

AGENDA
ANNUAL MEETING OF THE BOARD OF TRUSTEES
PORTLAND WATER DISTRICT

225 Douglass Street, Portland, Maine
Jeff P. Nixon Training Center

6:00 p.m. on Monday, March 24, 2025

<https://us06web.zoom.us/j/85936931946?pwd=gAgtSq804MmNz1Q7UhbGuHz27NxDid.1>

1. Convene Meeting with Pledge of Allegiance and moment of silence. President Lunt
2. Roll Call Clerk
3. Election of Officers for 2025-2026 Clerk
 - President
 - Vice President
 - Treasurer
 - Clerk
 - Assistant Clerk

President for 2025-2026 assumes Chair
- 4a. Acceptance of Minutes of the Regular Meeting of February 24, 2025 President Lunt
- 4b. Acceptance of Minutes of the Workshop Meeting of March 10, 2025 President Lunt
5. Invitation for Public Comment President Lunt
6. Reports:
 - Operations Committee Reports Trustee Shattuck-Heidorn
 - Planning Committee Reports Trustee Douglas
 - Administration & Finance Committee Reports Trustee Levinsky
 - General Manager's Report Interim General Manager
7. New Business
 - A. Resolution 25-004 accepting the private insurance plan for Paid Family Medical Leave through Mutual of Omaha. Administration and Finance Committee
 - B. Order 25-007 authorizing a construction contract with AAA Energy Service. Operations Committee
8. Other Business An item may be added to this agenda provided seven trustees vote to waive the rule regarding agendas. President Lunt
9. Second Invitation for Public Comment President Lunt
10. Trustee Comments President Lunt
11. Executive Session A motion may be made to go into Executive Session at any time during the meeting to discuss, pursuant to 1 M.R.S. §405(6)(A) personnel, 1 M.R.S. §405(6)(C) real estate, 1 M.R.S. §405 (6)(D) labor negotiations, or 1 M.R.S. §405(6)(E) legal matters. President Lunt
12. Adjournment President Lunt

Donna M. Katsiaficas
Clerk

DRAFT

As voted by the Board of Trustees and in accordance with the notice of the meeting, the Regular Meeting of the Board of Trustees of the Portland Water District was held at the Jeff P. Nixon Training Center, 225 Douglass Street, Portland, Maine, and via Zoom, on Monday, February 24, 2025. Attending from staff were C. Crovo, S. Firmin, J. Wallace, M. Archibald, D. Kane, J. Hudak, D. Katsiaficas, M. Clements, and C. Cote. Charles Katz-Levy, Esq. and Rick Licht of Licht Engineering were in attendance. Joe Piccone, bargaining agent for the Teamsters local 340 and union members were in attendance as well.

President Lunt convened the business meeting at 6:02 p.m., with the Pledge of Allegiance and a moment of silence.

ROLL CALL

The roll was called by the Clerk. Trustee Shattuck-Heidorn was absent.

ACCEPTANCE OF MINUTES

Trustee Willett made a motion to accept the minutes of the Regular Meeting of January 27, 2025, seconded by Trustee Crockett. It was voted all in favor.

Trustee Crockett made a motion to accept the minutes of the Workshop Meeting of February 10, 2025, seconded by Trustee Willett. It was voted all in favor.

INVITATION FOR PUBLIC COMMENT

Joe Piccone, bargaining agent for the Teamsters Local Unit 340 addressed the Board. He was accompanied by employees who are members of the union. Mr. Piccone repeated his demand that a member of the Board of Trustees participate in negotiations. He raised the pension issue as a major issue in negotiations and asked for an answer in writing as to the union's pension request. The Board indicated that they are listening and will be able to discuss the issues at another time. President Lunt thanked everyone for coming in.

Jonathan Clegg addressed the Board and expressed displeasure with the Board of Trustees and their communication.

Matt Lane addressed the Board. He explained the length of his service at PWD as an employee. He expressed dissatisfaction with the manner in which union employees are treated, salaries and the manner in which pensions are calculated.

Andrew Edson addressed the Board. He suggested that PWD should be on a list of employers where people want to work and stated he is proud of the work he does for PWD.

