



## 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 February 13, 2007

Members Present: James Gurney and William Bauer

Members Absent: Stanley Doughty Jr.

Staff Present: Paul Adams and Larry Plourde

Audience Present: Dave Hale and Lisbon Town Councilor Dale Crafts

Late Arrivals: Lisbon Town Councilor Charlie Smith

Meeting called to order by Mr. Bauer, at 6:42pm.

#### **I. AUDIENCE PARTICIPATION**

A. None

#### **II. OLD BUSINESS**

A. Reading and approval of minutes:

1. Minutes from January 23, 2007 approved.

a. Mr. Gurney made a motion to accept the minutes and Mr. Bauer 2<sup>nd</sup> the motion with a positive 2/0 unanimous vote.

B. Wellhead Protection

1. Mr. Adams stated that Mr. Ferg Lea of AVCOG had sent him an e-mail stating that there should be a few changes in the Town Comprehensive Plan. Mr. Adams inquired if Mr. Lea would be present for the next meeting. Mr. Lea did not respond until after the meeting with the Town but he did state in the e-mail that he would not be there. He recommended that Mr. Adams send a letter to the Comprehensive Planning Committee recommending the proposed changes but we have not heard anything else. Mr. Lea did state that he was working on the digital maps.

a. Mr. Gurney inquired what the recommended changes were.

i. Mr. Adams stated that Mr. Lea thought that there should be a paragraph outlining explicitly an interim ordinance to be enforced until the formal ordinance is final and approved by the Town.

ii. Mr. Gurney stated that there is a meeting for the Council to review Ordinances and Mr. Crafts concurred.

a. Mr. Bauer stated that he believed that this meeting was for old ordinances and not to present new ordinances.

- iii. Mr. Bauer stated that a new ordinance would need to be presented to the Council. Mr. Gurney stated that it will probably need to go before the Planning Board first and then to a public Council meeting.
- iv. Mr. Adams stated that we would need the final maps to present with the ordinance; he hoped they would be ready for the next workshop on February 27<sup>th</sup>. Mr. Adams is waiting for some clarification from Mr. Lea.

C. Ann Street Well Pump

1. Mr. Adams stated that the pump is still pulled and that he has submitted a claim with an estimate for just under \$7,500 to the insurance company. He expects to hear from them soon.
2. Mr. Plourde inquired if that quote was for repair or replacement and Mr. Adams stated that it was for replacement. When he last spoke with Mr. Hegarty he had no quote for repair.
  - a. Mr. Bauer stated that he would rather have a new pump than to have a rebuilt pump regardless if the insurance would cover the cost or not.
3. Mr. Bauer asked if we were managing OK without the Ann Street well.
  - a. Mr. Plourde said that they were monitoring the levels closely and that they are doing a lot of adjustments particularly with the Ross Valve downstairs here to keep the standpipe level high without overflowing. There have been no major issues or complaints so far.
4. Generator for Office
  - a. Mr. Adams stated that they tested the new UPS's but the UPS's power don't last longer than 5 or 10 minutes which is not long enough for the person on call to get here to switch to the generator.
  - b. Mr. Plourde stated that the only way to solve the issue is to install an automatic transfer switch from the main power source to a generator.
    - i. Mr. Bauer asked if there was a power outage would there be an alarm to notify us. Mr. Plourde stated that when they were testing the UPS' there was no alarm so the only way anyone would be notified would be when there was another issue to trip an alarm.
  - c. Mr. Bauer asked what happens to the Ross Valve when there is a power outage. Mr. Plourde stated that based on past history the Valve opens completely and the water supply will cause the Lisbon Falls standpipe to overflow.
  - d. Mr. Gurney asked what happens with the SCADA system and Mr. Plourde said that they are not sure as the system is so new and they haven't had the issue yet.
  - e. Mr. Crafts shared that with his storage units he has an alarm system that if the security is breached he gets a call on his cell phone to notify him. He asked if that would be an option for us to set up for power failures.
    - i. Mr. Bauer stated that with the SCADA system there were a specific number of slots that we had to choose the settings for such as in case of a fire, pump failure, chlorine levels, etc.
    - ii. Mr. Gurney stated that he thought we had purchased an extra slot to add something else and Mr. Adams confirmed that there is an available slot but that we would need to confirm that Seacoast Security would be able to do that. Mr. Crafts stated that Seacoast Security is the same company that handles his system.

