



LISBON WATER DEPARTMENT

639 Lisbon Road

Lisbon Falls, Maine 04252

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Paul A. Adams, General Manager

Stanley Doughty Jr., Chairman, James Gurney, & William A. Bauer, Commissioners

Commissioners' Meeting Minutes for May 12, 2008

Members Present: Stanley Doughty Jr., Bill Bauer, and James Gurney

Staff Present: Paul Adams

Audience: None

Meeting called to order by Mr. Doughty Jr., at 6:35pm.

I. AUDIENCE PARTICIPATION

A. None

II. WARRANTS

A. Warrant 18 for April 30, 2008-Approved

B. Warrant 19 for May 7, 2008-Approved

III. OLD BUSINESS

A. Reading and Approval of Minutes:

1. Minutes from April 28, 2008

a. Mr. Gurney made a motion to accept the minutes as written. Mr. Bauer 2nd the motion followed by a positive unanimous 3/0 vote.

B. Complaints

1. The Fournier Complaint

a. Mr. Bauer stated that he had spoken with Ms. Fournier about her complaint letter and she said that she sent the letter to the Town Manager because she did not want to deal with Mr. Adams. She did not state a reason. He spoke with her about the need for separate check payment for water and sewer. He also addressed the expense for this new office building and explained that there is a garage below the building for the equipment and the Ross Valve. He said that he invited them to come to a meeting and for a tour of the building.

i. The Commissioners agreed that they can't make the Fournier's write two checks, but it is at the customers own risk on how the monies are applied to each account when paid with one check payable to the Town of Lisbon. The risk occurs when a customer's check does not equal the total amount due on both water and sewer at the time the check is received. There may have been a finance charge assessed on the sewer that the customer is not aware of, which could leave an outstanding balance on

either water or sewer. If the balance is left on water, because sewer took the total amount owed with the finance charge, it could cause the account to go to disconnect if left unpaid for more than 120 days.

2. Complaints made to the Town
 - a. Mr. Bauer said that he had spoken with Mr. Eldridge and thanked him for forwarding the complaint letter to him and he requested that Mr. Eldridge forward copies of any and all complaints to Mr. Adams.
3. Robitaille Complaint
 - a. Mr. Eldridge told him that there is another complaint from Arlette Robitaille that he will forward to LWD.
 - b. Mr. Adams said that Ms. Robitaille had approached him in town and said that she was having issues with her medication because of the amount of chlorine we were adding to the water. He said he didn't understand exactly what her issue was, but was expecting to hear something more specific from her about it.
 - c. The Commissioners' discussed the level of chlorine in the water and some complaints that they had heard. Some were about the smell. Mr. Adams stated that you smell the chlorine when the level is too low, not when the level is too high.
4. Wells Complaint
 - a. Mr. Adams stated that he had received a complaint from Norma and Ken Wells about water pressure at their residence on Frost Hill. Mr. Adams stated that we had a main break on Old Lisbon Rd, which they thought was due to pressure fluctuation of the Ross Valve due to hydrant flushing. He said they shut-down the Ross Valve and controlled the pressure zone utilizing other valves, which lowered the water pressure on the Frost Hill services. He said that they did this until the hydrant flushing was done, then they reset everything. While the flushing was still going on, the Wells called to complain about no water pressure, so Mr. Plourde went to their location to test pressure and he showed 19psi at the outside silcock. This amount of pressure easily met the minimum pressure requirements of 20psi at the tap in the main, so he told the Wells that we were not going to change anything in hopes to avoid another main break during flushing. Mrs. Wells was not happy with the answer. She addressed Mr. Adams again, publicly, at the Town Hearing for the Wellhead Protection Ordinance. He once again explained to her that LWD was not going to reset the valves until after the flushing was complete. She said that they filed a complaint with the Public Utilities Commission. He said that he received an e-mail the next morning from the PUC. They inquired about the situation with the Wells. He sent a response to the PUC explaining the problem and they were satisfied with the action LWD had taken.
 - b. The Commissioners requested that Mr. Adams keep a file for all complaint correspondence regarding the PUC should there be any questions in the future. Mr. Adams explained that we do have a complaint log that the office staff currently uses to document all complaints and that there is a file for all PUC complaints.

C. New Truck

1. Mr. Adams stated that the new truck is on order from the factory and that we should receive it in July or August.
2. The Commissioners discussed the issue.

- D. New Employee Probation Period
 - 1. Mr. Adams stated that the previously agreed upon compensation was the same pay rate that the employee started at. The Commissioners agreed to increase her wage by \$.35 to \$9.70/hr.
- E. Tabled Items
 - 1. Wellhead Protection-
 - a. Mr. Adams stated that they met with the Town Council on May 6, 2008 and they passed the first reading of the ordinance with one stipulation on the effective date.
 - b. It is tabled until after the Town Council Public Hearing.
 - 2. Cell Tower Rent- Verizon purchased RCC so that they now hold the lease. They will contact us about expansion of the tower at the standpipe. Tabled until that meeting is confirmed.
 - 3. Dragon Property- Tabled- Mr. Adams is still waiting for an e-mail from councilor Norma Wells on the Town's decision.
 - a. Mr. Gurney asked if the proposal was sent to Dragon. Mr. Adams did not think that one was sent to Dragon. Everything is in the Council's possession.
 - b. The Commissioners asked Mr. Adams to speak to Mr. Eldridge about this issue and to see where the Town Council stood with the issue.
 - 4. On Call Duty-Tabled until the results of the 2007 Auditor's Report.
 - 5. SOP Manuals- Tabled until Mr. Levy provides a written proposal for the more detailed manuals.
 - 6. Rate Increase-Tabled until the results of the 2007 Auditor's Report.
- F. Other Old Business
 - 1. None

IV. **NEW BUSINESS**

- A. General Manager's Report
 - 1. Software Support Fees from Town
 - i. Mr. Adams stated that the fees for 2008 were less than last year.
 - 2. Worker's Compensation Computation with Maine Municipal Association
 - i. Mr. Adams stated that he had a response from MMA regarding an employee's job percentages. He said that MMA does not recognize separate percentages with consideration to the different jobs an employee may do. They will use 100% of the rate for the job that has the most risk for that employee.
 - 3. Second Main Break on Route 196
 - a. Mr. Adams stated that there was another main break on Route 196 last Friday. He said that Mr. Plourde stated that the condition of the pipe was so bad that his fingers went through the pipe in the back when they were trying to set the clamp. They had to use a larger clamp to cover the deteriorated area.
 - b. The Commissioners discussed the cost and inconvenience to replace that section of main. Traffic was easily detoured and there were not many residences affected.
 - 4. New LWD Garage
 - a. Mr. Adams stated that he would check with the Wellhead Protection Ordinance to make sure we could build garage out back.
- B. Other New Business
 - 1. None

C. Next Meeting Date

1. Salaries Workshop will be Monday, June 2, 2008 at 6:30pm.
2. Next Commissioners' Meeting date is for Monday, June 9, 2008 at 6:30pm.

V. EXECUTIVE SESSION

- A. None

VI. ADJOURNMENT

- A. Mr. Gurney made a motion to adjourn and Mr. Bauer 2nd the motion followed by an affirmative 3/0 unanimous vote. The meeting adjourned at 7:20pm.

*Please note that this printing of the Commissioners' Meeting minutes is not verbatim. The meetings are audio recorded and the recordings are on file at the Lisbon Water Department located at 639 Lisbon Street, Lisbon Falls, ME, 04252.