

# MAINE STATE LEGISLATURE

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# Joint Standing Committee On Utilities and Energy



**mrwa**

MAINE RURAL WATER ASSOCIATION

January 2007

HD4465.M2

M3

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# Maine Rural Water Association

## *Leading the Profession in Training and Technical Assistance*

### Programs and Services

- † 24 Hour Emergency Response
- † Leak Detection
- † Grant Information
- † Community Development Block Grant Applications
- † Income Surveys
- † Water Conservation
- † Water Quality Issues
- † Certification Training
- † Environmental Education and Training
- † Community Outreach
- † Consumer Confidence Reports

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# Maine Rural Water Association

*Leading the Profession in Training and  
Technical Assistance*

Maine Rural Water Association Members	
<u>Membership Category</u>	<u>Number</u>
Voting	391
Associate	64
Sustaining	8
Operator	24

**Voting Member:** Public water and wastewater systems, including camps, campgrounds, schools, businesses, districts, departments, utility districts, wastewater treatment facilities, and collection systems.

**Sustaining Member:** Water and wastewater systems with a population greater than 10,000 (4,000 services).

**Associate Member:** Business and professional firms serving water and wastewater systems.

**Operator Member:** Water and wastewater operators and trustees

# Maine Rural Water Association

## *Summary Statistics*

*January 1, 2006 – December 31, 2006*

### **Drinking Water Program**

#### *On-Site Technical Assistance*

Number of Visits	1433
Number of Requests	435
Number of Source Water Protection Plans	17

### **Wastewater Program**

#### *On-Site Technical Assistance*

Number of Visits	316
Number of Requests	98

### **Training Programs**

<b><i>Program</i></b>	<b><i># Trainings</i></b>	<b><i># Attendees</i></b>
Water	75	1277
Wastewater	8	109
Both	33	795
<b>Totals</b>	116	2181

# **Maine Rural Water Association**

## ***Leading the Profession in Training and Technical Assistance***

### **Training Topics**

#### **Water and Wastewater District's Board of Trustees:**

- ✦ **Conflicts of Interest**
- ✦ **Fiduciary Duties of Board Members**
- ✦ **Employment Issues: Hiring, Evaluations, and Terminations**
- ✦ **How to Understand Contracts**

#### **Very Small Water System, Class I Water Operator**

##### **Certification:**

- ✦ **Five Day Water Certification Preparatory Courses**
- ✦ **One Day Water Certification Review Classes**
- ✦ **Mathematics for Water System Operators**
- ✦ **Individual Student Tutoring for Exam Preparation**

#### **Water Operator Expense Reimbursement:**

- ✦ **Water Chemistry and Water Treatment**
- ✦ **Water Quality in Distribution Systems**
- ✦ **Backflow Prevention**
- ✦ **Bacteria, Viruses, and Parasites**
- ✦ **Leak Detection and Water Audits**
- ✦ **Chemical Handling and Safety**
- ✦ **Basic Water System Hydraulics**

**MUST Safety Training Targets the Needs of Water and Wastewater Operators, as well as Public Works Employees**

- ✦ **First Aid/CPR**
- ✦ **Confined Space**
- ✦ **Tractor, Loader, Backhoe Safety, Maintenance, and Operation**
- ✦ **Lock Out, Tag Out, Low Voltage and Fall Protection**
- ✦ **Road Opening Permits**

**Rules and Regulations: (Water and Wastewater Operators)**

- ✦ **Lead Copper Rule**
- ✦ **Stage 1 Disinfection Byproducts Rule**
- ✦ **Arsenic**
- ✦ **CMOM**

**Professional Development for Water and Wastewater Operators**

- ✦ **GASB 34**
- ✦ **Lien Law**
- ✦ **Sexual Harassment and Personnel Handbooks**
- ✦ **Customer Service**
- ✦ **Record Retention**
- ✦ **Time Management**

**Continued Education for Water and Wastewater Operators**

- ✦ **Fire Sprinklers and Hydrants**
- ✦ **Valves: Exercise and Maintenance Programs**
- ✦ **Basic Pipe Installation**
- ✦ **Pressure Testing**
- ✦ **Slow Sand Filtration**
- ✦ **Best Management Practices**
- ✦ **How to Prevent Freeze Ups**
- ✦ **Water and Wastewater Testing Procedure**
- ✦ **Programmable Logic Controls and Process Controls**

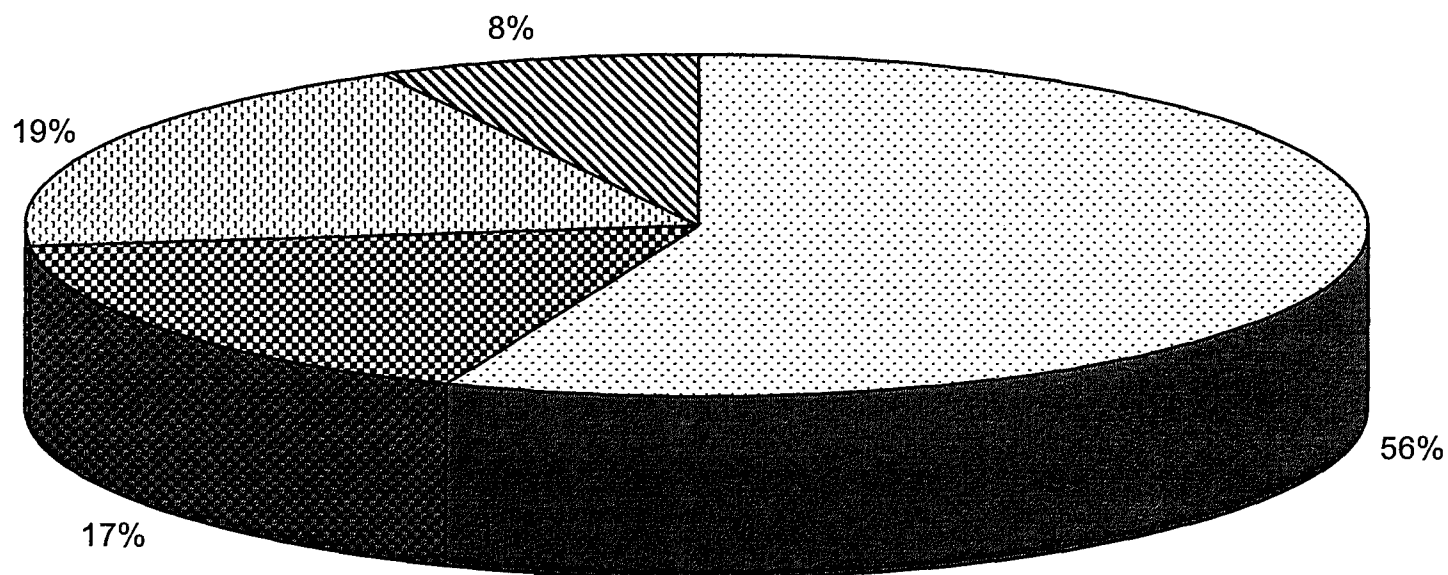
### **Training Specific to Wastewater Operators:**

- ✦ **Biochemical Oxygen Demand**
- ✦ **Solids Management**
- ✦ **Lagoon Day**
- ✦ **QA/QC: How to Read your Lab Reports**
- ✦ **Industrial Wastewater Pretreatment**

### **Regulatory Compliance:**

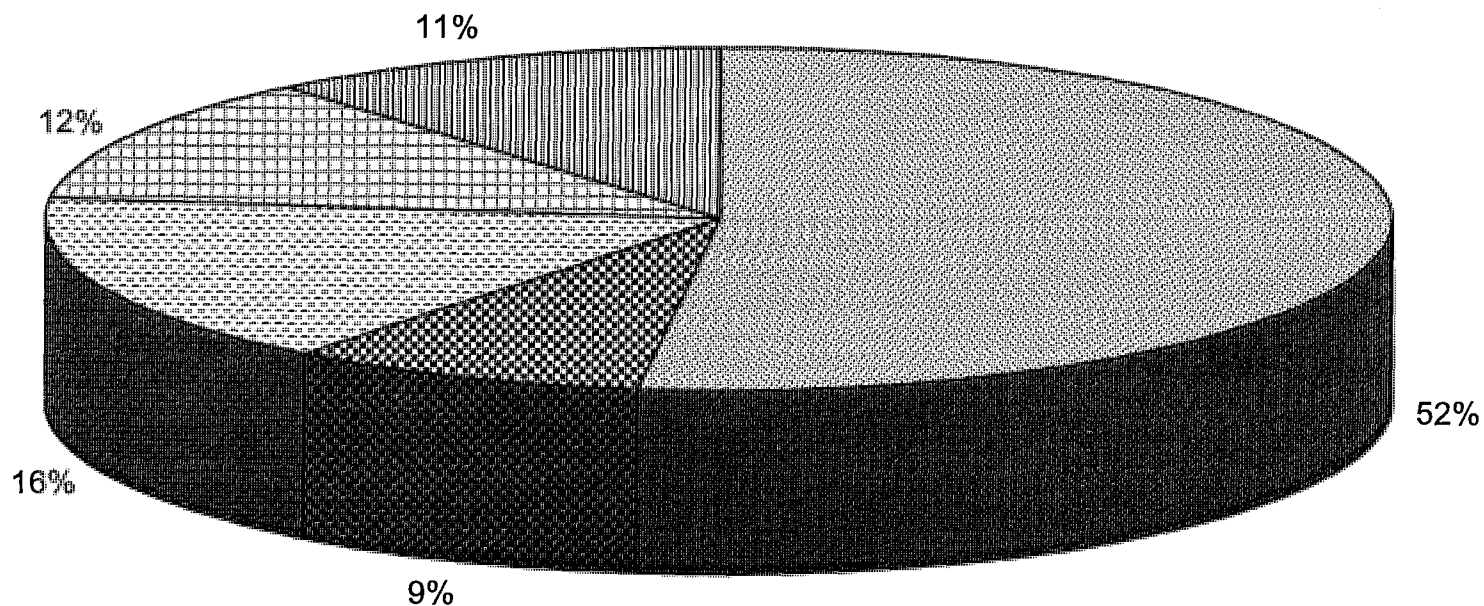
- ✦ **Compliance with the Safe Drinking Water Act and Clean Water Act**
- ✦ **Disinfection Byproduct Sampling Plans**
- ✦ **Dig Safe**
- ✦ **Public Utilities Commission Rules**
- ✦ **Consumer Confidence Reports**
- ✦ **Vulnerability Assessments**
- ✦ **Source Water Protection**
- ✦ **Wellhead Protection Plans**
- ✦ **Inter-Agency Coordination**

