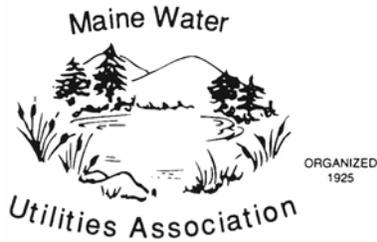


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WATER

NEWS

September 2007

A Publication of the Maine Water Utilities Association

Number 135

WARN's LEGACY

William G. Alexander, Jr., President

Labor Day has passed and many of us have or will be starting the planning and budgeting for 2008. Unfortunately, this also means that the schedule and preparations for winter are underway. Part of this planning, budgeting for 2008 and preparing for winter is looking back to the past at what has been successful, what has failed and what we can do to improve in the future. One of the items that I'm looking forward to is the implementation of a WARN program in Maine.

For those of you that read my article in the May issue of Maine Water News please accept my apologies for the following witticism! This of course assumes that you find it humorous, but I digress. If you missed my article in the May issue of Maine Water News one might ask, "What does WARN stand for?" WARN is much more than an acronym for winter arriving rapidly now! And of course, that old rock song "WAR(N), ugh, what is it good for?" In this circumstance, absolutely everything!

WARN is an acronym for Water/Wastewater Agency Response Networks. But more importantly it formalizes the time honored and tested tradition in Maine of utilities helping utilities. Whenever a utility has requested assistance from a neighbor we have all responded readily to the request, whether borrowing parts or assisting in repairing a break. Water and wastewater utilities alike have successfully responded to weather related events in 2007. One such event that occurred in July brought 6-8 inches of rain in forty-five minutes which destroyed the Bethel Water District's impoundment.

A fine example of the tradition of utilities helping utilities was demonstrated by the Auburn Water and Sewerage District in its response to this deluge of water.

The Auburn Water and Sewerage District rose to the occasion with operators and material to assist in the

restoration of Bethel Water District's water supply. Restoring the water supply to the town of Bethel by installing 1500 feet of pipe in a day's time is no small feat! Congratulations to all for a job well done!

It is events like this that demonstrate that a WARN program could be another tool for utilities in response to emergencies. These events may be man made or occur as an act of nature. WARN is not meant for utilities to forgo their emergency planning but to supplement existing emergency response plans. Our customers demand more information, timely restoration of service whenever an interruption occurs. WARN may also minimize the emotional impact to our customers by maintaining sanitary services. We all know that the water produced today is used for drinking, bathing and fire fighting' but it also has a role in Homeland Security as the medium used for decontamination of personnel exposed to chemical and or bio hazards.

The financial impact to our customers can be minimized as well. If a federal emergency is declared and an agreement exists prior to the emergency many of these costs would be reimbursable.

The WARN program needs to be developed, operated and maintained by participating utilities. Is there a utility in the state that would be willing and has the resources available to host a server and maintain a database for partner utilities? These costs would be shared among participating utilities as some are already doing.

The collaborative effort of utilities in developing and implementing a WARN program, coupled with the cooperation of our suppliers can be a mechanism that will continue the legacy of utilities helping utilities. Give it a look, talk to your neighbor. When the time comes for us to walk out the door for the last time we can leave knowing that we have succeeded in expanding and improving our industries response in restoring service efficiently and economically.

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Jeffrey L. McNelly, Editor
P.O. Box P
Waldoboro, Maine 04572-0917
(207) 832-2263
(207) 832-2265 FAX
e-mail: jmcnelly@mwua.org
website: www.mwua.org

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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Protecting Maine Water by Conserving Maine Land Seminar Set for Augusta

The quality of ground and surface water sources of drinking water in Maine is generally higher than most states, in part because we have not encroached upon source protection areas. If we intend to preserve the quality of our drinking water sources as Maine's population grows, we need to identify, protect and manage important watershed and wellhead lands. The paradox is that as the population grows, the cost of these lands increases while the feasibility of acquisition decreases. The good news is that many municipalities and land trusts also seek to preserve natural areas and rural character. We have an opportunity to work together and meet these common goals.