REPORTS

Operations Committee

Trustee Crockett provided a summary of the Operations Committee meeting on February 10, 2025.

Staff discussed how job market conditions for plant operators have changed in recent years. This has made hiring qualified and reliable operators progressively harder, especially to work overnight shifts. Over the past 10 years, automation of plant processes has significantly increased and has reliably met operational expectations. The SLWTF Unattended Operation Assessment will assess the current systems to determine needed upgrades or modifications to allow for periods of unattended operation in the future.

Staff provided an update regarding damage to a pump at the Northeast Pump Station. During a wet weather flow event, pump 2 was turned on and off 17 times in a ten-minute period. This caused damage to the pump and the isolation valve. The damaged isolation valve will be replaced in the next month and assessment of the pump will begin. Staff is exploring options to implement bypass

pumping at the station while the issue is resolved to ensure peak flow capacity is maintained at the pump station.

Staff will revisit the Committee in the coming months as the full impact and costs become more defined.

Planning Committee

Trustee Douglas provided a summary of the Planning Committee meeting on February 10, 2025.

Staff recommended approving an easement modification agreement to relocate the District's easement on Marion Way. This will be taken up under new business.

Staff recommended entering into a new lease agreement with YMCA for the Otter Ponds property in Standish.

Staff and the Committee discussed the process for performance evaluations of the General Manager and Corporation Counsel. Staff will present the proposed process at a future workshop.

Administration and Finance Committee

Trustee Levinsky provided a summary of the Administration and Finance Committee meeting on February 10, 2025.

Mr. Archibald presented an overview of the 2024 turnover trends and the current recruiting environment (see attachment). He noted last year's turnover rate was close to 14%, a slight increase from the prior year but significantly lower than 2022. The District's turnover rate is comparable to the latest American Water Works Association's benchmark. He noted several observations as listed below:

- Voluntary resignations have decreased for the second year in a row, indicating people are choosing to stay.
- Internal transfers have increased (17 to 21 YOY), further indicating people who could leave chose to find opportunities within the district rather than leave.
- Average tenure at departure is under ten years, providing further evidence that employees make out better under the 457 defined contribution plan vs the old defined benefit pension.
- Wastewater, in alignment with industry benchmarking, continues to be where most of the turnover is occurring.

Mr. Kane presented a motion authorizing Water bonds of up to \$49,325,000 million to finance capital projects and to declare those bonds as 'green' bonds. Additionally, staff presented a motion declaring the 2015 bond as 'green'. This will be taken up under new business.

The Committee went into Executive Session pursuant to 1 M.R. S. §402 (3)(L), Records describing security plans, and 1 M.R.S. §405 (6)(F) Discussion of information protected as confidential by statute.

General Manager's Report

Jim Wallace, Director of Water Operations, provided an update to the Board on water main breaks that have been occurring over the winter. PWD had 25 breaks last month, which is unusually higher than average. Most of the breaks are related to temperature. Many related to cast iron mains in the older areas of the system. Staff have been working 16-hour days.

NEW BUSINESS

PUBLIC HEARING regarding the authorization of Water Bonds.

President Lunt opened the public hearing for comments. There was no one in attendance or online wishing to comment.

President Lunt closed the public hearing.

Resolution 25-003, authorizing the issuance of up to \$49,325,000 in water bonds.

The approved 2025 and 2024 Capital Improvement Plans (CIP) and the separately authorized Meter Replacement project includes \$49,325,000 of water projects to be financed by the issuance of water bonds.