## Maine Public Water Systems Total Systems 2171



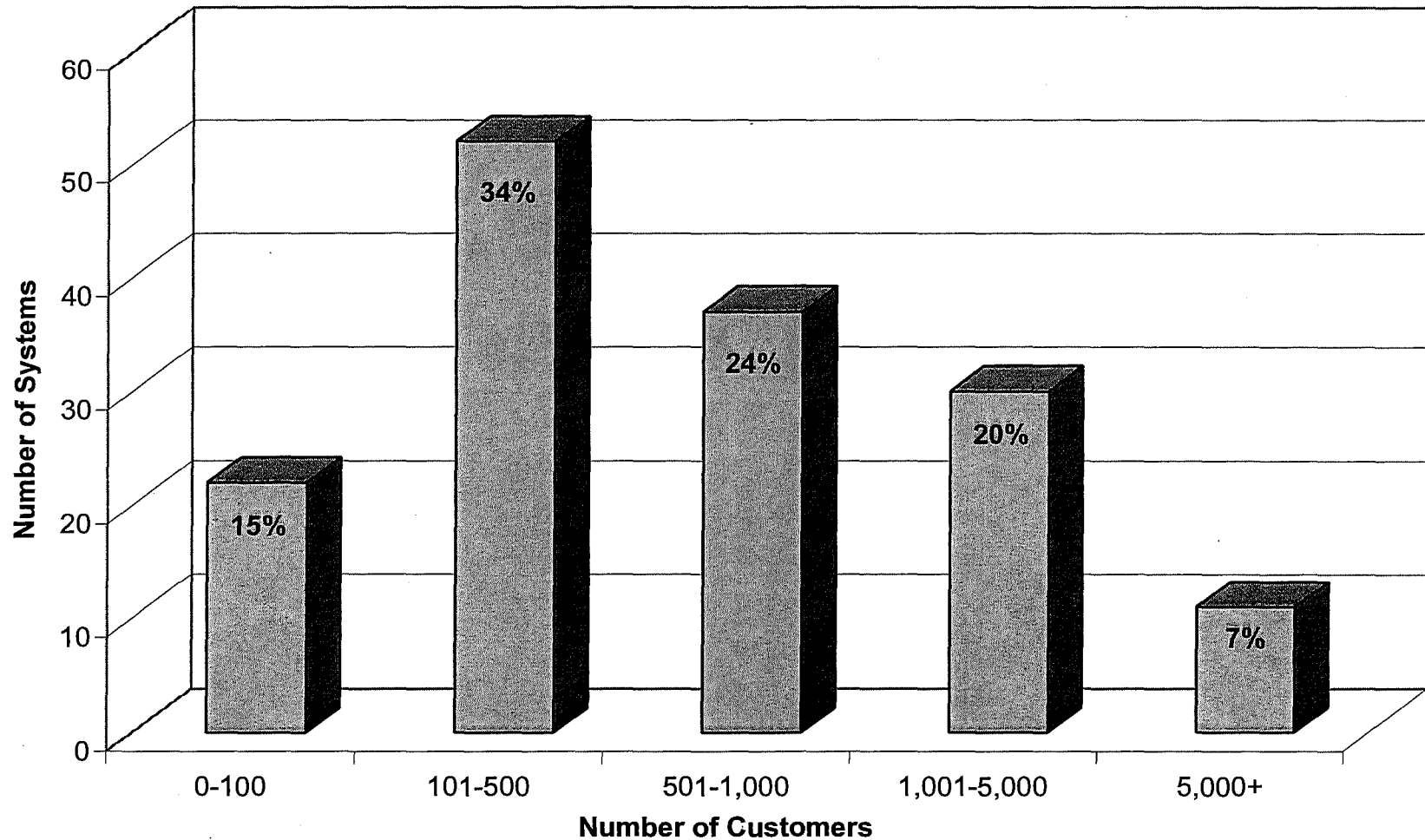
- Transient Water System - 1218 Restaurants, Campgrounds, Rest Areas
- ▣ Non-Transient Water System - 370 Schools, Businesses & Factories
- ▤ Community Water System - 412 Districts, Departments, Companies, MHPs
- ▨ Bottled Water System - 171 Bottled Water Systems

**Water Systems Regulated**  
**by the Maine Public Utilities Commission**  
**by Organization**      **Total Systems 152**

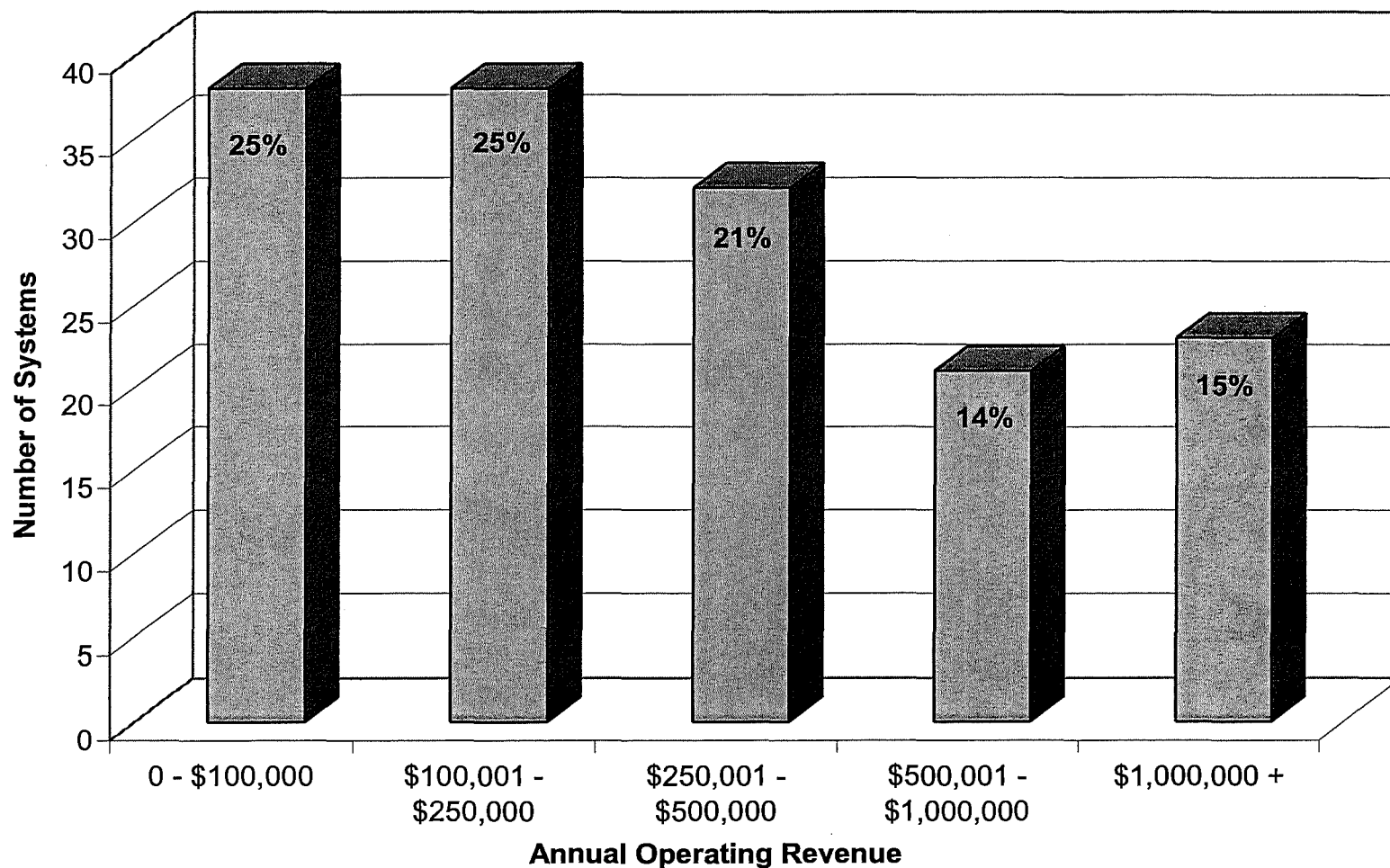


■ Districts (Water): 79 Systems	■ Municipal (Water): 13 Systems
■ Districts (Water & Sewer): 25 Systems	■ Municipal (Water & Sewer): 18 Systems
■ Investor Owned: 17 Systems	

## Maine PUC Regulated Water Systems by Number of Customers



## Maine PUC Regulated Water Systems by Operating Revenue



# Average Annual Water Rates

*Based on 2000 Cubic Feet Per Quarter*

	Consumer Owned (District, Department, or Joint Utility)	Private Company
Average Metered Rate	\$73.81	\$80.55
Low	\$24.00	\$36.63
High	\$161.00	\$114.20

## List of Completed 2005 Maine Consumer Confidence Reports

Community System Name	City
Addison Point Water District	Addison
Anson Street Apartments	Farmington
Anson Water District	North Anson
Averill's Mobile Home Park	Benton
Baileyville Utilities District	Baileyville
Bar Harbor Water Division	Bar Harbor
Bay Bridge Estates	Brunswick
Begin Mobile Home Park	Sabattus
Benjamin River Apartments	Orono
Bethel Water District	Bethel
Birchtree Meadows Mobile Home Park	Hancock
Blueberry Ridge Mobile Village, Inc.	Wells
Boudreau Trailer Park	Princeton
Boulter Place Apartments	Herman
Brookside Mobile Home Court	Waldoboro
Buckfield Village Coporation	Buckfield
Caincrest Mobile Home Park	York
Canton Point Park	Greene
Caribou Stream Mobile Home Park	Caribou
Cathance Trailer Park, Inc.	Topsham
Cedar Haven Mobile Home Park	Holden
Charter Oaks Mobile Home Park	Arundel
Cold Spring Water Company	Lemoine
Corinna Water District	Corinna
Corinthian Manor	Corinth
Country Acres Trailer Park	Durham
Country Manor Nursing Home	Cooper Mills
Country View Apartments	Pembroke
Crescent Mobile Home Park	Hancock
Crestwood Acres Water Association	Poland
Crystal Springs Mobile Home Park	Scarborough
Deer Crossing Apartments	Farmington
Deer Ridge Mobile Home Park	Augusta
Deer Run Apartments	Orono
Dexter Utility District	Dexter
Dingley Spring Estates	Gorham
Dixfield Water Department, Town of	Dixfield
Downeast Correctional Facility	Machiasport
East Vassalboro Water System	East Vassalboro
Emery Commons	Southwest Harbor
Estes Lake Mobile Home Park	Sanford
Ethel Walton Housing	Farmington
Evergreen Mobile Home Park	South Lebanon
Exeter Water Department	Exeter

## List of Completed 2005 Maine Consumer Confidence Reports

Community System Name	City
Fairground Apartments	Orrington
Forest Hill Manor	Fort Kent
Four Winds Homeowners Association	South Thomaston
Franklin Water Department	Franklin
Friendly Village of Gorham	Gorham
Golden Gate Trailer Park	Presque Isle
Good Will Home Association	Hinkley
Grandeur Mobile Home Estates	Carmel
Guilford-Sangerville Water District	Guilford
Hadley's Lake Apartments	East Machias
Hancock Heights	Hancock
Happy Trails	Topsham
Harborview Apartments	Blue Hill
Havasu Pines MHP	Orono
Havasu Pines MHP 1	Orono
Hebron Water Company	Hebron
Heritage View Apartments	New Sweden
Hidden Lake Village, Inc.	Limington
Highpine Mobile Home Court	Wells
HillHouse, Inc.	Bath
Hillview Estates Trailer Park	Turner
Hingham Heights	Bangor
Hodgdon Homestead	Hodgdon
Holden Square Apartments	Holden
Houlton Mobile Home Park	Houlton
Howards Trailer Park	Orland
Imperial Marshwood	Elliot
Island Nursing Home	Deer Isle
Jay Village Water District	Jay
Jones Mobile Home Park	Brownville
Kennebec Mobile Home Park	Oakland
King's Trailer Court	Mount Desert
Knights Hill Association	Bridgton
Lake Arrowhead Community, Inc.	North Waterboro
Lake St. George Apartments	Liberty
Lakes Region Mobile Village	Winthrop
Lakeview Trailer Court	Holden
Lazy Acres Mobile Home Park	Caribou
Limerick Water District	Limerick
Lisbon Water Department	Lisbon
Long Pond Water District	Sullivan
Machias Trailer Park	Machias
Machias Water Company	Machias
Mapletree Estates	Mapleton