- f. Mr. Gurney inquired as to what happens with the SCADA when it is down. Mr. Plourde and Mr. Adams stated that we lose everything except Moody Rd.; that both Ann Street and Bauer wells were controlled by the SCADA. Moody road has its own control panel and generator. Also, when the SCADA is down there are no laptop capabilities to check alarms for the on call person.
- g. Mr. Bauer stated that if there was an alarm system to alert us when there was a power outage then there would be about 1 hour to 1 ½ hours without the SCADA. Mr. Plourde thought the time lapse would be less at about ½ hour unless there were serious issues.
- h. Mr. Bauer asked what would happen when the SCADA goes down. Mr. Plourde stated that there would be no recording of information for Moody and it may disable the Ann Street and Bauer wells.
- i. Mr. Bauer stated that he would like to see an outage simulation to find out what happens with the Ann Street and Bauer pumps.
- j. Mr. Adams will do some tests and get some information for other options.

D. Tabled Items

- 1. LWD Clothing-Tabled for Quotes
- 2. Maine Electronics Blue Building-Tabled
- 3. Dragon Property-Tabled until after Wellhead Protection is resolved.
  - a. Both Councilors stated that they feel this should be resolved soon as it is a serious issue.
- 4. Executive Session Clarification-Tabled-Waiting on Mr. Levy
- 5. Generator at the New Facility-Tabled-Waiting to see if this is an issue.
- 6. Main across Mid-Town Plaza

E. Other Old Business

- 1. Cemeteries
  - a. Mr. Bauer stated that he wishes to clarify the issue with the cemeteries.
    - i. Water will not be turned on until all the plumbing passes inspection.
      - a. Mr. Bauer inquired if all cemeteries have backflows.
        - 1. Mr. Plourde stated that they have anti-siphon valve which satisfies the backflow contamination issue.
        - 2. Mr. Smith stated that he thought two cemeteries have backflows that had cost over \$230. Mr. Plourde said that the one on Ferry Rd. and the one on High St. have backflow preventers in the pits.
          - a. Mr. Adams stated that that cost is really high and Mr. Smith stated that there were other plumbing issues that had to be dealt with in order to install the backflow.
        - 3. Mr. Smith stated that the issue is that some cemeteries have the funds to fix the plumbing and others do not.
        - 4. Mr. Hale stated that with the minimal amount of water used the water could be brought to the cemetery in 5 gallon buckets or some such. He feels maybe the service should be discontinued if they can't find the funds to prevent backflow contamination to the public water supply. The

Commissioners and Councilors concurred with suggesting this idea to the cemeteries.

- ii. LWD will supply the meter and install it at no cost to the cemeteries.
  - a. Mr. Smith asked what will happen if there were plumbing issues.
  - b. Mr. Adams suggests that if the cemeteries that have plumbing issues want to keep their plumbing LWD will do the excavation, to dig up the curb-stop to replace the line if the cemeteries supply the copper and spigot.
    1. Mr. Smith feels this is fair solution as LWD needs to maintain the integrity of the system and we are offering one spigot at minimal cost with Mr. Crafts in agreement.
  - c. Mr. Bauer inquired how to inform the cemeteries.
    1. Mr. Adams suggested sending a letter. Mr. Smith suggested having a meeting.
    2. Mr. Bauer stated that a letter will be mailed to invite them to a meeting. Mr. Smith said that most cemetery committees meet in April so to mail the letter before that and look to meet with them after that.
    3. The Commissioners agree to meet March 13<sup>th</sup> and invite the Cemetery Committees to this meeting so that they would have about six weeks to plan what they would need to have done before May when they would expect to have the water turned on.
      - a. Mr. Adams will mail the letters and Mr. Plourde will provide a parts list along with a diagram of what the plumbing will need to look like.

### **III. WARRANTS**

- A. Warrant 4 for January 24, 2007-Approved
- B. Warrant 5 for January 31, 2007-Approved
- C. Warrant 6 for February 7, 2007- Approved

### **IV. NEW BUSINESS**

- A. General Manager's Report
  1. Mr. Adams stated that he has received a letter from the University of Southern Maine for help with the Southern Maine Children's Water Festival and they would like a \$750 contribution to help with festival.
    - a. Mr. Bauer stated that any contribution to this type of event comes out of the rate payers' payments and he is not in favor of this. Mr. Gurney concurred. He stated that Mr. Plourde is available to do tours to show water facilities for children's field trips. Mr. Crafts agrees that this is very educational.
  2. Mr. Adams stated that he received a letter from Department of Human Services stating that Maine Drinking Water Week is from May 8<sup>th</sup> – 11<sup>th</sup>. An organization is coming to Maine to present a play and if we want our school on the list then they need to call and sign up to be on the list. Mr. Adams will forward this letter to Lisbon Community School Principal and or Superintendent.
  3. Forbes Street Main Break
    - a. Mr. Adams stated that they were there for about 11 hours that it was difficult to find the break. Mr. Plourde stated that water was coming out of everywhere but

where the break was, which is fairly common when there is 42” of frost in the ground.