Project	CIP Reference	2025 Bonds	Total Bonds	Comment
<u>2025 CIP</u>				
Water Mains	43/3121	\$ 7,000,000	\$ 7,000,000	20 year, market rate bond
407 Zone-Chute Road	307/3068	\$ 5,000,000	\$ 10,000,000	20 year, market rate bond
Ozone Plant - Chemical Storage	122/3210	\$ 1,550,000	\$ 1,550,000	20 year, market rate bond
Watershed Protection	43/3296	\$ 1,500,000	\$ 1,500,000	20 year, SRF with partial forgiveness
		\$ 15,050,000	\$ 20,050,000	
<u>2024 CIP</u>				
Douglass Street Improvement	68/3054	\$ 525,000	\$ 525,000	20 year, market rate bond
<u>Specific Board Approval</u>				
Meter Replacement		\$ 7,000,000	\$ 28,750,000	20 year, market rate bond
Bond Authorization		\$ 22,575,000	\$ 49,325,000	
PWD Market Bond		\$ 21,075,000	\$ 47,825,000	
PWD SRF Bond		\$ 1,500,000	\$ 1,500,000	
		\$ 22,575,000	\$ 49,325,000	

It was moved by Trustee Levinsky and seconded by Trustee McCann.

It was Voted and unanimously,

RESOLVED, the issuance of up to \$49,325,000 in water bonds to finance the installation and renewal of water mains and the 407 Zone Chute Road transmission line, replacement of water treatment plant chemical feed system and Douglass Street heating system, purchase of land rights for watershed protection purposes, installation of water meters and other related and ancillary water system infrastructure upgrades and improvements is hereby authorized. The full form of the Resolution attached hereto is hereby approved and shall be attached to and incorporated as part of the minutes of this meeting.

Order 25-004, authorizing water bonds issued in 2015 to be designated as 'Green Bonds'.

The Board previously adopted Resolution 15-001 and authorized water bonds of up to \$8 million to finance the installation of water mains, fire hydrants, and related infrastructure and installation of an ozone destruct system at the water treatment facility. PWD issued its \$5.73 million bonds for these purposes on June 25, 2015. Those 2015 bonds are eligible to be refinanced this year and the PWD's Financial Advisor, Moors & Cabot, recommends considering including the refinancing in the PWD's regular annual water bond issue in August. The 2015 bonded projects relate to the installation of water mains and related infrastructure. These are environmentally beneficial projects designed to ensure safe drinking water for the public in the State in accordance with State, Federal, and local standards. Therefore, the refunding bonds can be designated as 'Green Bonds'.

Based on discussions with PWD's Financial Advisor, and published materials staff has reviewed, a 'Green Bonds' designation results in yields that, on average, are about 6 basis points below yields on otherwise equivalent bonds that do not have that designation. Other than declaring the bonds as 'Green' in the bond's Official Statement, the only other obligation of PWD would be to provide certain post-issuance reporting showing the actual use of the bond proceeds for its declared purpose.

It was moved by Trustee Levinsky and seconded by Trustee Siviski.

It was Voted and unanimously,

ORDERED, that the water bonds to be issued to refund and refinance the current outstanding callable principal of PWD's \$2,235,000 water bonds previously issued in 2015 pursuant to Resolution 15-001 adopted January 26, 2015, are designated as 'Green Bonds', with the proceeds to be used for 'Green' purposes.

Order 25-005, authorizing an operation assessment contract with Tighe & Bond, Inc.

The Sebago Lake Water Treatment Facility (SLWTF) provides all of the water for the Portland Water District's water distribution system (outside of the isolated Steep Falls system). The plant runs 24/7 in order to provide this water, and as job market conditions have changed in recent years, hiring qualified and reliable operators for this plant, especially to work overnight shifts, has become progressively harder. One way to alleviate this operational difficulty is to build and implement the ability for the SLWTF to run unattended for set periods of time. The first phase of this project will assess which processes, control systems, and operator work tasks need to be upgraded or modified to support said unattended operation mode. Recommendations from Phase 1 will later be fully designed (as needed) in Phase 2 and finally implemented and tested in Phase 3.

The majority of the funds that were allocated for the Fuel Storage Tank Upgrade CIP are no longer needed for that project, as PWD is now pursuing a State Fire Marshall approved inspection process to update the registration of the underground storage tank on an annual basis. The cost for this is minimal and will allow PWD to get more useful working life out of the existing fuel tank before replacement is actually necessary.