## List of Completed 2005 Maine Consumer Confidence Reports

Community System Name	City
Marshbrook Estates	Sanford
McCulley Commons Apartments	Presque Isle
Mexico Water District	Mexico
Milbridge Water District	Milbridge
Montfort Heights	St. Agatha
Monticello Housing Corporation	Monticello
Moosehead Trail Village	Brooks
Moscow Water District	Moscow
Mountainside Mobile Home Park	Camden
Mt. Abram Chalet Association	Greenwood
Muirfield Village Condominium Association	Bridgton
North Berwick Water District	North Berwick
North Haven Water Department	North Haven
North Jay Water District	Jay
Northern Spring Park	Poland
Orono-Veazie Water District	Orono
Parker Ridge	Blue Hill
Passamaquoddy Water District	Eastport
Patten Water Department	Patten
Peabody Estates	Princeton
Penobscot Nursing Home	Penobscot
Persistence Senior Housing	Orono
Pine Cone Mobile Home Court	Holden
Pine Grove Terrace	Oakfield
Pine Spring Roads & Water	Shapleigh
Pine Tree Mobile Estates	Standish
Pine Village	Presque Isle
Pines Trailer Park	Damariscotta
Pinewood Acres Trailer Park	Bowdoin
Pinewood Mobile Home Court, Inc.	Sanford
Piper Stream MHP	Belfast
Pleasant Acres Mobile Home Park	Palmyra
Poland Country Village Mobile Home Park, Inc.	Poland
Poland Trailer Park	Poland
Port Clyde Water District	Port Clyde
Quantabacook Water District	Harrington
Rainbow Trailer Park - L&H Inves	Bangor
Raymond Woods Townhouses	Raymond
Red House Farm, Village Condo Association	Newry
Riverside Terrace	Canaan
Sandy Bottom Estates Mobile Home Park	Turner
Sandy Point Water Company	Bangor
Sandy Stream Park	Unity
Sandy Stream Village	Unity

## List of Completed 2005 Maine Consumer Confidence Reports

Community System Name	City
Scarboro Gardens	Portland
School St. Village	Unity
Shady Oaks Mobile Home Park	Arundel
Sherwood Forest Mobile Home Park	Bucksport
Solon Water District	Solon
South Penobscot Water Association	South Penobscot
South Slope Estates	Carmel
Southwest Harbor Water Department	Southwest Harbor
Spinsfield Commons	Franklin
Springbrook Mobile Home Court	Wales
St. Agatha Housing	St. Agatha
Streets Mobile Home Park	Old Town
Strong Water District	Strong
Sunny Gables Apartments	Glenburn
Sunset Gardens Park	Lewiston
Tanglewood Mobile Estates 1	Hollis
Tanglewood Mobile Estates 2	Hollis
Tenants Harbor Water District	Tenants Harbor
The Meadows	Geene
The Pines at Arundel	Arundel
Togus Pond Mobile Home Park	Augusta
Topsham Mobile Home Park Inc.	Topsham
Town & Country Mobile Home Park	Brewer
Town and Country Trailer Park	East Corinth
Town and Country Ways Mobile Home Park	Benton
Town Hall Apartments	La Grange
Turner Square Association	Turner
Twin Pines Estates 1	Waterboro
Twin Pines Estates 2	Waterboro
Volmer Country Living Center	Vassalboro
Wardtown Park	Freeport
Washington Manor	Washington
Wayfarer Village Mobile Home Park	New Gloucester
West Bethel Water System	Bethel
West Paris Water District	West Paris
West Ridge Manor	Easton
West Village Mobile Home Park	Monmouth
Whippoorwill Hill Mobile Home	Wiscasset
White Birches Mobile Home Park	Damariscotta
Winter Harbor Water District	Winter Harbor
Woodland Hills Condo Association	South Berwick
Woodlands Mobile Home Park	Fairfield

## ***What Works in Rural Maine***

Where Small Communities Turn for Assistance with State and Federal Environmental Regulations

Communities Receiving On-Site Technical Assistance in 2006

<b>A</b>	
Abel's Lobster Pound	1
Acadia Gateway Motel	1
Acadia National Park	1
Acton Elementary School	1
Addison Point Water District	65
Adventure Bound	1
Albion Elementary School	1
Albion Variety	1
Alden Camps	1
Aldus Shores Campground	1
Alfred Water District	276
American Legion Post #155	1
Andover Water District	147
Anson Municipal Office	1026
Anson Water District	650
Anson/Madison Sanitary District	2842
Aqua Maine - Freeport	747
Arrowsmith Building Miles HTH	1
Ashland Water & Sewer District	359
Auburn Colony Dining Hall	1
Audubon Ecology Camp	1
Augusta Country Club	1
Augusta/Gardiner KOA Campground	1
Averill's MHP	26
<b>B</b>	
Back's Dairy Bar	1
Baileyville Utilities	760
Baileyville WWTP	562
Balsam Cove Campground	1
Bar Harbor KOA	1
Bar Harbor Wastewater Department	1928
Bar Harbor Water Department	1660
Barren View Golf Course	1
Bass Harbor Campground	1
Bath Country Club	1
Bath Water District	3423
Bath WWTP	3706
Bear Pond Variety	1
Bear Spring Camps	1
Beaver Cove Campground	1
Begin Trailer Park	68
Belfast Curling Club	1
Belfast Water District	1731
Belfast WWTP	1060

## ***What Works in Rural Maine***

Where Small Communities Turn for Assistance with State and Federal Environmental Regulations  
Communities Receiving On-Site Technical Assistance in 2006

Belgrade Central School	1
Berwick Sewer District	1815
Berwick Water Department	750
Bethel Water District	525
Bethel WWTP	471
Bicentennial Nature Park	1
Biddeford Saco Water Company	14092
Big Apple - Turner	1
Big Moose Inn and Campground	1
Bingham Sewer Department	340
Bingham Water District	525
Birches Campground	1
Black Mountain of Maine	1
Blue Hill Congregational Church	1
Blue Hill Consolidated School	1
Blue Hill WWTF	141
Blue Moose at Jonathan's	1
Blueberry Bible Camp	1
Blueberry Cove Camps	1
Boothbay Harbor Sewer District	667
Boothbay Harbor Water System	2576
Boothbay Region Water District	2576
Bordeau Trailer Park	1
Borestone Mountain Lodge	1
Bowdoinham Water District	233
Bradley Inn	1
Brettun's Variety	1
Brewer Water Department	3500
Brewer WWTF	3200
Bridgton Water District	788
Bristol Consolidated School	1
Bristol Diner	1
Brookside MHP	16
Brownville Water & Sewer Department	457
Brunswick Sewer District	3500
Bryant Pond Spring	1
Buckfield Water District	178
Bucksport WWTF	850
Bullwinkle's Family Restaurant	1
Bunganut Campground	1
Bustin's Island Village Corporation	5
Busy Bee Coffee Shop	1
Buxton Municipal Complex	1
<b>C</b>	
Calais WWTF	1149

## ***What Works in Rural Maine***

Where Small Communities Turn for Assistance with State and Federal Environmental Regulations  
Communities Receiving On-Site Technical Assistance in 2006

Café Sebago	1
Calais Water Department	1351
Calvary Baptist Church	1
Camden WWTF	1700
Camp Agawam	1
Camp Androscoggin	1
Camp Kieve	1
Camp Modin	1
Camp Pondicherry	1
Camp Rinola	1
Camp Searsmont	1
Camp Sebago	1
Camp Vega	1
Camp Wakeela	1
Camp Winnebago	1
Canton Municipal Office	161
Canton Water District	140
Cape Elizabeth WWTF	1574
Captain's Fresh Idea	1
Caribou Utilities District	1760
Caring Place Daycare	1
Carrabassett Valley Academy	1
Carrabassett Valley Sanitary District	913
Carriage House Café	1
Carrie Ricker School	1
Castine Water District	425
Castine WPCF	384
Castle Island Camps	1
Cathance MHP	39
Center for Teaching/Learning	1
Central Maine Power - Farmington	1
Cherryfield Elementary School	1
Chewonki Campground	1
Chewonki Foundation	1
Chick-A-Dee Restaurant	1
China Lakes Conference Center	1
China Subway Sandwich Shop	1
Chinese Jade Restaurant	1
Chop Point #2	1
Christian Fellowship	1
Clinton Water District	450
Coastal Christian School	1
Coastal Maine Botanical	1
Cobbossee Motel	1

## ***What Works in Rural Maine***

Where Small Communities Turn for Assistance with State and Federal Environmental Regulations  
Communities Receiving On-Site Technical Assistance in 2006

Cod Cove Inn	1
Cod End	1
Colonial Pemaquid	1
Cold Spring Water Company	55
Common House Two Echos	1
Corinna Sewer District	613
Cornish Water District	260
Country Acres MHP	30
Country Manor Nursing Home	21
Country View Apartments	13
Country View Drive In	1
Country View Golf Club	1
Coveside Marina & Restaurant	1
Cramer's Pit Stop	1
Creative Apparel Associates	1
Crescent MHP	28
Crestwood Acres	28
Crestview Manor	22
Crown Regional School	1
<b>D</b>	
D&J Wire Bridge Diner	1
Damariscotta Lake State Park	1
Danforth Water District	167
Darling Center	1
Dedham Elementary School	1
Deer Isle Consumer Owned Water Company	14
Deer Isle Junior/Senior School	1
Deer Isle K-8 School	1
Deer Ridge MHP	13
Desert of Maine	1
Dexter Utility District	850
Dielectric Communications	1
Dingley Springs Estates	36
Dirigo MHP	32
Dixfield Water & Sewer Department	850
Dorothy Egg Farms	1
Dover-Foxcroft Water District	952
Dover-Foxcroft WWTF	1200
Dresden Water Department	17
Driftwood Inn	1
Duck Puddle Campground	1
Ducktrap Harbor Condos	1
Ducktrap Harbor Motel	1
Durham Elementary School	1

## What Works in Rural Maine

Where Small Communities Turn for Assistance with State and Federal Environmental Regulations  
Communities Receiving On-Site Technical Assistance in 2006