- b. Mr. Bauer said that they should have called his son to use his thermal imaging technology.
  - i. Mr. Adams said that they had thought of that after they were finished. Mr. Plourde said Jim Lemieux showed up and they asked him if he thought this technology would work and he said because of all the frost that was in the ground and he said it probably would not work.
  - ii. Mr. Hale inquired about the sound technology used on North Street. Mr. Plourde stated that you need to have some distance and that on Forbes Street that there was not enough distance so the only option was to chase the pipe.
  - iii. Mr. Gurney asked what caused the break. Mr. Adams said it was a sheer break, but once they had the pipe dug up they noticed that there were a lot of large rocks on the pipe and that it is surprising that there hasn't been a break sooner.
  - iv. Mr. Bauer stated that it sounds like quite the paving job and Mr. Adams agreed that this was an expensive break.
  - v. Mr. Smith inquired about the condition of the pipe and Mr. Plourde stated that it looked normal for regular cast iron pipe. Everyone agreed that there was poor initial installation of this pipe.

#### 4. WPCF Letter

- a. Mr. Adams stated that he received a letter from the Town's Water Pollution Control Facility and they stated that they have finalized their waste testing and the results show that the Arsenic level went from 10ppm to 36ppm and they want to meet with us. He said he has called Wright-Pierce to attend the meeting with us and set the appointment date. He said he is not sure all the difference is coming from us.
- b. Mr. Smith stated that the Town is not sure either as it was in the Town Manager's notes at the end of the last meeting. Mr. Leighton had sent out numerous letters in an effort to pin point where it is coming from as the level has exceeded the allowable limit.
- c. Mr. Adams stated that he does not think it is coming from us as during the whole construction phase of the new plant we had Wright-Pierce do monthly testing so that we could have history to figure out where it was going. Mr. Gurney agreed that we were testing because we wanted to make sure that the arsenic that we filtered into the sewer system did not upset their system.
- d. Mr. Adams stated that the meeting will be held here at the Water Department on February 27<sup>th</sup> at 10am.
- e. Mr. Gurney inquired if Gypsum was included and Mr. Smith said they did.
- f. Mr. Adams stated that he has not seen the tests to see when the levels started changing. He said that when the old Maine Electronics building was torn down that it exposed a lot of ground to be washed down into the soil.
  - i. Mr. Hale stated that they were still operating a recovery service up there and if there is additional arsenic getting in it is a good indication... He also said that maybe he should attend the meeting as well that the

arsenate/arsnite information findings he has might help track down the source.

- g. Mr. Plourde stated that they tested our sludge at the plant today and our testing showed 20 ppb so the level at the treatment facility is really high.
- h. Mr. Bauer requested that we do more tests up to the meeting date. Mr. Plourde recommends that we have independent tests done right off and another one done just before the WCPF does their test.

5. Spigots for the Green Spaces in Town

- i. Mr. Adams stated that he has received an e-mail from the Town Engineer requesting an estimate of what it would cost to put spigots at the green spots (gardens) in the Town. They already have three and they are looking for six more spigots.
  - a. Mr. Adams said they were talking about paying the expense but he needs to know if meters are going to be installed. Mr. Gurney said that they need to be metered because we have to report to the PUC the amount of water used that that is why we have gone to the cemeteries to have meters installed.
  - b. Mr. Crafts said that the object of putting spigots in is to entice people to adopt a spot to take care of it.
  - c. Mr. Plourde said his list shows potential locations of the Smith and McCarthy Park across from Graziano's, the Durham- Lisbon sign; LWD does not have water here, the Welcome to Lisbon sign at the Topsham line, the Village Street sidewalk gardens, the School Street and Route 196 garden spot, and a second spigot at the Oak Street garden near the flagpole. Mr. Smith thought that they could use a garden hose at the Oak Street location.
- ii. Mr. Bauer would like to put this on the next meeting's agenda and for Mr. Adams to find out what other Water Departments do for this.