Tighe & Bond was engaged directly for this project because they employ Stephan Rafferty, PE, an engineer and previous water superintendent who is an expert in converting existing water plants to unattended operations. He successfully led an effort with the same end goal for the water plant in Falmouth, MA. In addition, he is familiar with the automation that PWD has at SLWTF, especially as it pertains to the Ozone system, as he was brought in as a specialist to help troubleshoot and get the system running when it was upgraded in 2015. That project ran into difficulties during startup, and Mr. Rafferty was brought in, and was able to successfully lead the team through those difficulties and to a stable operating state.

It was moved by Trustee Crockett and seconded by Trustee McCann.

It was Voted and unanimously,

ORDERED, an operational assessment contract with Tighe & Bond, Inc. is hereby authorized, for a sum not to exceed \$200,000 for Phase 1 of the SLWTF Unattended Operation project (CIP 2025 - 122/3329, the "Project"); and

BE IT FURTHER ORDERED, the SLWTF diesel tank replacement project (SLWTF - Fuel Storage Tank Upgrade CIP 2025 project# 122/3252) budget is decreased by \$200,000 and said amount transferred to the Project budget, increasing the total budget for the Project by that amount, for a total Project budget of a sum not to exceed \$200,000; and that the General Manager, and the Treasurer, each acting

DRAFT

As voted by the Board of Trustees and in accordance with the notice of the meeting, the monthly Workshop Meeting of the Board of Trustees of the Portland Water District was held in the Nixon Training Center at the general offices of the District, 225 Douglass Street, Portland, Maine, on Monday, March 10, 2024. In attendance from staff were C. Crovo, D. Kane, S. Firmin, J. Wallace, M. Archibald, M. Clements, J. Hudak, and D. Katsiaficas.

Trustees D. Willett and L. Douglas were absent.

President Lunt convened the workshop meeting at 6:45 p.m.

1. Facilities Updated

Josh Hudak, Facilities Services Manager, updated the Board on upcoming renovations and temporary relocations from the Douglass Street Facility.

A project overview of the construction phases at the Douglass Street Facility was presented, and it was discussed that the upcoming Phase 3 will displace 17 employees who will be operating out of a leased location at 41 Hutchins Drive. Then, Phase 4 will displace 38 employees to the same leased location.

Phase 3's projected completion time is 4 months, allowing the 17 employees to move back to Douglass Street in July. Phase 4's projected completion time is 7 months, allowing the 38 employees to move back to Douglass Street in February 2026. The total completion time is roughly 1 year.

2. General Manager Review Process

Manny Archibald, Director of Human Resources, led a discussion on the proposed annual review process for the General Manager and Corporation Counsel positions.

The intent is to put a more formal review process in place, including different aspects that must be considered. Accelerating the review process to avoid having it fall within busier months was discussed, as was forming a committee for the review process comprised of the President, the Vice President, and the chairs of each of the existing committees. Changes that need to be made to the job descriptions and the reporting structure were also discussed.

3. Executive Session

A motion was made to go into executive session by Trustee McCann, seconded by Trustee Voltz pursuant to 1 M.R.S. §405 (6)(D) labor negotiations for the purpose of consulting with legal counsel regarding labor contract. Voted unanimously. Attorney Peter Bennett joined the Board in executive session.

Motion made to come out of executive session made by President Lunt, seconded by Trustee McCann. Voted unanimously.

4. Other Business

None.

5. Adjourn

The meeting was adjourned at 8:15 p.m.

Submitted by,

Donna M. Katsiaficas
Clerk

Portland Water District
Board of Trustees Reports
March 24, 2025

- **Operations Committee**
- **Planning & Asset Management Committee**
- **Administration & Finance Committee**
- **General Manager's Report**

**Portland Water District
Operations Committee Meeting Minutes
March 10, 2025**

Trustees

Charles Shattuck-Heidorn, Chair
John Voltz
Leroy Crockett
William Lunt, President

Staff

Scott Firmin
Josh Hudak
Greg Pellerin
Charlene Poulin
James Wallace

A meeting of the Operations Committee of the Portland Water District Board of Trustees was held on Monday, March 10, 2025, at 5:30 p.m., in the Emergency Operations Center of the District, 225 Douglass St., Portland, Maine.