<b>E</b>	
Eagle Lake Water & Sewer District	271
East Millinocket Water Works	890
East Pittston Water District	20
East Vassalboro Water Company	82
Eastport WWTP	547
Eastward Bowling Lanes	1
Edaco Village MHP	25
Edgecomb Eatery	1
Edmonds Consolidated Schools	1
Ellsworth Giant Sub	1
Ellsworth MHP	1
Ellsworth Water Department	1322
Ellsworth WWTF	2152
Elwell Farms	1
Enfield General Store	1
Erskine Academy	1
Eustis Water Department	200
Evergreen MHP	20
Exeter Water Department	16
Extreme Air LLC	1
<b>F</b>	
1st Baptist Church of Waldoboro	1
Fairpoint New England	1
Falmouth WWTF	1539
Family 'N Friends Campground	1
Farmington Falls Standard Water	101
Farmington Ski Club	1
Farmington Village Corporation	1570
Farmington WWTF	966
Fat Cat Grill	1
Field of Greens	1
Fore Season Restaurant	1
Fort Fairfield Utilities District	854
Fort Kent Water & Wastewater Department	630
Franklin Water Department	171
Freeport Country Club	1
Freeport Family Campground	1
Freeport Sewer District	825
Freeport/Durham KOA	1
Frenchville WWTP	490
Friendly Village of Gorham MHP	480
Fryeburg Water Company	800
<b>G</b>	
Gardiner Water District	3200

## ***What Works in Rural Maine***

Where Small Communities Turn for Assistance with State and Federal Environmental Regulations  
Communities Receiving On-Site Technical Assistance in 2006

Gardiner WWTF	1449
Gateway Inn	1
Giordano's Campground	1
Good Will Hinckley Association	76
Goose River Golf Course	1
Gorham Country Club	2
Grafton Notch Campground	1
Grand Isle Water & Wastewater Department	115
Gray Homestead Campground	1
Gray Water District	919
Great Eastern Mussel Farms	1
Great Salt Bay Sanitary District (Damariscotta)	750
Greenwood Garden Apartments	16
Green Valley Camping Area	1
Greg's Place	1
Grey Haven Inn	1
Guilford-Sangerville Sanitary District	526
Guilford-Sangerville Water District	630
<b>H</b>	
Hallowell Water District	760
Hammond Lumber	1
Hampden Water District	1586
Hancock County Technical Center	1
Hancock Leasing LLC	1
Hancock Lumber - Bethel	1
Happy Trails MHP	12
Harmon Pines Development	1
Harmony Elementary School	1
Harriman Cove Trailer Park	15
Harrison Water District	315
Hartland Pollution Control Facility	726
Havas Pines MHP	30
Hebron Heights	12
Hebron Pines Campground	1
Hebron Water Company	49
Hemlock Campground	1
Here's the Scoop	1
Hermit Island Campground	1
Homes Inc.	1
Homestead Estates	50
Houlton Water Company	2002
Howland Water & Wastewater Department	500
Hugs Italian Cuisine	1
Hurricane Deli and Café	1

# **What Works in Rural Maine**

Where Small Communities Turn for Assistance with State and Federal Environmental Regulations  
Communities Receiving On-Site Technical Assistance in 2006

Hurricane Island School-The Landing	1
Hyde School - Wilderness Camp	1
<b>I</b>	
Indian Township Tribal Government	670
Inn at Goose Rocks	1
Irving Forest Products	1
Island Falls Water Department	228
Island Green Golf Center	1
Island Home Club	10
Island Nursing Home	96
Isleboro Central School	1
Islesford Dock Restaurant	1
<b>J</b>	
JCC Camp Kingswood	1
Jackman Utility District	424
Jackson-Silver Post #68	1
Jasper Wyman & Son	1
Jay Sewer Department	1994
Jay Village Water District	390
Jefferson Village School	1
Jonathan's	1
Jordan Bay Marina	1
Judson's Sugarloaf Motel	1
Julien's Restaurant	1
<b>K</b>	
Kathadin Valley Motel	1
Kelly Brook Campground & Cottages	1
Kennebec Sanitary Treatment District	5
Kennebec Valley WMCA	1
Kennebunk Sewer District	2200
Kennebunkport WWTF	1488
Ken's Family Restaurant	1
Kids Peace New England	1
Kimball Pond Road Spring	1
Kineo View Motor Lodge	1
Kingfield Wastewater Department	315
Kingfield Water District	400
Kingsley Pines Camps	1
Kinney's MHP	80
Kippawa Camp for Girls	1
Kirkwold Camp	1
Kittery Water District	4650
Kittery WPCF	1524
Kiwanis Beach	1
Kiwanis Camp Sites	1
Kokadjo Trading Post	1
Kokatosi Campground	1
<b>L</b>	
Ladd Recreation Center	1
Lake Arrowhead Community Inc.	1100

## What Works in Rural Maine

Where Small Communities Turn for Assistance with State and Federal Environmental Regulations

Communities Receiving On-Site Technical Assistance in 2006

Lake Breeze Restaurant	1
Lake Pemaquid Campground	1
Lakes Region High School	1
Landing Restaurant	1
Lazy Acres MHP	58
Learning Tree Day Care	1
Lee Academy	1
Lewiston Water District	8850
Libby Tozier School	1
Liberty Square Restaurant	1
Lie-Nielson Toolworks	1
Life Christian Academy	1
Limerick Water District	240
Limestone Water & Sewer District	378
Lincoln Sewer District	1140
Lincoln Water District	1217
Lisbon Water Department	2250
Lisbon WPCF	1768
Litchfield's General Store	1
Little Ponderosa Campground	1
Livermore Falls Elementary School	1
Livermore Falls Water District	1284
Livermore Falls WWTF	1200
Lobster Buoy Campsite	1
Long Green Valley	1
Long Pond Water District	169
Longfellow's Greenhouses	1
Longgreen Variety	1
Loring Utilities	564
Lost Valley Ski Area	1
Lubec Water District	700
Lucerne Inn	1
<b>M</b>	
Machias Water	558
MacMahan Island	1
Mac's Camping Area	1
Madawaska Water District	1159
Madawaska WWTF	1814
Madison Water District	1169
Maine Criminal Justice Academy	1
Maine Idyll Motor Court	1
Mainely Delights	1
Maple Hill Farm Inn	1
Maplewood MHP	30
Maranacook Community School	1
Mario's Pizza	1
Mars Hill Utility District	620

## ***What Works in Rural Maine***

Where Small Communities Turn for Assistance with State and Federal Environmental Regulations  
Communities Receiving On-Site Technical Assistance in 2006

Martin Stream Campsites	1
Masters Machine	1
Masthead Campground	1
Mattawamkeag WWTF	236
MDI Biological Labs	1
MDOC Rangeley State Park	1
MDOC State Park @ Bradbury Mountain	1
MDOC State Park @ Peaks/Kenny	1
MDOC Wolfe's Neck State Park	1
MDOT Ferry - Lincolnville	1
MDOT Popham Beach	1
MDOT Rest Area - Newcastle	1
MDOT Rest Area - Norway	1
MDOT Rest Area - Parsons ville	1
MDOT State Park Col - Pemaquid	1
Meadowbrook Camping Area	1
Meadowview Apartments	1
Mechanic Falls Sanitary Department	498
Mechanic Falls Water Department	700
Med-o-Lark Camp	1
Medomac Campground	1
Medomac Valley High School	1
Medway Irving	1
Mentoma Association	1
Mexico Recreation Park	1
Mexico Water District	950
MicMac Campground	1
Milbridge Water & Sewer District	162
Milbridge Town Office	162
Millinocket WWTF	2140
Millstone Apartments	39
Milo Water District	785
Mollyocket Motel	1
Monmouth Water Association	217
Monson Utilities District	151
Montifort Heights	12
Moody's Diner	1
Moody's Motel	1
Moosehead Family Campground	1
Moosehead Motel	1
Moosehead Sanitary District	600
Moose River Campground	1
Moose's Tale Food & Ale	1
Morin Brick Yard	1

# ***What Works in Rural Maine***

Where Small Communities Turn for Assistance with State and Federal Environmental Regulations  
Communities Receiving On-Site Technical Assistance in 2006

Morrill Village Water District	52
Moscow Water District	190
MSAD 3 - Mt View School	1
MSAD 3 - Walker Elementary School	1
MSAD 9 - Mt Blue High School	1
MSAD 15 - Memorial School	1
MSAD 36 - Livermore Elementary School	1
MSAD 37 - Daniel W. Merritt School	1
MSAD 39 - Hartford-Sumner Elementary School	1
MSAD 40 - Prescott Memorial School	1
MSAD 47 - Belgrade Central School	1
MSAD 48 - Palmyra Consoidated School	
MSAD 48 - St Albans Consolidated School	1
MSAD 49 - Albion Elementary School	1
MSAD 52 - Leavitt Area High School	1
MSAD 52 - Leeds Central School	1
MSAD 52 - Turner Primary School	1
MSAD 54 - Smithfield Elementary School	1
MSAD 57 - Waterboro Elementary School	1
MSAD 61 - Casco Memorial School	1
MSAD 61 - Lakes Region High School	1
MSAD 61 - Sebago Elementary School	1
MSAD 61 - Songo Locks Elementary School	1
MSAD 62 - Pownal Elementary School	1
MSAD 67 - Dr Carl Trout School	1
MSU 29 - Poland Community School	1
MSU 30 - Durham Elementary School	1
MSU 47 - Georgetown Central School	1
MSU 47 - Phippsburg Elementary School	2
MSU 69 - Appleton Village School	1
MSU 74 - South Bristol Consolidated School	1
MSU 92 - Tremont Elementary School	1
MSU 102 - Elm Street School	1
MSU 102 - Jonesboro Elementary School	
MSU 103 - Jonesport Elementary/High School	1
MSU 133 - Somerville School	1
MSU 133 - Windsor Elementary School	1
Mt Abram High School	1
Mt Abram Family Resort	1
Mt Blue Standard Water District	300
Mt Desert Water District - Seal	550
Mt Desert Water District North	823
<b>N</b>	
Naples Family Practice	1
Naples Ice Skating Facility	1

# ***What Works in Rural Maine***

Where Small Communities Turn for Assistance with State and Federal Environmental Regulations  
Communities Receiving On-Site Technical Assistance in 2006

Naples Shopping Center	1
Natanis Golf Course	1
New Country School	1
New England Outdoors Center	1
New Harbor Subway	1
New Portland Water District	60
New Sharon Water District	100
Newport Sanitary District	530
Newport Water District	636
Nezinscot MHP	25
Nichols MHP	30
Nobelboro Central School	1
Nokomis High School	1
Norlands Living Center	1
Norridgewock Water District	437
Norridgewock WWTF	376
North Berwick Sanitary District	450
North Berwick Water District	537
North Jay Water District	245
Northeastern Motel	1
Northern Outdoors	1
Northern Spring Park	30
Northland Plaza	1
Northport Travel Park	1
Northport Village Corporation Water & Wastewater Department	753
Norway Country Club	1
Norway Water District	783
Norway WWTF	1000
<b>O</b>	
Oakland House Inn	1
Oakwood MHP	76
Oakland Seashore Motel & Cabins	1
Oakland WWTP	900
Oceanview Campground	1
Ogunquit WWTF	490
Old Orchard Beach WWTP	3542
Old Post Office Café	1
Old Town PCF	1900
Old Town Water District	3543
Omni Camps Conference Center	1
Oquossic Water District	14
Orland Town Office	854
Orono WPCF	1350
Orono-Veazie Water District	2053
Ossipee Valley Christian School	1

