

MAINE



WATER

NEWS

May 2005

A Publication of the Maine Water Utilities Association

Number 122

Is Silent Service a Good Thing?

Judy Kelley, President

The Maine water utility profession is a large, vibrant and dynamic business, and there are very few other Maine businesses that compare to our statistics:

- \$1 billion in assets
- \$110 million in annual revenue
- 750,000 Mainers as customers
- 1,200 employees
- 5,000 miles of infrastructure
- 34 billion gallons of product sold annually

We provide a product essential for life, and we do it professionally and efficiently...but silently, for the most part. We are perversely proud of our low key approach.

As I have spent time in Augusta and Washington DC over the past couple of weeks, the message I heard from both our state leadership and our Washington delegation was clear. They do not hear enough about us, and from us. When compared to the other industries and interests that are active in these arenas, we are not really on the radar screen. And, as we compete for federal and state funding for our critical drinking water revolving loan fund (SRF), in a world where government budgets at all levels are tight and getting tighter, we have to become more visible.

Let me give you a couple of specific messages that I heard that drive home the point of our relative invisibility—first from a meeting with the Governor's staff in our plea to get bonds to support the state match. First, this person thought that MWUA represented only large water utilities in southern Maine...wow. Secondly, he said that one phone call directly from a northern Maine water utility manager to his legislator asking for state support of the SRF made a big difference...just one phone call. Just think of what would happen if we had 50 phone calls from utilities all over the state. (An important note in this meeting, it is clear that the

Maine is well thought of and considered to be a well run state agency—yeah to Nancy and her staff!)

In Washington DC, unbeknownst to Norm Lamie and me, as we met with the offices of Michaud, Allen, Snowe and Collins as part of the AWWA Fly-In, we were one day behind similar meetings that they had just had with the head of Maine DEP, Dawn Gallagher. Some thought that water utilities were within that same department, and we had to explain that we were not, and explain why we were there following in her footsteps asking for continued support of the drinking water federal funds. Secondly, I think all four offices' staff could remember specific phone calls from the Maine DEP and could name the key DEP players in Maine. When Norm and I asked who they dealt with on the water side, we got blank stares. None could remember any contacts or key players.

So, what should we do? As outlined above, we are a big component of Maine's economy, and provide a key product and service. We all know that, but others do not. We can not be shy about promoting who we are and what we do, both as the MWUA and as individual water utilities. Here are some suggestions:

Complete the MWUA brochure that the Public Awareness Committee is working on.

When we need support in Augusta and/or Washington, continue, and increase, our efforts for individual phone calls from water utilities and their managers across the state.

Prepare a promotional fact sheet of the overall Maine water utility industry and send to key stakeholders and legislators, and have available to all water utilities.

Increase our efforts in issuing news releases around key dates and issues for the Maine water utility profession.

I'm sure you can all think of additional ideas. The basic message - we have to promote who we are and what we do! Yes, we are regulated monopolies, but we are in a competitive world when it comes to government funding or critical programs, and we must become more visible if we want to be successful.

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Material of interest to the water supply profession will be considered for publication. Copy deadline is the 15th day of month preceding publication.

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June Meeting in Rangeley

The June 9, 2005 bimonthly meeting will take place at the Club House Restaurant and Lounge in Rangeley. Casual attire is requested. The program will begin later than normal, at 9:30 am, giving folks a little extra time to travel.

The technical program will review licensed water operators rules and regulations, one year after the new regulations were enacted.

On Wednesday June 8th, golfers will take to the links at a local course. For those who fish, Rangeley Lake and the surrounding bodies of water offer ample opportunity to wet a line.

There are numerous other recreational activities to enjoy while visiting the Rangeley Lakes region: hiking, biking, scenic flights, skeet & trap, canoeing & kayaking, birding and all-terrain vehicle trails - and more! Visit Maine's Rangeley Lake website at www.rangeleymaine.com/index2.shtml for additional information.