Maine Water Utilities Association and the Maine Drinking Water Program are sponsoring a one day seminar "Land Acquisition: Protecting Maine Water by Conserving Maine Land" on Thursday, September 27th at the St. Paul Center in Augusta. The seminar has been designed to help communities and water resource professionals understand the links between water quality and land management, with an emphasis on land conservation measures. The cost to attend is \$50. Call the MWUA office at 832-2263 for more information.

Twinkle Week Results in Rescheduling of December Bimonthly Meeting

Historically the bimonthly meetings of the association have always been held on the second Thursday of the even numbered months – the exception being February which is typically a Monday and Tuesday and which sometimes has to be scheduled around Cumberland County Civic Center activities.

The Maine Rural Water Association annual conference has, at least in recent years, been held during the last week of November or the first week of December. In 2006, at about this time of the year, it was learned that the MRWA conference was scheduled in Freeport, the same week as the December bimonthly meeting, which was held in Auburn. A call to MRWA revealed the fact that scheduling logistics associated with their host facility resulted in an unavoidable conflict with the MWUA meeting.

A few weeks ago MWUA learned that the MRWA conference was, once again, scheduled for Freeport for the Tuesday and Wednesday preceding the December bimonthly meeting, to be held this year in Yarmouth. As the result of a conversation with a MRWA staff member, it was learned that the first week of December is Twinkle Week in Freeport – a time to usher in the Christmas holiday season, replete with a parade and other festivities. Apparently it is next to impossible to book a facility for a conference that week as the hostilities in town reserve their accommodations for the Twinkle Week revelers.

After considering all of this, the decision was made to move the 2007 December bimonthly meeting to the first Thursday, December 6th. The meeting will be held at the First Congregational Church of North Yarmouth, which is located at the intersection of Routes 115 and 231.

The association will make every effort to coordinate with MRWA so as to avoid this conflict in the future.

Nominating Committee Recommends Slate

Nominations for Directors are presented at the October Meeting by the Nominating Committee or from the floor by any member. The By-Laws require that the membership be notified, in writing, of the committee's selections for the nomination of Directors at least ten days prior to the October meeting.

Nominating Committee Chair David Parent reports that the committee has selected the following as nominees for Directors for 3-year terms, starting in 2008:

- Stephen Cox, Aqua Maine, Inc.
- Kathy Moriarty, Bangor Water District

There are two open seats to be filled on the Board. The terms of Judy Kelley of Aqua Maine and Michael Nadeau of the South Berwick Water District expire at the end of the calendar year and they both have decided not to run for reelection. In addition, Brian Tarbuck of the Augusta Water District, who has filled the Past President position on the Board this year, will be stepping down.

Printed ballots will be mailed to all eligible voting members in late October. The ballots will contain the nominations made by the Nominating Committee and such other nominations which are made from the floor at the October membership meeting.

Eligible candidates who can be nominated from the floor include Individual, Retired and Honorary Members of the association who are members in good standing. The ballots will also contain a biographical profile of each nominee.

Ballots are to be returned to the office and must be postmarked no later than 14 days from the mailing date. The envelope containing the ballot must be signed by the voting member.

Current Directors whose terms expire at the end of 2008 include William Alexander, Jr. of the Brunswick and Topsham Water District, Gordon Johnson of the Portland Water District and Daniel Wells of the Winthrop Utilities District.

Directors whose terms expire at the end of 2009 include Jeffrey LaCasse of the Kennebec Water District and John Storer of the Auburn Water District.

February 2008 Meeting Set for the 12th & 13th

Disney on Ice is a wonderful event that many water supply professionals have viewed as kids, with their kids or with their kid's kids (or some or all of the above).

The 2008 Disney on Ice show at the Cumberland County Civic Center is scheduled such that the Maine

Water Utilities Association Trade Show will be held on Tuesday and Wednesday, February 12 – 13.



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Brunswick & Topsham Water District New Hire

Craig Douglas, the Co-Chair of MWUA's Education & Operations Committee, has joined the Brunswick & Topsham Water District as District Engineer. Congratulations Craig!