## ***What Works in Rural Maine***

Where Small Communities Turn for Assistance with State and Federal Environmental Regulations  
Communities Receiving On-Site Technical Assistance in 2006

Overview Campground	1
Owl's Head Transportation Museum	1
Oxford Pines Mobile Home Park	135
Oxford Water District	350
<b>P</b>	
P.W. Plummer's Shopping Center	1
Pad Thai	1
Paris Utility District	1088
Parks Pond Campground	1
Passamaquoddy Water District	768
Patten Pond Campground	1
Patten Water & Sewer Department	180
Peaks Kenny State Park	1
Pellerin's Campground & Cottages	1
Pemaquid Hotel	1
Pemaquid Point Lighthouse	
Pemaquid Point Campground	1
Pemaquid Villas MHP	17
Penobscot Indian Nation	620
Penobscot Nursing Home	60
Personal Touch Catering	1
Peru Elementary School	1
Peter Dana Point	268
Phippsburg Elementary School	1
Pilgrim Lodge	1
Pine Shore Motel & Cottages	1
Pine Tree Academy	1
Pine Tree Camp	1
Pioneer Motel	1
Pittsfield Water Department	1254
Pittsfield WWTF	1684
Pleasant Acres MHP	74
Pleasant Point Indian Reservation	258
Pleasant Point WWTF	346
Pleasant River Lumber Company	1
Pleasant River Motel	1
Plymouth Water District	36
Point Sebago Resort	80
Poland Municipal Complex	3
Poland Spring Campground	1
Polyot MHP	29
Port Clyde Water District	128
Portland Water District	45424
Prescott Memorial School	1

## What Works in Rural Maine

Where Small Communities Turn for Assistance with State and Federal Environmental Regulations  
Communities Receiving On-Site Technical Assistance in 2006

Presque Isle Sewer District	2236
Profile State Line Superstore	1
Prospect Golf Course	1
<b>Q</b>	
Quantabacook Water District (Harrington)	150
Quimby School	1
<b>R</b>	
Rainbow Trailer Park	61
Range Pond Campground	1
Rangeley Water District	386
Raymond's Variety & Diner	1
Readfield Corners Water District	21
Recompence Shores Campground	1
Reid State Park	1
Reny's Distribution Center	1
Reunion Station	1
Richmond Utilities District	522
Ridge Trailer Park	25
Rite Aid - Bucksport	1
Rivers Edge Campground	1
Riverview Resort	1
Robbins Lumber Mill	1
Robinhood Marina	1
Rockland WWTF	3044
Rockport Collection system	1283
Rockwood Elementary	1
Rogers Restaurant	1
Round Stone Trailer Park	1
Rumford Water District	1760
Rumford-Mexico Sewer District	1849
<b>S</b>	
Sabattus Sanitary District	449
Salmon Falls Restaurant	1
Sandy Point Water	35
Sanford Water District	5442
Saunders Brothers - Locke Mills	1
School Around Us	1
Scotts Cove Camping Area	1
Seagull Shop	1
Searsport Water District	980
Searsport WWTP	410
Sebasco Harbor Estates	1
Sedgewick Elementary School	1
Senior Plus	1
Shady Oaks MHP	71
Sheepscot Links Golf Club	1

## ***What Works in Rural Maine***

Where Small Communities Turn for Assistance with State and Federal Environmental Regulations

Communities Receiving On-Site Technical Assistance in 2006

Sherwood Forest Campground	1
Silver Lane Bistro	1
Sinclair Sanitary District	200
Skip's Restaurant	1
Skowhegan Municipal Office	1500
Skowhegan WPCP	6400
Small Point Water Company	1
Smuggler's Den Campground	1
Snow Pond Residential Care Facility	24
Solon Water District	165
Somerville Elementary School	1
South Berwick Sewer District	1346
South Berwick Water District	1246
South Freeport Water District	267
Southwest Harbor Water Department	952
Southwest Harbor Sewer District	530
Spar Restaurant	1
Spinney's	1
Spinsfield Commons	42
Springbrook Golf Course	1
Springbrook MHP	14
Spruce Mountain Ski Area	1
Spurwink School - Limerick	1
Squire Tarbox Inn	1
St. Agatha Sanitary District	67
St. Joseph Nursing Home	16
Standish Baptist Church	1
Starks Water District	22
Stephen Phillips Memorial Preserve	1
Sterling Inn	1
Stonington Water Company	260
Strong Water District	200
Sugarloaf Water Association	495
Sumner Elementary School	1
Sunday River Campground	1
Sunday River Ski Resort	1
Sunnyside Motel & Cottages	1
Sunrise Camping Grounds	1
Sunrise Grille	1
Sunrise Motel	1
Sweet Dreams	1
<b>T</b>	
Tabor's Inc.	1
Tanglewood 4-H Camp	1
Tex Tech	1
The Cabins at China Lake	1
The Cupboard Inc.	1
The Darling Center	1
The Harpswell Inn	1
The Inlet	1
The Meadows Golf Course	1
The Northeast Motel	1

## ***What Works in Rural Maine***

Where Small Communities Turn for Assistance with State and Federal Environmental Regulations  
Communities Receiving On-Site Technical Assistance in 2006

The Pizza Stone	1
The Seagull Shop	1
The Settlement Inc.	1
The Stone House	1
The Talaria Company	1
The Village B&B & Café	1
Thomaston Pollution Control Department	800
Thompson Community Center	1
Toddy Brook Golf Center	1
Togus VA Hospital WWTF	3
Topsham Mobile Home Park	84
Town & Country MHP	58
Town of Dover Foxcroft	1
Town of Naples	4
Town of Poland	1
Town Line Re-Creation	1
Trafton's Family Affair	1
Turner Calvary Church/Academy	1
Turner Primary School	1
Twi-Lite Motel	1
Twin Maples Motel	1
Two Trails Enterprises	1
<b>U</b>	
Unity Head Start	1
<b>V</b>	
Van Buren Water District	982
Vassalboro Water District	1156
Veazie Sewer District	520
Village B&B Café	1
Village Inn	1
Vinalhaven WWTP	253
<b>W</b>	
Waldoboro Utility District	500
Waldoboro Water Department	400
Walnut Grove Campground	2
Wardtown Park	1
Warren Sanitary District	1501
Washburn Water Department	317
Washburn WWTP	542
Washington County Community College	1
Washington Manor	16
Wassamki Springs Campground	1
Waterboro Water District	125
Waters Edge Restaurant	1
Wawenock Golf Club	1
Wayne Elementary School	1
Wayside Market	1
Weatherwane Restaurant	1

### ***What Works in Rural Maine***

Where Small Communities Turn for Assistance with State and Federal Environmental Regulations  
Communities Receiving On-Site Technical Assistance in 2006

Wells Sanitary District	2591
Wen's Diner	1
West Bethel Water System	50
West Paris Water District	226
West Shore Campground	1
West Shore Development	1
West Side Campground	1
Western View Golf Course	1
Whispering Pines Motel	1
White Birches Campground	1
White Rock School	1
Whitefield Elementary	1
William Atwood Lobster Company	1
Wilton Water Department	950
Wilton WWTF	1178
Windsor Diner	1
Windsor Elementary School	1
Winter Harbor Water District	276
Winterport Water District	300
Winthrop Utilities	988
Wiscasset Wastewater Plant	600
Wiscasset Water District	493
Worthley Pond Spring	1
Wyman Lake Condo Association	1
Y	
Yankee Traveler Motel	1
Yarmouth Water District	3000
Yarmouth WPCF	1500
York County Shelters	1
York Sewer District	3500
York Water District	4410
Youly's Restaurant	-

May 3

# WINTERPORT WATER DISTRICT WINTERPORT SEWER DISTRICT

P.O. Box 128 • Winterport • Maine 04496-0128  
Telephone • 207-223-5028 • Fax 223-5028  
Email: wwsd@verizon.net • Web: www.winterportmaine.org

May 29, 2006

Maine Rural Water Association  
14 Main Street Box 36  
Brunswick, Maine 04011

RE: MRWA Customer Satisfaction Survey –  
MRWA Representative: Janet Abrahamson

To Whom It May Concern,

On April 13th I met with MRWA's Wastewater Circuit Rider Janet Abrahamson at the Districts wastewater treatment plant. Numerous related topics were discussed including updates on new as well as proposed rules and regulations. A brief review of the Districts laboratory manual was also performed. Janet's extensive knowledge of wastewater laboratory practices was very apparent as we corrected an oversight discovered in the District's manual.

Since Janet assumed her role with MRWA I have been very impressed with her knowledge and willingness to "put in the extra time" it takes to be of assistance to our environmental stewards (wastewater treatment plant operators) that oversee Maine's waters. Always on the forefront with regulators she keeps operators informed of proposed regulations that could impact our environment as well as our ratepayer's pocketbook. Janet has long been an advocate of "good science" when it comes issues like this.

It's my firm belief that MRWA has an extremely capable employee that represents your association very well. Whereas the drinking water portion of your association has 2 circuit riders I am not sure how she (the only wastewater circuit rider) manages to oversee all the facilities she is required to visit during the course of meeting her job requirements.

Good, dedicated employees are hard to come by these days and you have one in Janet Abrahamson.

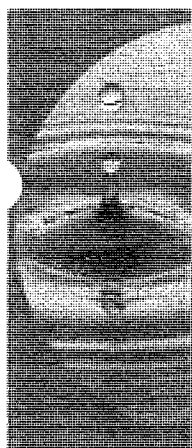
Should you have any questions, comments or need further information please contact me directly at 223-5028.

Best regards,



Steven Lane  
Superintendent

CC: Board of Trustees



## 2006 Board of Trustees

*Chairman*  
Jeff Kaelin  
223-9013

*Treasurer*  
George Dilts  
223-4075

*Clerk*  
Brian Richardson  
223-8880

*Trustee*  
Barbara Economy

*Trustee*  
Steven McLean Jr.  
223-4799

*Trustee Alternate*  
Steven Long

*Superintendent*  
Steven Lane

SCHOOL ADMINISTRATIVE DISTRICT NO. 63  
AIRLINE COMMUNITY SCHOOL  
202 KIDDER HILL ROAD  
HOLDEN, ME 04429

LOUISE M. REGAN  
SUPERINTENDENT

TELEPHONE 843-7851  
FAX 843-7295

June 16, 2005

Maine Rural Water Association  
14 Main Street  
Box 36  
Brunswick, ME 04011

To Whom It May Concern:

I would like to take the time to give some recognition for the outstanding job that Jerry Stone has done for our school system this past month. He was very clear and easy to understand with the steps that we needed to follow with our recent water problem. He worked around our school schedule with a very positive attitude. Thanks for sending him to us, and I look forward to working with him.

