mr. LaPlante stated the re-instatement of a Crew Supervisor has been extremely helpful in improving efficiencies of the department. Mr. LaPlante has created forms whereas the Supervisor and he can both access in order to track and assign job duties.

Trustee Earickson asked and it was affirmed that KWD is using Google Drive for the accessibility of these forms. Trustee Earickson also recommended switching to Google e-mail in the future. This will most likely be a consideration at some point, most presumably when and if KWD begins to incur difficulties with the exchange server. Trustee Earickson suggested that Google e-mail should be contemplated before problems with the server occur, adding that Google makes the migration process fairly easy.

On behalf of the Board, President Hodsdon thanked Mr. LaPlante for this interesting and informative presentation.

## **B. Water Treatment Facility – Matt Zetterman**

Mr. Zetterman began by stating that in 2014 KWD replaced three WTP operators. Therefore, 2014 was mostly committed to training. In 2015, the focus shifted to maintenance, upkeep, and replacement of equipment which is beginning to age in addition to improving efficiencies. In 2015, one of the larger-scale projects was installing the supervisory control and data acquisition (SCADA) system at the Fairfield Booster Station. Another change instituted at the WTP was because of improved efficiencies and automation, instead of needing a WTP technician at the Filtration Plant for an eight-hour shift on Saturday and Sunday, it is only necessary for a four-hour shift on Saturday and Sunday now.

Mr. Zetterman reported that in 2015 the Drinking Water Program (DWP) conducted its sanitary survey, which is performed every three years. Primarily, staff from the DWP examines and inspects the WTP operations in order to confirm operations and equipment are in compliance.

Although he has not received the formal report from the DWP, Mr. Zetterman feels the review went extremely well, and there were no major issues discovered which would need addressing.

The water quality for China Lake was quite satisfactory this past year. Mr. Zetterman advised the Board that Secchi disk readings, which measure the water clarity of the lake, were better than approximately the past ten years. He explained that a lake is considered impaired if the measurement is 2 meters or less. China Lake measured at 1.9 meters in 2015 and has not greater than 2 meters since 1990. Mr. Zetterman is very encouraged by this information. He speculated that the lack of precipitation could be responsible for the clarity, but added that the new drawdown regime should improve on this measurement in future years.

In regards to customer water quality, Mr. Zetterman reported that there was one serious incident which was created when a contractor pulled a water service main and sewer main simultaneously. He credited KWD technicians for doing a superior job as they responded to and solved this problem within 36 hours, which included the 24-hour waiting period for the water test results. There were also water quality concerns on Carrean Street, Waterville, and this was addressed this past year by installing a new main.

The WTP staff members continue to work to identify and improve efficiencies both in operations and safeguards. Some of this involves tracking and recording data for comparison purposes and making adjustments to boilers for such items as heating fuel usage.

One upcoming 2016 project will include the remediation of the KWD intake building. Another will be to install new SCADA software, as the present system is no longer being supported. Trustee Earickson advised to ascertain the security for the SCADA is a prime consideration during this upgrade. Mr. Zetterman commented that this is always a significant factor, adding that KWD recently enhanced its firewalls for increased protection. Another major project forthcoming, but unlikely for 2016, will be the replacement of the WTP roof as it continues to have leakage issues.

Trustee Gorman stated that she was part of a group who visited the WTP for a tour. She commended the WTP Technician, Jamey Epstein, on an excellent job conducting the tour.

On behalf of the Board, President Hodsdon thanked Mr. Zetterman for this interesting and informative presentation.

### **C. Customer Service Department and Safety – Mike O’Brien**

Mr. O’Brien presented to the Trustees spreadsheets illustrating the past accomplishments of the Meter/Customer Service Department, and he reviewed several of these statistics. The first section reflects the number of service calls in the various city/towns from 2006 through 2015, with a total of 1,109 in 2015. The next set of data indicates the breakdown of the different meter sizes associated with the meter slips and service calls. Mr. O’Brien reported that at the end of 2015, 4,474 IPERL meters have been installed, which represents approximately one-half the KWD customer base. In reviewing the numbers for the different years, he pointed out that the year 2013 was an anomaly, as O&M Technicians assisted the Meter Department with the meter upgrade program, changing the older Rockwell meters to the IPERLs.

At this point, Mr. O’Brien re-introduced Holly Sadler, who has been with the organization since 2002, and is quite knowledgeable regarding all aspects of the Meter Department. He then

showed and explained to the Trustees how the endpoints are installed over the meter touchpad which is typically on the outside of a structure. In addition, he also had an example of an IPERL meter and explained this meter has no lead, and unlike the older models, runs with no moving parts. Trustee McCluskey inquired if KWD has in inventory the remainder of the 4,400 IPERL meters for the upgrade. Mr. O'Brien explained that KWD only orders the set amount of meters which it feels it will be able to install in any given year.

Continuing with the meter upgrade program review, Mr. O'Brien stated that the MPUC use to require the older, residential meters be tested every eight years. With the installation of the new IPERL meter which is guaranteed for accuracy for approximately 20 years, KWD is presently allowed a twenty-year test cycle for these meters. Next, Mr. O'Brien recapped the method formulated and progress to date in order to reach the goals of the meter exchange program.

Next there was discussion regarding the fact that the IPERL meter is a battery operated model and at some point the batteries will begin to fail and the device will have to be replaced. Mr. O'Brien did explain that there is a warning mechanism in these devices when the battery drops to a certain degree. Mrs. Sadler commented that because the overall replacement program is being undertaken over several years, the hope is that the exchange rate should not be a monumental task in any given year.