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Fall Computer Classes Scheduled for Augusta

Customized MICROSOFT computer classes, designed specifically for the water profession, have been scheduled for this fall. Intermediate-Advance EXCEL® will be held on October 17th. Intermediate-Advance MICROSOFT Word® is scheduled for November 14th.

The hands-on, user friendly training is being offered at the State of Maine's Cross Computer Lab in Augusta. 5.5 Training Contact Hours will be awarded. The cost of attendance is \$50. There is limited space and early registration is encouraged. To download a registration form, visit www.mwua.org/calendar.

Hydraulics, Modeling and Fire Flows Class A Topic @ MWWCA Conference

Maine Water Utilities Association, in collaboration with the Maine Wastewater Control Association, has developed a Hydraulics, Modeling and Fire Flows class. The session; emphasizing the value of collaboration and information sharing between the local fire department and the local water purveyor, will be presented at the MWWCA Annual Fall Convention on September 20th at the Sunday River Conference Center. FMI: www.mwwca.org/2007mwwcaconvention.pdf.

Providing Effective Customer Service Class

The delivery of effective front-line customer service requires a confident, informed and articulate employee who has the ability to manage a variety of challenging situations. Front line office staff and field personnel will find that this seminar provides specific strategies and tools they can use comfortably when interacting with a customer.

Classes will be held on November 6th at the Best Western Black Bear Inn in Orono and on November 7th at the Portland Water District. This is a one day NEWWA training session and 0.6 CEUs will be issued. To register, call New England Water Works Association at (508) 893-7979.

Safety... "Then & Now" 80th Annual Maine Safety & Health Conference

The National Safety Council of Northern New England will hold its 80th annual conference on September 24-26, 2007 at the Augusta Civic Center. Attendees can choose from eight programs designed to improve participants' knowledge base for safety and health in the workplace. September 7th is the early registration discount deadline. For information on training sessions, call SHCNNE at 1-800-369-0040 or 207-854-8441.

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Valve Repair Operator Forum in the Works

MWUA's Education & Operations Committee is scheduling an Operator Forum on Valve Repair. The training will be held in several locations through out the state in late November. 3 TCHS will be awarded and the cost will be \$20 per attendee. Details will be posted on the calendar link at www.mwua.org.



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Red Jacket Winner Jeff LaCasse Proudly Models the Legendary Coat, Accompanied by 2006 Recipient Brian Tarbuck

Clambake Golf Scrambler Winners Circle

A little rain didn't dampen the spirit of this year's Clambake Golf Scrambler participants. Congratulations are extended to:

1st Place Team winners: Mark Allenwood, Peter Goodwin, Greg Leighton and Steve Cox
2nd Place Team Winners: Earl Brown and Chris Stevens
3rd Place Team Winners: Jason Chadwick, John Leach, Tucky Lettelier and Jerry Leavitt
Jacket Winner: Jeff LaCase
Putter: Mike Pelkey
Long Drive: Keith Pomerleau
Pin #4 5'8" - Chris Stevens
Pin #11 3'2" - Craig Douglas
Pin #16 5'1" - Steve Hall

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The Wiscasset Water District is seeking a fulltime Utility Worker. This position involves performance of a wide variety of duties including general maintenance and basic repair skills related to the water industry. Applicants must have a high school diploma or equivalent and hold a valid Maine drivers license. The successful applicant must be courteous and friendly when meeting and dealing with the public and be able to work in a variety of weather conditions. Preference given to local applicants and licensed water operators or must be able to successfully obtain an operators license within one year.

Wiscasset Water District is an equal opportunity employer. Applications and a job description are available at the Wiscasset Water District office at 65 Birch Point Road, Wiscasset, between the hours of 8:00 AM – 4:00 PM Monday through Friday, or send a resume and cover letter to 65 Birch Point Road, Wiscasset, Maine 04578. Applications/Resumes must be returned to the Water District office by 12:00 PM on September 12, 2007.