Sincerely,



Jake Morgan  
Transportation/Operations Director

JM:sm

Kirsten

---

**From:** GreyHavens Inn [ghinn@gwi.net]  
**Sent:** Sunday, October 09, 2005 4:38 PM  
**To:** kirstenh@mainerwa.org  
**Subject:** Water Quality at Gray Havens Inn

GH

Dear Kirsten,

I have been in contact with Gerry Stone several times over the last couple of months. We unfortunately had some bad test results for coliforms and Gerry came to do re-tests and offer advice. This Inn has a very good track record and I believe that thanks to Gerry we have discovered that the sampling location was contaminated. He has helped me in my contacts with Linda Robinson and Ericka Bonefant so that I currently have a small reprieve.

Hopefully my problems are over, but I wanted to take a moment to pass on my gratitude and thanks for the help from Gerry. If I do have another bad result I will have to chlorinate, in which case I will definitely be in contact again. In fact I am seriously considering chlorination anyway so as to make life simpler as time passes.

Thank you again for allowing Gerry to help people such as myself with little or no experience of these problems.

sincerely, Marcus Headley.

The Grey Havens Inn, Georgetown.



**Lavalley  
Lumber**

**LAVALLEY LUMBER COMPANY, LLC**

563 NEW DAM ROAD • PO BOX P • SANFORD, ME 04073 • 207-324-3350

20 COLECO LANE • PO BOX 702 • SPRINGVALE, ME 04083 • 207 324-3360

372 POST ROAD • PO BOX 476 • MOODY, ME 04054 • 207 646-4535

39 ENTERPRISE DRIVE • PO BOX 1297 • WINDHAM, ME 04062 • 207-892-2883

Maine Rural Water Assoc  
14 Maine Street Box 36  
Brunswick, Me. 04011

8-19-2005

Larald Stone,

Thanks again for assisting Lavalley  
Lumber to detect the leak in its  
underground water supply line. Repairs are  
underway. Your assistance was greatly  
appreciated as a disruption in the  
water supply could jeopardize our operation.

Sincerely,

Terry Waltem  
Production Manager

## Dummer's Beach Campground



PO Box 82 Weld, ME 04285  
Phone 207-585-2200 SUMMER  
401-433-1388 WINTER

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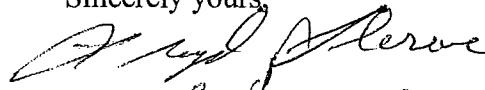
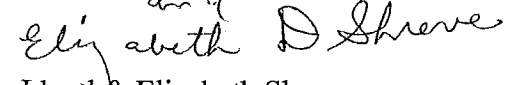
July 24, 2005

Mr. Kirsten Hebert  
Maine Rural Water Association  
14 Maine Street, Box 36  
Brunswick, Maine 04011

Dear Mr. Hebert,

This is to acknowledge Mr. Gerald Stone's help in regard to well testing requirements and methods. His leadership and technical expertise have been very helpful to us. We are particularly appreciative of his willingness to come on such short notice to help us. Thank you for making such an invaluable service available. We wish to express our gratitude for it.

Sincerely yours,

  
and  
  
Lloyd & Elizabeth Shreve  
Owner/ Operators

Copy to:

Linda Robinson  
Total Coliform Rule Compliance Officer  
Maine Drinking Water Program  
Dept. of Health & Human Services  
286 Water Street  
Augusta, ME 04333-0011

# The Casco Inn

RESIDENTIAL CARE FACILITY

434 Roosevelt Trail  
Casco, Maine 04015

7-12-05

Kristen Hebert,

Thank you for sending Jerry Stone  
to my assistance re: water samples.

He was very informative. He took  
time to explain what can happen if  
the water samples are not taken  
correctly. Jerry was very thorough;  
checking out where the well was  
located; where the water entered the  
building; checking our water tanks, and  
our system for uranium content.

Jerry was very pleasant and  
helpful!!

Thank You  
Elaine Norton  
office mgr.



**Seashore Trolley Museum** PO Box A Kennebunkport ME 04046 Tel: 207 967 2712 [www.trolleymuseum.org](http://www.trolleymuseum.org)

5 October 2004

Mr. Steve Levy  
Maine Rural Water Association  
14 Main Street  
Brunswick, ME 04011

Dear Mr. Levy,

This letter is being written to express my appreciation for the work that Gerry Stone did in assisting the Museum and myself. I had called the Maine Rural Water Association (Michael McDonald) for advise in correcting the appearance of choliform in the principal well and water system that is used by the public visitors at the Museum. Mike brought Gerry to the Museum and assigned him to guide us through the process. He provided direct assistance in "spiking" the well with bleach, recommending the replacement of the well cap. After the well was "spiked" he tested the water in the distribution system for the presence of chlorine to assure that the whole system was exposed. And he tested for the absents of chlorine again after the system had been flushed over two 8 hour periods. His help and guidance was invaluable in successfully restoring our water system to a "clean" state.

I can attest to the professional, helpful, and courteous conduct with which Gerry assisted us in getting our water system back to good health. A very good relationship has been established and hopefully will continue.

Again, our thanks go to the Maine Rural Water Association and to Gerry Stone for the generous assistance given.

Sincerely,

John L. Middleton, Jr.  
Vice President, Business Administration  
And Volunteer



LORING COMMERCE CENTRE



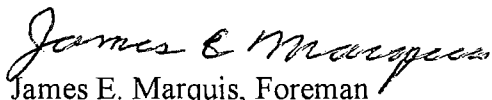
June 28, 2006

Michael MacDonald and Ron Boivin  
Maine Rural Water Association  
14 Maine Street Box 36  
Brunswick, Maine 04011

Dear Mike and Ron:

On behalf of Loring Development Authority of Maine and Loring Utilities I am taking this opportunity to thank you for your time and efforts and use of your leak detection equipment on June 21<sup>st</sup> and 22<sup>nd</sup>. This is a great service to Maine water utilities and we really appreciate the assistance.

Thanks again,



James E. Marquis, Foreman

Water, Waste Water, Distribution and Collection Systems Operations and Maintenance

MES

pc: file/1060608

# ASHLAND WATER & SEWER DISTRICT

*This institution is an equal opportunity provider.*

P.O. Box 340  
ASHLAND, ME 04732  
TEL: 435-2223

April 14, 2006

Steve Levy  
Maine Rural Water Association  
14 Maine Street, Box 36  
Brunswick, ME 04011

RE: Letter of Appreciation

Dear Steve:

This letter is written on behalf of the Ashland Water & Sewer District for our deepest appreciation for all that the Maine Rural Water Association has done for this District.

To mention a few of your valuable services; a successful income survey none by MRWA help the District qualify for refinancing a water loan saving the District over \$6,500 a year for the next 20 years. And just last week Mike MacDonald was only a phone call away with his great leak detecting equipment that helped us locate an 80,000 gpd water main leak. The repair of this water leak so quickly was a great cost saving to our small District.

The training sessions that MRWA offers keeps us informed with this ever changing profession and is an ongoing valuable asset that is greatly appreciated. Please keep up all the much-needed support and training of your great organization!

With Sincere Thanks,



Cynthia Chapman  
Administrator/Treasurer

# Norway Water District

19 Danforth Street Ste 2

Norway, Maine 04268

207 743-2414 Fax 207 743-5307



✓  
January  
(L)

January 25, 2006

Maine Rural Water Association  
14 Maine Street Box 36  
Brunswick ME 04011


To Whom It May Concern:

I want to thank Maine Rural Water Assoc for sending Ron and Mike here in January to locate a leak that we could not find in Main Street. Ron came on Saturday and spent all morning working with us. Ron and Mike came back on the following Monday and we found the leak and repaired it, saving us time and money. They are a great asset to the water industry.

We appreciate the advice, information and help given to us. We are so glad to be a member of MRWA.

Very truly yours,

NORWAY WATER DISTRICT

  
Ryan E. Lippincott, Superintendent

BRUNSWICK ME 04011

14 MAIN STREET BOX 36

BRUNSWICK ME 04011



*Cornish Water District*

P.O. BOX 596 • CORNISH, ME 04020 • (207) 625-8642

June 1, 2005

Steve Levy  
Maine Rural Water  
14 Maine Street  
Box 36  
Brunswick ME 04011

Dear Mr. Levy:

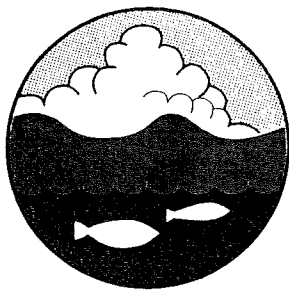
The Board of Trustees wanted to write and thank you and Mike MacDonald for your expertise and assistance in locating the leak at 26 Main Street in Cornish. Repairing the leak has saved the Water District approximately 20,000 gallons pumped per day.

Needless to say, this was a significant leak repaired. The repair has also drastically reduced our pumping hours. Repairing the leak has allowed us to function completely during off peak hours only, which helps reduce our operating expenses.

Your efforts were instrumental in helping us get back on track and your help was greatly appreciated.

Sincerely,

Larry S Meggison  
Chairman, Board of Trustees  
Cornish Water District



# SABATTUS SANITARY DISTRICT

PO BOX 310  
SABATTUS, ME 04280  
207-375-8008

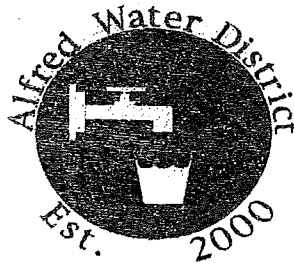
Dear Mike,

I am taking the time to write a letter to express our sincere appreciation for all of the hands on assistance as well as technical support you provide. Being a small District, your devotion to helping us certainly saves us time and money.

Make sure Steve gets a copy of this letter to hear our thanks and remind him of the great staff he has at Maine Rural Water. Again thank you for your professionalism and assistance in all you do.

Sincerely

Paul Morin  
Superintendent



P.O. Box 803 32 Waterboro Rd. Alfred, Maine 04002 Tel./Fax (207) 324-3823

3/23/2005

Mr. Steve Levy  
Maine Rural Water Association  
14 Maine Street-Box 36  
Brunswick, Me 04011

Dear Mr. Levy,

I write you today in support of, Circuit Rider, Mike Macdonald. Mike has been very helpful to me in solving some of the operational problems I have had. Even though I have been a Pipe Fitter for over thirty years, this water operation business is all new to me. Mike has helped explain a lot of things about water operations and made suggestions to make our system operate better.

Your organization is fortunate to have a man like Mike Macdonald working for you. Mike's knowledge and experience is invaluable to your members.

Sincerely,

A handwritten signature in black ink, appearing to read "Kerry Smart", with a stylized flourish at the end.

Kerry Smart  
Superintendent, Alfred Water District

# VAN BUREN WATER DISTRICT

---

P.O. Box 129  
51 Main Street, Suite 102  
Van Buren, ME 04785

Tel: (207) 868-3321  
Fax: (207) 868-2285

February 3, 2005

Steve Levy  
Maine Rural Water Association  
14 Maine Street, Suite 407  
Brunswick, ME 04021

RE: Mike MacDonald

Dear Steve:

The Van Buren Water District would like to extend a sincere thank you to the Maine Rural Water Association and Mike MacDonald for the leak detection service this week. Mr. MacDonald's hard work along with your equipment helped alleviate hours of work for our crew during this crisis. We were able to excavate and repair the leak the following day.