The following items of business were considered:

1. Douglass St. HVAC Improvements Phase 4

Staff requested approval of a contract for phase 4 of HVAC improvements at Douglass Street, utilizing the same contractor from the previous phases. This contractor has met expectations, been on budget, and knows what to expect during these renovations at the District's Douglass St. facility. The committee voted 3-0 to forward the item to the full board for consideration.

2. Combined Sewer Overflow Annual Plan

Staff reviewed the CSO monitoring program, showing the general locations of assets. They provided examples of flow monitoring data and the recent history of significant wet weather events and expected projects by the community.

Staff then provided an update on pump 3 issues at the Northeast Pump Station and discussed the effort to address the pump. They also discussed the possible need for bypass pumping at this facility to meet DEP's expectations of peak wet weather flow into the treatment plant. Staff will provide continued updates in the future.

3. General Engineering Services – Professional Services Contract Selection

Staff provided an update on professional services contracts for General Engineering Services. Nine firms were engaged in 2024, and staff reviewed the purpose and expense of the various projects.

4. Other Business

There was no other business for the committee.

The meeting adjourned at 6:21 p.m.

Submitted by:

Scott Firmin, Director of Operations - Wastewater
James Wallace, Director of Operations - Water

**Portland Water District
Planning Committee Meeting Minutes
March 10, 2025**

Trustees

Gary Libby
Malory Shaughnessy
Fred McCann, Vice President

Staff

Chris Crovo
Paul Hunt

Public

None

The Planning Committee meeting was held on Monday, March 10, 2025, at 5:30 p.m., in the Nixon Room of the District, 225 Douglass Street, Portland, Maine.

The following items were considered:

1. Updates

- Staff shared that the 25-year-old Lakescaping Program, by which Lake Office staff help watershed landowners make lake-friendly improvements to their properties, will be modified starting this year. Since its inception, individual landowners have been eligible for up to \$1000 to make the recommended improvements, while road associations and businesses, typically undertaking larger projects, have been eligible for up to \$2000. These limits will be raised to \$1500 and \$2500. This is being done because the grants are meant to be an incentive, and the work costs of this type have increased significantly in 25 years.

Each project requires a landowner match of at least 1:1. Since 2000, PWD has invested \$325,000 in Lakescaping grant awards, and landowners have completed improvements valued at over \$1.2 million.

- Staff shared that Maine DOT is drafting an MOU (memorandum of understanding) outlining what PWD and MDOT agree to do as this MDOT-designed and funded project progresses. The draft MOU will be reviewed later in the Planning Committee meeting.

2. The Total Coliform Rule Monitoring Program

Staff shared a presentation that described the reasons for, procedures, and historical data from this longstanding water distribution system monitoring program, which the federal Safe Drinking Water Act mandates. After several decades of management by the Water Treatment staff, Environmental Services is responsible for the program.

The meeting adjourned at 6:30 p.m.

Submitted by:
Paul Hunt
Environmental Manager

**Portland Water District
Administration/Finance Committee Meeting Minutes
March 10, 2025**

Trustees

Joseph Siviski
Ken Levinsky, Chair

Staff

David Kane
Emanuel Archibald

The Administration/Finance Committee meeting was held on Monday, March 10, 2025, at 5:30 p.m., in PWD's Monie Room, 225 Douglass Street, Portland, Maine. Considered were the following items of business:

1. Paid Family and Medical Leave Program

Mr. Archibald noted that the State of Maine is implementing a state-run Paid Family Medical Leave program requiring employers to remit 1% of employees' pay to fund the program. The State allows employers to use private insurers that provide a program with benefits that are at least as good as the state-run program. Mutual of Omaha has satisfied the State requirements and is currently the District's disability insurance provider. Staff recommends a motion authorizing a contract with Mutual of Omaha. The Committee unanimously recommended forwarding to the full Board for its consideration.