The Winthrop Utilities District is currently taking Applications for an open General Field Position. This is a year round full time permanent position, overtime and weekend duty is required. Familiarity with water and

wastewater systems a plus. Salary commensurate with experience, benefits include retirement plan, medical and dental benefits, vacation and sick time, in addition to paid holidays. Job applications and detailed job descriptions can be obtained at the District Office at 29 Bowdoin Street, Winthrop, Maine 04364. We are an Equal Opportunity Employer. For additional information please call 377-2712.

Due to a pending retirement, the Kennebec Water District is seeking a qualified individual to fill an open water treatment plant Operator position at its East Vassalboro treatment facility. The KWD plant is a 12 MGD Microfloc plant with a 5 person staff. Job duties include treatment operations, lab analysis, mechanical, electrical, computer (SCADA), maintenance, watershed protection, and system water quality tasks. Class 4 water treatment certification required for full position standing. Residence proximity requirement. Union position. Competitive wage and benefit package. Equal Opportunity Employer. Send resume to: Kennebec Water District, Attn: General Manager, PO Box 356, Waterville, ME. 04903-0356

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Annual Awards Nomination Deadlines Approaching

MWUA has five annual awards available to members who have made a positive contribution to the water supply profession throughout the year.

The Excellence in Operations Award recognizes a public water system that demonstrates outstanding performance with a team effort in areas of water quality, training and education of employees or the public or new research.

The Jeff Nixon Distinguished Service Award recognizes a MWUA member who demonstrates a career of service to a Maine water utility, to the MWUA and/or overall contribution to the water works profession.

The Jim Doherty Excellence in Volunteerism Award recognizes a past or present employee of a MWUA associate member who through time, expertise, materials, etc. has gone above and beyond in providing outstanding service, contribution or assistance.

The President's Award recognizes an individual or organization that demonstrates extraordinary dedication and commitment to the Maine waterworks profession and MWUA.

The Sid Anthony Award of Merit recognizes a MWUA member who has demonstrated outstanding service to a Maine water utility, outstanding contribution or assistance to other water utility personnel, or outstanding contribution to the waterworks profession.

Nominations for any of these awards can be made by any member of MWUA. The deadline for the Excellence in Operations is October 1st; all other awards have deadlines of December 1st. The necessary nomination forms can found on the MWUA website at www.mwua.org. Contact the office with questions or for additional information.

Collaboration with MWWCA Continues

The cooperative efforts of MWUA and the Maine WasteWater Control Association were instrumental during this past legislative session, as a bond package to provide for two years worth of the required match for the annual State Revolving Fund capitalization grants was sent to voters in June. Successful passage of that bond means that the grants can be secured for 2007 and 2008.

The MWUA Board of Directors recently established an ad hoc committee to continue the dialogue relative to future collaboration opportunities with MWWCA. That group met with MWWCA representatives in August for a morning of productive discussion.

It is expected that there will be ongoing discussions on specific areas where cooperation and

collaboration can net mutual benefit to members of the two organizations, many of whom are members of each.

Early in September the MWUA Legislative and Regulatory Affairs Committee and the MWWCA Government Affairs Committee will sit down to discuss common issues the two organizations may face during the upcoming Second Session of the Maine Legislature.

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Bethel Water District Survives Disaster

July 12th was a bad morning for the Bethel Water District. Torrential downpours the previous evening brought 6 – 9 inches of rain to the region. Chapman Brook Reservoir, their source of supply which was constructed in the late 1800's, was obliterated.

By coincidence, MWUA Executive Director McNelly walked into the office of the Drinking Water Program that afternoon for a meeting, in time to witness the conference call. It was not a situation anyone would want to find themselves in. He suggested that the Auburn Water District might be a logical source of assistance, considering their relative proximity, the extent of their resources and the fact that they had lived through serious crises before.

McNelly called Auburn Superintendent Norm Lamie and left a message on his voice mail indicating that he might get a call. McNelly then called and spoke to District Engineer John Storer who indicated that they would certainly be willing to lend assistance.