Your timely assistance is truly appreciated by our staff and our District.

Sincerely,



Skip Dumais  
Manager



# Town of Stonington

## STONINGTON WATER COMPANY

P. O. Box 9 Stonington, Maine 04681

Office of: Town Manager  
Town Clerk  
Stonington Water Company  
Tel. 207 - 367-2351  
FAX 207-367-6361

November 3, 2004

Steven Levy  
Maine Rural Water Association  
14 Maine Street, Suite 407  
Brunswick, ME 04011

Dear Steve,

I am writing you to express my appreciation for the assistance Mike MacDonald gave me on November 2, in finding a leak on West Main Street. In addition, Mike was able to check for leaks between all of our hydrants. In the past Mike and the other Circuit Riders have been very helpful in finding other leaks we have had.

The Circuit Riders are very important to our system. I don't know what I would do without their assistance.

Thank you for providing this service.

Sincerely yours,

Roger K. Stone  
Superintendent SWC



## LISBON WATER DEPARTMENT

300 Lisbon Road

Lisbon, Maine 04250

Tel. (207) 353-3020 fax (207) 353-3004

Paul A. Adams, Operations Manager

Larry Plourde, Supt.

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

September 28, 2004

Maine Rural Water Association  
14 Main Street, Box 36  
Brunswick, ME 04011

Dear Mr. MacDonald,

On behalf of the Lisbon Water Department, I would like to extend my gratitude for the exceptional job you did on September 24, 2004. With short notice, you were able to respond within 24 hrs of our request for assistance in locating a water main. You not only had the equipment to accomplish the job, but you had the experience and knowledge in using it.

I would like to point out that without this valuable resource available to us, we could have had a much different conclusion to our problem. You were vital in locating the water main for us so that the contractor could do his job. Without your services in locating the water main, there was a greater possibility that the contractor could have damaged the line while working in the area. Not only would it have cost everyone involved time and money, but there is a moratorium on digging in that stretch of the road. If we had to dig the road up for a repair, it would have violated the moratorium.

As you know, it would be impractical and expensive for a water department of our size to have the equipment and experienced personnel on hand to accomplish the service you provided for us. With all the other cost we incur in operating the water department, it is certainly helpful when we can call on someone like you to help us out.

Thank you,

Paul Adams

Operations Manager

**Lisbon Water Department**

Pr (F)

Franklin Water Department  
P. O. Box 206  
Franklin, Maine 04634

April 17, 2006

Steven Levy  
Executive Director  
Maine Rural Water Association  
14 Maine Street, Box 36  
Brunswick, Maine 04011

Dear Mr. Levy:

Recently, the Franklin Water Department has had occasion to solicit the assistance of Mr. Ron Boivin of your organization in order to solve some technical distribution problems within our system.

The purpose of this letter is to advise you that not only did Mr. Boivin respond to our requests for assistance in a very timely manner, given his very full schedule, but provided some top notch help to us in a very professional and comprehensive fashion. We really appreciate his efforts and ask that you pass on our hearty "thanks" for work well done. His recent assistance was invaluable.

Again, please thank Ron for his efforts on our behalf.

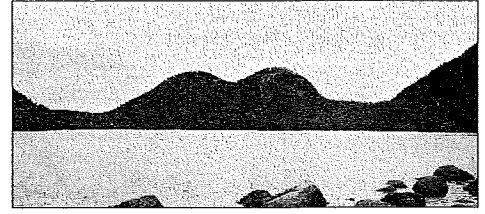
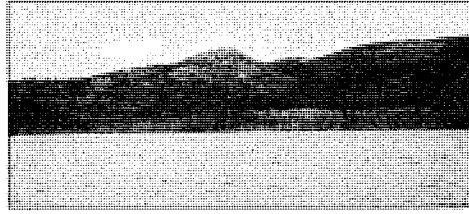
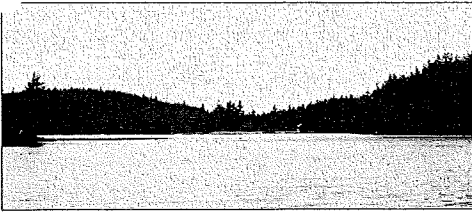
Sincerely,

Stephen Walton  
Chairman, Overseers

CC: Commissioner, Water Department  
File

# Mount Desert Water District

P.O. Box 209, Northeast Harbor, ME 04662 • Tel: 207 276-3733 • Fax: 207 276-9310



January 9, 2006

Steve Levy  
Maine Rural Water Association  
14 Maine Street Box 36  
Brunswick  
Maine 04011

Dear Steve:

Recently on December 15<sup>th</sup>, Ron Bovine paid us an extremely rewarding visit. Prior to him coming, we had been having a tough time locating a water leak in our Seal Harbor Division. Although we had been waiting for you to receive your new leak detection equipment we elected to try the older model because it was available at that time. After evaluating the system and spot checking key areas, Ron was able to narrow the area to a few square feet. The next day we had the area dug and found an old corporation had blown out of our main in the middle of an old unknown storm drain. The fact that the drain led directly to the ocean contributed to our inability to find it ourselves.

We are happy to see that you are purchasing the new leak detection equipment. This equipment in conjunction with your qualified staff makes us feel secure in knowing we can solve these kinds of problems. The ability for small systems such as ourselves to receive the technical help you provide can not be overstated.

Thanks again Ron for your help.

Sincerely,

A handwritten signature in cursive script that reads "Paul G. Slack".

Paul G. Slack  
Manager, Mount Desert Water District

Cc. Ron Bovine



**PUBLIC WORKS DEPARTMENT  
WATER DIVISION**

337 Main Street  
Bar Harbor, Maine  
04609-0337  
(207) 288-3555

December 28, 2005

Ron Boivin  
Maine Rural Water  
14 Maine Street Suite 407  
Brunswick, ME 04011

Dear Ron:

I would like to take this opportunity to thank you for coming down on December 19<sup>th</sup> to locate the leak for us. We repaired the leak the next day and everything went well. We appreciate you keeping in touch with us.

Sincerely,

Bill Harding  
Water Superintendent

**Limestone Water and Sewer District**

P.O. Box 544  
Limestone, Me 04750

*Copy for file & 1 for Ron*

Tel: (207) 325-4788  
Fax: (207) 325-4189  
**Business Hours:**  
7:00 AM-3:30 PM;  
Monday-Friday

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Maine Rural Water Association  
Attn: Ron Boivine  
14 Main Street—Box 36  
Brunswick, Maine 04011

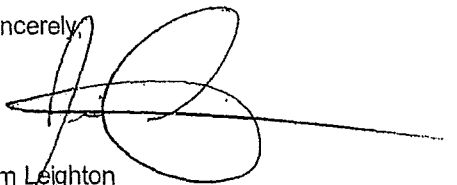
October 5, 2005

Dear Ron:

I would like to take this opportunity to thank you for your time and efforts in assisting the District in locating some of the undetected leaks within our system. Thanks to your work, one of the three leaks located has been repaired and the other two are being scheduled for repairs. As you know, we are not always able to detect these leaks for ourselves because we lack the proper equipment that would enable us to do so. The work you are doing is an invaluable asset to the District and we appreciate it greatly.

I look forward to setting up some type of monthly schedule with you to continue to locate other possible areas within our system that may have leaks going on. Again, thank you.

Sincerely,

A handwritten signature in black ink, consisting of a large, stylized 'J' and 'L' that are interconnected, followed by a horizontal line extending to the right.

Jim Leighton  
Superintendent

# Norway Water District

19 Danforth Street Ste 2

Norway, Maine 04268

207 743-2414 Fax 207 743-5307



August 23, 2005

Maine Rural Water Association  
14 Maine Street Box 36  
Brunswick ME 04011

To Whom It May Concern:

I would like to thank Maine Rural Water Assoc for sending Ron and Mike here on August 22 during our recent "crisis". They are a great asset to the water industry. We appreciate the advice and information given to us.

We are so glad to be a member of MRWA. The technical advice and manpower was priceless to us on Monday.

Very truly yours

NORWAY WATER DISTRICT

A handwritten signature in black ink, appearing to read "Ryan Lippincott".

Ryan E Lippincott, Superintendent

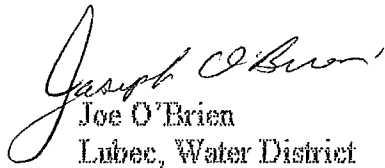
Lubec Water District  
157 Pumping Station Road  
Lubec, Maine  
04652

March 21, 2005

Dear Ron,

I would like to take this opportunity to thank you for coming to Lubec March 11, to assist us in locating a water leak. It is reassuring to know that when problems arise Maine Rural Water is just a phone call away. We appreciate your dropping your plans for the day and coming to our rescue. Thanks again.

Sincerely,

  
Joe O'Brien  
Lubec, Water District



## CLINTON WATER DISTRICT

WATER PROFESSIONALS BEHIND EVERY DROP

P.O. BOX 358

CLINTON, MAINE 04927-0358

March 17, 2005

Mr. Steve Levy  
Executive Director  
Maine Rural Water Association  
14 Maine Street Suite 407  
Brunswick ME 04011

Dear Mr. Levy,

Please thank Maine Rural Water Circuit Rider, Ronald Boivin on our behalf for the rapid response to our water main break, Tuesday, March 15, 2005. Ronald had the necessary leak detection equipment and experience that allowed us to pin-point the area quickly. His hands on assistance expedited the project, as with small Districts, staff is limited and the more help available lessens the time our customers experience service interruption.

Thank you again for all the help you've given us in our continuing efforts to provide quality water to our customers.

Sincerely,

Andrew P. Fitzpatrick, Plant Manager



CARRABASSETT VALLEY ACADEMY

3197 Carrabassett Drive  
Carrabassett Valley, ME 04947  
207-237-2250 fax 207-237-2213  
www.goCVA.com

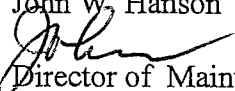
November 16, 2006

Kirsten Hebert  
Director of Operations  
Maine Rural Water Association  
14 Maine Street, Box 36  
Brunswick, Maine 04011

Dear Kirsten,

Steven White recently assisted CVA in collecting parametric water samples as part of our testing program. He was especially helpful in determining the pH by utilizing his pH test meter (we do not yet have such a meter and therefore were unable to accurately determine the readings).

We appreciate his efforts and may have a need to call upon MRWA for help in the future.

Sincerely,  
John W. Hanson  
  
Director of Maintenance

# *First Baptist Church*

P.O. Box 324 ~ 71 Grace Ave., Waldoboro, ME 04572  
Pastor Michael A. Peterson

[www.fbcwaldoboro.org](http://www.fbcwaldoboro.org)  
[office@fbcwaldoboro.org](mailto:office@fbcwaldoboro.org)

Telephone: (207) 832-7659  
Fax: (207) 832-7081

September 7, 2006

Kirsten Hebert  
Director of Operations  
Maine Rural Water Association  
14 Maine St. Box 36  
Brunswick, Maine 04011

Dear Kirsten,

I am writing today to let you know how appreciative I am for all the help that Steve White has given us. We had a positive reading in a water test and he helped us through the whole process and even took the water samples to Augusta for us. It is nice to know that there is help available when needed. Thank you again and many thanks to Steve.