B. Operation Supervisor's Report-None

C. Other New Business

1. Disconnect Notices

- a. Mr. Bauer stated that he received a copy of a disconnect notice for \$.04 from the Town Manager but he forgot to bring the copy with him. Mr. Gurney said he received a copy as well and the Councilors confirmed that they had received copies as well, however Mr. Adams did not.
  - i. Mr. Bauer expressed his concern with sending out disconnect notices for small amounts. He stated that he knows that Mr. Adams stands on the point that if the amount is overdue then it is included and that the computer generates the notices based on any overdue amount. The Commissioners asked Mr. Adams if this was the same issue as the disconnect issue for \$.25 raised at the Comprehensive Planning Meeting with the Town Councilors and Mr. Adams stated that it was not. They asked Mr. Adams to briefly explain the \$.25 disconnect issue.
  - ii. Mr. Adams explained the individual sent one payment to the Sewer Dept. The Sewer Dept. had assessed a \$.25 finance charge on the account. When you send one payment they took what they were owed including the \$.25 fee. They sent the Water Department the rest of the payment thus left

a \$.25 balance on their water account which caused the account to be delinquent.

- iii. Mr. Bauer and Mr. Gurney inquired if this \$.04 issue was the same situation. The Councilors stated that they didn't know the source of the \$.04 either. Mr. Adams stated that he did not know the account but he believed he knows what happened. Mr. Gurney stated that the amount due on the notice was for \$34.04 that the payment made was for \$34.00 lacking the \$.04. Mr. Adams stated that when this happens LWD mails a letter to the customer alerting them of the short payment.
- iv. The Councilors clarified that we send a letter alerting the customer to the balance and Mr. Adams confirmed.
- v. Mr. Gurney explained the billing process. The customer is issued a bill and if it is less than \$50 then the customer has 90 days to pay it until they get the next bill which shows the outstanding balance as well as the new balance which now makes their old balance 120 days past due. Thirty days after the new bill the customer will receive a disconnect notice which still gives the customer 14 more days to pay the bill before they get disconnected. Mr. Adams stated that at this point it was not just the \$.04 delinquent but the entire balance that is delinquent.
- vi. Mr. Crafts apologized to Mr. Adams for being so upset at the meeting the other night because he was ignorant of the disconnect process at that time.
- vii. Mr. Bauer asked how many we issue a month and Mr. Adams stated that this month we issued over 80 notices.
- viii. Mr. Hale stated that in the past finance charges were not assessed as it was not filed for and the reason it was never filed for was that the overdue amounts were around or less than \$20 and that there was a lot of work involved with figuring and tracking the charges. He mentioned that maybe LWD should look at implementing a charge as a deterrent.
- ix. Mr. Bauer requested that a phone call be made to the customer to find out the intent if the check amount does not match or each department only take the amount of the bill and not amounts for fees if they are not included in the check.
- x. The Councilors and the Commissioners all agree that there needs to be better communication between the departments. Mr. Bauer would like to discuss this further at the next Councilor's meeting. The Councilors agree and suggest that maybe the ladies that deal directly with this should come to the meeting as well. Mr. Crafts suggested putting a large print notice with bills to tell customers to mail separate checks. Mr. Smith said that people really don't understand that the Water Department is a separate entity from the Town. The Councilors would like to see everyone working together better and getting processes in place to help this happen.
- xi. Mr. Gurney asked if we should mail literature explaining the disconnect process. Mr. Bauer stated that he would like this to be on the next meeting's agenda to discuss when all Commissioners are present.

- xii. Mr. Crafts stated that one of the top goals of the Council to implement on-line bill paying and everyone in the meeting agreed that this is a very good idea.
- xiii. Mr. Gurney stated that he would like to have the Water Department in charge of our webpage then it could be updated with the most current information concerning main breaks and any notices such as the disconnect procedures. He stated that the Water Department webpage is not kept up to date.

**V. SET NEXT MEETING**

- A. Tuesday, February 27, 2007 at 6:30pm.

**VI. EXECUTIVE SESSION**

- A. None

**VII. ADJOURNMENT**

- A. Mr. Bauer made a motion to adjourn and Mr. Gurney 2<sup>nd</sup> the motion followed by an affirmative 2/0 unanimous vote. The meeting adjourned at 8:04pm.