One, and perhaps two, camps will be secured for Tuesday and Wednesday evening. The camps will be on the shore of Rangeley Lake, which should make for a very enjoyable venue. Plans are in the works for a surf and turf game dinner for Wednesday evening. For those seeking accommodations, there may be some spots left, on a first come basis. Contact the MWUA office for additional information.

The October 13, 2005 bimonthly meeting will be hosted by the Augusta Water District and will be located in Augusta.

The December 8, 2005 bimonthly meeting will be hosted by the York Water District, and be held in York. For more information, visit our calendar page at www.mwua.org.

February 2006 Meeting Dates Set

The February Meeting and Trade Show, which will once again be held at the Holiday Inn by the Bay and the Cumberland County Civic Center, has been scheduled for February 5-7, 2006. Mark your calendars.

Dan Wells Elected Co-Chair of Education & Operations Committee

Dan Wells, superintendent of the Winthrop Utilities District was elected Co-Chair of Maine Water Utilities Association's Education and Operations Committee on April 13, 2005. Dan started his career with the district in 1997. He is a licensed Professional Engineer.

Dan's focus will be to guide the committee in the development and delivery of more operator oriented training.

The mission of the committee is to provide excellent training and education opportunities to serve the needs of the water utility profession. The committee is looking for more members to be a part of that effort. Those interested in participating can contact Dan at 377-2712 or Co-Chair Tony Alves at 774-5961 x 3128 for additional information.



Aqua Maine, Inc. Names New General Superintendent and Project Manager

Aqua Maine, Inc. has announced that David D. Beaulieu has been named General Superintendent and Project Manager for the company. Beaulieu has been employed by Aqua Maine since 1988, and had previously served as Superintendent at the company's Millinocket division. He holds a Class III Distribution & Class II Treatment License for public water system operation.

Beaulieu will provide overall operational and project support to the local superintendents at each of the company's locations and assist with ongoing safety and security programs. He will also directly manage some of the major construction projects throughout the state.

"David brings a unique blend of leadership and expertise to our company and we're pleased that he has shown the desire and taken the opportunity to advance within our company," said Vice President of Operations Rick Knowlton. "In this new position, David will enhance our capability to bring high level water utility expertise to our diverse operating locations, especially in our smaller service communities." Mr. Beaulieu is based out of the Rockport corporate office and is currently building a new home in the Belfast area.



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Old Town Water District Employee Retires

The Old Town Water District has announced the retirement of 29 year veteran employee Betty Brooks. Ms. Brooks retired from her post of office manager in April. "She's terrific. Just one of those loyal and incredible, conscious employees," says Wes Haskell, superintendent of the water district. "She's one of those fixtures around here that we're going to miss."

The water district hosted an open house on Friday, April 15th to honor Ms. Brooks' many years of service and to welcome Wendy Pollard; the district's new office manager.

Water Operator Examinations Scheduled

Water operator examinations will be held on the following dates:

<u>Date</u>	<u>Location</u>	<u>Application Deadline</u>
June 21	Orono	May 14, 2005
June 23	Portland	May 14, 2005
October 25	Augusta	September 17, 2005
October 27	Presque Isle	September 17, 2005

Examination applications are available on the Drinking Water Program website, www.medwp.com or call (207) 287-5699. Return applications to: Board of Licensure of Water System Operators, Maine Drinking Water Program, 11 State House Station, Augusta, ME. 04333-0011.

Spring Computer Classes Scheduled

The Maine Community College System and Maine Water Utilities Association are partnering to provide hands on computer training to water utility employees.

An Internet Fundamentals & E-mail class will be taught at the college campuses on May 11th in Auburn and on May 13th in Ellsworth, Wells and Presque Isle.

Microsoft Excel[®] Module I classes will be held on May 19th in Auburn and South Portland and again on June 3rd in Ellsworth and Presque Isle.

Microsoft Word[®] will be taught on June 16th in Auburn and again on June 17th in Ellsworth, Wells and Presque Isle. Registration forms are available online at www.mwua.org/calendar.htm. The fee is \$50 per class.