Sincerely,

Laura Jones  
Secretary

**R.H. RENY, INC.**

731 Route 1  
Newcastle, Maine 04553  
Phone: (207) 563-3177  
Fax: (207) 563-5681



**BRANCHES IN MAINE**

Damariscotta - Gardiner  
Damariscotta Underground  
Farmington - Bath - Camden  
Ellsworth - Dexter - Madison  
Pittsfield - Saco  
Belfast - Bridgton - Wells

June 30, 2006

Kirsten Hebert  
Director of Operations  
Maine Rural Water Association  
14 Maine St, Box 36  
Brunswick, Maine 04011

Dear Ms. Hebert:

Renys has been a member of the Maine Rural Water Association for several years now, and we gladly renew our membership each year. I had to sit down and write you and Maine Rural Water a thank you letter today, because we benefited yet again from your services and our membership just this week.

Renys Distribution Center, located in Newcastle, is designated as a non-transient, non-community public water system, and I am the licensed operator. Recent testing requirements by the state's Drinking Water Program necessitated both a pH and temperature meter (which I did not have). I gave your office a call, and was immediately set up with the help I needed. Steve White came out for both sample cycles, took the temperature and pH readings, and made sure the samples were on their way, on time. Technical assistance is a difficult program to administer effectively, and MRWA does a fantastic job.

This is just one example of the role MRWA has played in Renys' compliance needs. I took the operator training classes through MRWA, and we acquired a chlorinator for a seasonal property with your help. MRWA has also served as a liaison between Renys and the state, providing another great resource for us, and I'm sure for other businesses as well.

This flexibility and diversity of services is rare for a non-profit organization, and it is, by far, the biggest bang for our buck that we get from any membership organization we belong to. Thanks again.

Sincerely,

Mary Kate Reny  
Renys, Inc.



John Elias Baldacci  
Governor

## Maine Department of Health and Human Services

Maine Center for Disease Control and Prevention  
Division of Environmental Health  
(Formerly Bureau of Health)  
286 Water Street  
11 State House Station  
Augusta, ME 04333-0011

Brenda Harvey  
Commissioner

Dora Anne Mills, MD, MPH  
Public Health Director  
Maine CDC Director

Ms. Kirsten Hebert  
Director of Operations  
Maine Rural Water Association  
14 Maine St., Box 36  
Brunswick, ME 04011

December 12, 2006

Dear Kirsten:

As we complete another busy and productive year, I'd like to communicate to you the value provided by MRWA's Sourcewater Protection Program and specifically the work performed by Susan Breau-Kelley. As you know, the program she manages integrates water system superintendents in to their communities to develop source protection plans. Susan's strong technical skills combined with her ability to work with challenging groups on tough topics helps us immensely. This year she and Andy Tolman of our office have worked on a number of initiatives together, including the public health official pilot program in Dexter and the coming agriculture education/outreach program.

We currently don't have the person-power to accomplish these important pilot programs, and appreciate Susan's work on them. She also takes the time to work with us and other State agencies on the development and implementation of policies that promote our goals and help us move forward. Her work to date has helped about 20% of Maine's surface water Community Water Systems develop strong alliances within their watersheds and develop active management plans for their systems.

Please let me know if there is anything that I can do to let the funding providers and administrators of the Sourcewater Protection Program know the value of Susan's drinking water protection work in Maine. Her work is certainly a credit to the Maine Rural Water Association.

Sincerely,

Nancy Beardsley, Director  
Maine Drinking Water Program  
Maine CDC  
Department of Health and Human Services

General Delivery  
Dexter, Maine 04930

July 26, 2006

Susan Breau  
Source Water Protection Program  
14 Maine Street  
Brunswick, Maine 04011

Dear Susan,

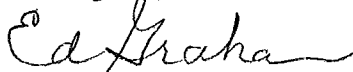
The Dexter Lakes Association greatly appreciated the effort you made coming from Eastport after a long day to speak at our annual meeting on July 12, 2006.

Your presentation, along with the slide pictures, gave our members an appreciation of all the work that the committee did last year. As a result of that work, Dexter now has a permanent Source Water Protection committee. Recently I attended the meeting when the town council unanimously approved the plan for the future of Lake Wassookeag. Being part of that committee has given the Dexter Lakes Association a much stronger voice in water quality issues regarding the lake, our town's drinking water supply.

In the past I've felt that the Town Council did not necessarily have all the information they needed before voting on important water quality concerns. But now, since they are part of this committee, communications are much improved and direct. For the first time, thanks to your new committee, we have a town council member, a water district representative, the town manager, DLA directors, a health official, and others all together discussing water quality concerns. One of the first accomplishments has been the professional assessment of water levels and much improved record keeping of dam management practices. People are better informed and are talking about the water more. You have been a tremendous help. Questions posed to you during your presentation attest to their interest and concern.

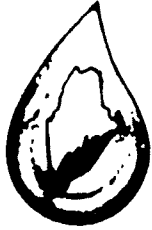
We also value your suggestions and assistance with the "Think Blue" concept for our DLA program and booth for Wild West Weekend. We're hoping the children will enjoy what's been planned.

Best Regards,



Ed Graham

President, Dexter Lakes Association



# Newport Water District

P.O. BOX 142, NEWPORT, MAINE 04953

newporth2o@midmaine.com

March 13

Tel. (207) 368-4314

Fax (207) 368-2169

March 2, 2006

Steve Levy, Executive Director  
Maine Rural Water Association  
14 Maine Street, Box 36  
Brunswick, Maine 04011

Re: Source Water Protection Coordinator

Dear Mr. Levy:

Once in a while, someone comes along whose performance is a step above expectations. I have to say that Susan Breau is a "step above" my expectations.

Susan prepared well, presented well, listened well and gently won the confidence of those involved, as stakeholders, in the watershed protection plan for Nokomis Pond. Her pleasant demeanor and patience proved to be valuable assets during the negotiated discussions. Susan's background knowledge enforced the importance of planning and prevention and added authority to the group.

As superintendent of Newport Water District, I wanted Maine Rural Water Association to know how much Susan contributed during the past twelve months. Susan has left us with the first Comprehensive Source Water Protection Plan for Nokomis Pond.

The Water District and the stakeholders will always be grateful. Thank you MRWA and Susan Breau.

Sincerely,

Thomas R. Todd, Supt.  
Newport Water District

*March*

**DEXTER UTILITY DISTRICT  
25 MAIN STREET  
DEXTER, MAINE 04930**

Randy Webber, Superintendent  
Sue Arseneault, Office Manager

Telephone: 207-924-7367  
Fax: 207-924-6861



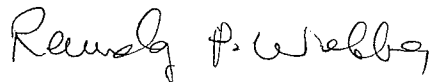
Kirsten Hebert  
Director of Operations  
Maine Rural Water Association  
14 Maine St. Box 36  
Brunswick, ME 04011

Dear Ms. Hebert:

On behalf of the Dexter Utility District, I would like to thank MRWA for the work performed by Susan Breau of your staff to assist the community in protecting Lake Wassookeag. The plan and implementation measures that came out of the stakeholder process will help us protect this valuable resource for many years to come.

Over the past year many charged community issues have surfaced regarding the lake. We look forward to Susan's continued involvement as the process continues.

Sincerely,



Randy P. Webber  
Superintendent  
Dexter Utility District



# City of Bath

Office of  
**CEMETERIES AND PARKS DEPARTMENTS**

1 Oak Grove Avenue  
Bath, Maine 04530  
(207)-443-8345

✓  
January 31

Kirsten Hebert  
Director of Operations  
Maine Rural Water Association  
14 Maine St. Box 36  
Brunswick, ME 04011

January 31, 2006

Dear Ms. Hebert:

The City of Bath would like to express appreciation for the work done by Susan Breau of your staff to help us protect Nequasset Lake under the USEPA Sourcewater Protection Program. Nequasset Lake is the source of drinking water for approximately 15,000 people in Bath, Brunswick, West Bath, Wiscasset, and Woolwich.

As you know, the Bath region is currently experiencing demographic shifts due to the closure of the Brunswick Naval shipyard. Likewise, the work of such regional entities such as the Sagadahoc Regional Rural Resource Initiative and the Invasive Plant Atlas of new England have benefited from the in-put and work of Susan. The work that Susan and the stakeholders are doing in the community is a bonus for us particularly at this time. Especially valuable has been the program's focus on protecting public health while balancing other needs in the community.

We look forward to continuing benefits from this program. Please keep up the good work.

Sincerely,

Thomas C. Hoerth  
Bath City Arborist & Tree Warden  
[thoerth@cityofbath.com](mailto:thoerth@cityofbath.com)

CC: sb

APR

**TOWN OF ISLAND FALLS  
P.O. Box 100  
Island Falls, ME 04747**

**Town Agent: Cheryl McNally**

**Office: Board of Selectmen  
Trustees/Water**

April 26, 2006

Kirsten Hebert  
Director of Operations  
Maine Rural Water  
14 Main Street – Box 36  
Brunswick, ME 04011

RE: Our Appreciation

Dear Ms. Hebert:

Some laymen may not understand and appreciate the necessity of a true professional with the expertise in addressing problems until they're in a bind. In a bind, we were! And we want you and your co-workers to know that we greatly appreciate the assistance, direction, and training afforded by Tom Bahum in addressing the issues as identified by the Bureau of Labor Standards (Workplace Safety & Health Division).

As you know, Steve Leavy helped with Legislative action to allow us to form a Water District; and we understand that he will continue to help us with that endeavor as well as with other issues (i.e. rates, arsenic level problem, etc.). We certainly appreciate that!

We have formed an AD HOC Committee consisting of three "retired" selectmen/Trustees (Laura Campbell, Rodney Willette, & Dwayne Hartin) to help the present Board of Selectmen/Trustees *focus* on the District issue, rates, arsenic level, and other Water Dept. issues in the interim period leading up to the move of forming a District.

-continued-

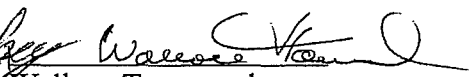
We want our Water Department to provide a continuing good supply of safe water in compliance with appropriate standards. We appreciate Maine Rural Water's continued support and guidance in accomplishing that.

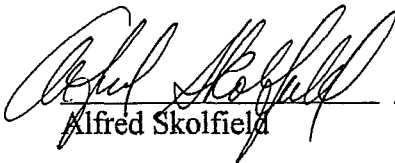
**THANK-YOU!**

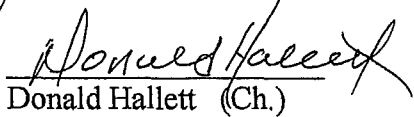
Respectfully submitted:

  
Lewis Conrad

  
Albert Clukey

  
Wallace Townsend

  
Alfred Skolfield

  
Donald Hallett (Ch.)

CC: Theresa Trott – D.H.S.  
William Peabody – Bur. Labor Standards  
Cheryl McNally – Town Agent  
Cheryl Whitney – Water  
Brian McDonald – Water  
Ad Hoc Committee