The Auburn Water District did respond with men and materials. About 1,500 feet of 6-inch piping was laid to a Chapman Brook tributary which a local contractor had dammed up.

Bethel was also able to access two small wells as supplies. They also had to truck water in from Rumford for a short duration. Efforts are now focused on developing a permanent groundwater supply

Bethel Water District Superintendent Lucien Roberge said: "those guys were great, and they brought everything they needed".

Planning for the Next Emergency Topic of October Meeting in Ellsworth

The Maine Water Utilities Association and Maine Drinking Water Program will be providing an overview of what happened to the Bethel water supply, how different organizations played a role and hindsight on emergency preparedness and ideas for improvement at the October 11th bimonthly meeting in Ellsworth.

Carlton Gardner, of the Maine Drinking Water Program, will provide the Incident Command point of view. Bill Johnson, of the Maine Drinking Water Program, will provide an update on the WARN initiative with a roundtable discussion in regard to mutual aid agreements. John Storer, District Engineer of the Auburn Water District, will share the mutual aid they provided at a critical point in the emergency.

The conference will be held at the Holiday Inn conveniently located on Route 3 in Ellsworth. The cost to attend for small districts is \$20 and \$30 for large districts. A lunch buffet will be provided. Registration forms are

available online at www.mwua.org/calendar or by calling the Maine Water Utilities Association office at 832-2263.



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Nadeau Appointed to EPA Small Business Advocacy Review Panel

The EPA's Office of Ground Water and Drinking Water is assembling a review panel to obtain input from small system representatives who are familiar with issues

related to the implementation of the total coliform rule. Mike Nadeau, Superintendent of the South Berwick Water District, will participate as a representative. The district has been involved in similar projects before including participating in AWWA Research Foundation Projects

Lobster Networking

MWUA's annual clambake was held at Thomas Point Beach in Brunswick on August 9th. The annual event offers the water profession an informal day at the beach to take advantage of good eats, good company and good conversation.

Special thanks are in order to our President Bill Alexander and the crew at the Brunswick & Topsham Water District for securing the site and setting up the facility again this year. Kudos to MWUA's Program Committee for another fine August clambake and golf tournament.



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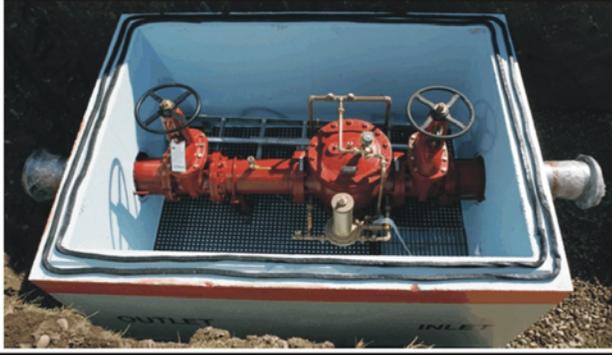
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First Manager's Breakfast Set for October 24th

Recalcitrance is a term that often comes to mind when one ponders the interpersonal relationships one sometimes encounters in the work place. Flyers that come across the desk say "Dealing with Difficult Employees" "Conflict in the Workplace" or "Managing for Results". Statistics point to the fact that businesses experience high levels of financial loss because of errors and poor judgment calls in employment situations. Productivity suffers. The issue has a number of faces, many showing up on the same day. Bottom line, often it's just recalcitrance.

On October 24th managers will be able to adopt the operator forum model that has proven to be so useful, when they assemble to discuss the challenges presented by these situations.

The session will be structured as an informal, interactive operator forum format with supervisors sharing their experiences, problems, and suggestions. The agenda will be flexible and dependent on participant interests. Actual case studies will be sought, so bring your

(hypothetical) issues to discuss. At the conclusion of this seminar, attendees will be able to recognize areas of risk in employment law for their utility and define and put to use procedures to reduce risks.

Visit: www.mwua.org/calender.htm to download a registration form.

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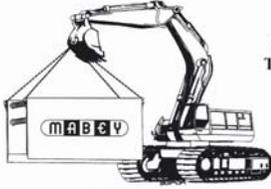
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