Referencing the line item "Flexnet Leaks", Mr. O'Brien explained that on a daily basis a report of customers' who have had significantly high water usage over a 24-hours basis is reviewed. The Business Office Staff calls these customers and alerts them there is an issue in the structure. If the customer is unable to be reached, the Meter Department Technicians visit the location and investigate the situation and determine if the water should be shut off at the street. These figures do not include smaller water bill anomalies. However, the KWD Billing Associate is proactive in notifying customers when this type of issue occurs. After discussing the concern with the Business Office Staff, some customers do not require or request a site visit, as they are made aware of the potential possibilities or are already aware of a plumbing problem such as a leaky toilet. Other customers request that KWD staff investigate the problem. If a service order is generated, the Meter Technician typically writes the cause of the problem on the service order and computer notes are added to the customer's account. In 2015 there were service orders for these types of customer visits generated, but no meter slips. Therefore, in answer to Trustee Earickson's question, this is the reason there is a zero number for the "high" bill data in 2015.

Next, Mr. O'Brien addressed the BFP program. Backflow can occur when the water supply pressure at a private property is greater than the water main pressure in the public water system, and water flows backwards along a private pipe contaminating the public water supply. He pointed out that in earlier years, the Meter Department did not record the actual numbers of BFPs installed; therefore, the exact quantity yet to be installed is uncertain. At this time, he demonstrated and explained the installation of the meter and BFP device. He noted that KWD utilizes two different installation methods, one is used for standard plumbing and the other is used if there is sub-standard plumbing. Trustee McCluskey asked and Ms. Sadler responded that the customer is charged \$86.09 for the BFP device and, unlike the meter and meter horn, it becomes the possession of the building owner. It is mandated by law that each structure has either a BFP device or RPZ (reduced pressure zone) device. Trustee Hodsdon asked and Mr. O'Brien replied that many customers have had to install thermal expansion tanks once the BFP device is installed. Basically, once a BFP is installed the piping system normally can become "closed". In a closed system, increased pressure caused by heating water is trapped within the internal plumbing and not allowed to be dissipated by "spreading"

the increased pressure back into the service line and main. In a closed system, pressure can build up within the structure's plumbing and the expansion tank absorbs the expanded water and allows the system to remain at a reasonable pressure. Without an expansion tank, the system's pressure/temperature relief valve will open and discharge water to reduce internal system pressure.

The next statistic discussed was the number of customer visits due to manual readings due to a failed transmission of a reading. This occurs for less than one percent of the readings. Ms. Sadler explained there could be several reasons for this occurrence, such as wire malfunction, touchpad malfunction, endpoint malfunction or damage, a meter malfunction, or a lag time in connection if a new meter has been installed. During the billing processing cycle, a route sheet exception report is generated listing any customer accounts whose reads were unable to be obtained through the normal process. A Meter Technician then visits the structure to investigate the problem. If the homeowner is home at the time, it can be rectified immediately. If the homeowner is not at home, a letter is sent explaining the situation and asking him/her to contact the office.

Other than the above, Trustee Hodsdon asked if KWD is reading all the meters through the transmitting units. Mr. O'Brien replied there are 20 customers who have opted out of the endpoint transmitting unit program in which KWD has to manually visit the property to obtain a reading. He also added there are several other meters which are manual reads, such as one at Colby College which is in a structure where it would most likely not transmit.

Ms. Sadler did inform the Board that it is an exciting time to be working at KWD. Employees who have been with the company for many more years than herself and who she has gained knowledge from are beginning to retire and new, younger employees with fresh ideas are being employed by KWD.

Due to time constraints, the safety portion of Mr. O'Brien's report will be presented at the next meeting.

On behalf of the Board, President Hodsdon thanked Mr. O'Brien and Ms. Sadler for this interesting and informative presentation.

## **7: ENGINEER'S REPORT**

### **A. Engineer's Report**

January 21, 2016

China Lake Elevation: 171.0

Stream Flow: 140 cfs

### **Operations**

Time is now focused on the January hydrant checks. New procedure is being utilized as the former books for the hydrant checking have now being replaced by Google docs using the tablets.

Several days have been used for snow removal, not just from the office buildings, but from the remote sites as well. When there is a snow storm, it takes a full day to complete the clean-up. When these storms stretch into several days, the clean-up requires all of those days as well.

Fortunately, the last storm was mostly overnight, and the snow removal could be done all the next day.

The crews have repaired a broken hydrant valve on Sanger Avenue, Waterville. The isolation valve to the hydrant had its bonnet bolts rusted away causing the leak. Although the leak was reported on January 8<sup>th</sup>, repair was able to be delayed until the following Monday, because the flow was minimal and able to run into a nearby catch basin.

The hydrant at the corner of West and Gilman Streets, Waterville, was replaced after it had been hit by an auto in December. To minimize the pavement removal, the area was shut-down while the hydrant was replaced. Although this was an inconvenience for some of the customers, it made for a much quicker repair. Without the shut-down, it would have had to be either a long dig for one day or to be dug over a two-day period, because none of the hydrant components were restrained. The lack of restraint meant that the isolation valve would have to be restrained to the tee prior to the hydrant removal.

**Engineering**

The proposed budget has been formulated for 2016. Work that will likely be approved is currently in the drafting phase of the design process.

**Jefferson Longfellow, P.E.**

**ITEM 8: GENERAL MANAGER’S REPORT**

- A. No Report as General Manager is on vacation.**

**ITEM 9: EXECUTIVE SESSION (None)**

None

**ITEM 10: PUBLIC PARTICIPATION**

None

Motion by Trustee Gorman, “to adjourn the meeting,” seconded by Trustee Fuller.

Vote: Motion carried unanimously.

Meeting adjourned at 9:17 a.m.

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Sue Markatine, Recording Secretary