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Maine Water Utilities Association Bimonthly Meeting Schedule

October 13, 2005

Location: Augusta

Host: Augusta Water District

December 8, 2005

Location: York

Host: York Water District

June Office Session to Focus on Security and Emergency Response

MWUA's June office session will feature training in crisis response during emergency situations for front end office staff. Topics covered will include:

- Crisis Communications
- Introduction to System Security
- Public Notification in an Emergency: Drinking Water Advisories
- Maine Drinking Water Program's Emergency Response Notebook

The class will be taught on June 28, 2005 at the Caribou Inn & Convention Center in Caribou. It will be offered again on June 29, 2005 at Pineland Farms located at 16 Pineland Drive, Suite 200 in New Gloucester, Maine. For additional information, visit www.mwua.org/calendar.htm. The class fee is \$35.



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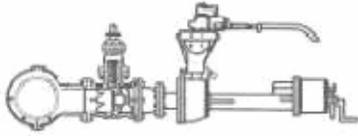
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Nadeau Honored With Past Presidents Plaque



On April 7th, MWUA President Judy Kelley presented Mike Nadeau, Superintendent of the South Berwick Water District, with the Past Presidents Award during the MWUA Board Meeting.

Sporting Clean Water Booth



Maine Water Utilities Association's Public Awareness Committee displayed their Sporting Clean Water Booth at the Maine Sportsman Show April 1-3, 2005.

Nerd Corner

Here's a term for you: Outside Database Connectivity. AKA "ODBC". ODBC gives you the ability to safely ask your billing or accounting database questions, and create reports that you can use. Northern Data Systems & Munis (aka Gemini) both have ODBC solutions. In fact, you may already have it installed on your computer and not know it. It works by allowing software like Excel or Access to "see" the actual database you use to send out your bills or manage your finances. You can "grab" fields of data, and bring them back to Excel or Access to review the data without ever affecting the original data. ODBC allows you to make your own mail merge lists, count customers, figure out sanitary liens and compute average water consumption in zones. Best of all, it lets you look at your data to make sure your addresses are all in the same format, names are spelled properly, etc. Some of the functions are easy, some are difficult, but you owe it to yourself to call your vendor and get trained on ODBC queries.



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June 09, 2005

Rangeley

HOST: Rangeley Water District

LOCATION: Club House Restaurant & Lounge (Formerly People's Choice) 2809 Main St., Rangeley, Maine (207) 864-9955

Casual Attire is Requested

PROGRAM

- 9:00AM – 9:30AM Registration
- 9:30AM – 9:50AM Welcome to Rangeley
Vernon Bean, Superintendent of Rangeley Water District
- 9:50AM – 10:20AM Legislative Recap for 2005
James Cohen, Esquire, Verrill Dana LLP
- 10:20AM – 10:30AM Regulatory Update
Maine Drinking Water Program, Representative

TECHNICAL PROGRAM

- 10:30AM – 11:00AM Contract Operation for Maine Water Systems
Terry Trott, Drinking Water Program
- 11:00AM – 11:15AM Break
- 11:15AM – 12:00PM Liability Issues Associated with Contract Operation
James Cohen, Esquire, Verrill Dana LLP
- 12NOON - 12:15PM Wrap-Up Questions and Answers
- 12:15PM Buffet Luncheon

Judy W. Kelley
President

Chris Curtis, Jefferson Longfellow
Program Coordinators

2.5 Training Contact Training Hours will be granted for this session.

PLEASE RETURN RESERVATIONS BY WEDNESDAY, JUNE 1, 2005

PREPAYMENT IS APPRECIATED. RESERVATIONS MUST BE HONORED.

Registration for MWUA June 9, 2005 Membership Meeting

Name(s):

License #

Affiliation

Water Systems serving less than 10,000 persons (4,000 customers)

Meeting @ \$25:

Meeting @\$15: _____ (small systems only)

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