2. Allocation of 2024 Surplus Balances

Mr. Kane presented the preliminary financial results for 2024 (see attached). The results are summarized below:

- Water Fund and Wastewater Funds for Cape Elizabeth and Gorham had positive net income. The net income will be retained in the respective operating fund contingency fund because the contingency fund balance is below 25% of the budget target.
- Cumberland Wastewater fund had a negative net loss. The yearly loss causes the cumulative fund balance to be negative. The amount will be recovered as part of the 2026 assessment.
- Portland and Windham South Wastewater Funds had positive net income. The net income brings the cumulative balance to a level higher than 25% of the budget target. The Committee can decide to retain or return the amount to the municipality. Staff had contacted the municipality about their preference. Since the municipality had not responded, the Committee recommended tabling the item until next month.

3. 2026 Financial Goals

Mr. Kane presented information for the Committee to consider as it develops financial parameters for the 2026 planning cycle (see attached). The presentation included the 2026-2029 financial forecast indicating significant increases in water rates and assessments. The increases are being driven by funding of needed capital. The Committee discussed two possible options to mitigate some of the increases: extending the bond term to 30 years from the current typical 20-year term and a water fund system development charge.

Extending the term to 30 years decreases the impact on the annual budget. However, it increases the total financing over the full term. It was decided not to extend the bond term to 30 years.

A Maine state law allows the assessment of a system development charge to new customers. The money raised could only be used to 'finance capital outlays for water system expansion caused by an increase in demand for service.' Given the average number of new customers (470 per year), the charge could generate \$2 million. The Committee recommended that the item be discussed at a future board workshop.

With no further business, the meeting adjourned at 6:30 p.m.

Submitted by:

David M. Kane, Executive Director of Administration



Portland Water District
From Sebago Lake To Casco Bay

ADMINISTRATION AND FINANCE COMMITTEE / AGENDA ITEM SUMMARY

Agenda Item: 2
Date of Meeting: March
Subject: Allocation of 2024 Surplus Balances
Presented By: David Kane, Treasurer

RECOMMENDATION

The following proposed language is presented for Board of Trustee approval:

ORDERED, (to be determined at the April committee meeting).

FISCAL REVIEW / FUNDING

The Portland and Windham wastewater funds had annual operating surpluses of \$1,227,076 and \$35,377, respectively. The Portland fund results are due to higher interest and septage revenue (\$314,956) and lower operating expenses (\$822,137). The Windham-South fund results are due to higher interest income (\$27,662). It is recommended to retain the amount in the operating fund's contingency funds up to the 25% of budget target with the excess in the Portland and Windham funds be returned to the city of Portland and town of Windham.

The Cape Elizabeth and Gorham wastewater funds had net income. Since the cumulative balance is below the target level, it is recommended to leave the annual balance in the contingency fund.

The Cumberland and Windham-North funds have a cumulative deficit. The deficits will be addressed in the 2026 budget and assessment.

Operating Funds:

	1/1/2024 Balance	2024 Net Change (Unaudited)	12/31/2024 Balance	Target (25% of Budget)	Over/(Under) Target
Water	\$6,803,197	\$13,861	\$6,817,058	\$7,865,199	(\$1,048,141)
Cape Elizabeth	\$382,796	\$69,500	\$452,296	\$918,257	(\$465,961)
Cumberland	\$27,140	(\$66,198)	(\$39,058)	\$329,147	(\$368,205)
Gorham	\$112,965	\$34,291	\$147,256	\$433,831	(\$286,575)
Portland	\$4,175,510	\$1,227,076	\$5,402,586	\$3,583,126	\$1,819,460
Westbrook	\$218,603	(\$12,079)	\$206,524	\$1,059,048	(\$852,524)
Windham-So	\$168,202	\$35,377	\$203,579	\$150,869	\$52,710
Windham-No	(\$53,846)	\$27,032	(\$26,814)	\$0	\$0

Renewal and Replacement Funds:

	12/31/2024 Balance (Budget)	Target	Over/(Under) Target
Water	\$7,958,564	\$3,901,000	\$4,057,564
Water-Capital Reserve	\$2,724,620	\$0	\$0
Cape Elizabeth	\$776,324	\$957,000	(\$180,676)
Cumberland	\$197,441	\$474,000	(\$276,559)
Gorham	\$815,395	\$943,000	(\$127,605)
Portland	\$6,138,081	\$6,300,000	(\$161,919)
Westbrook	\$3,205,600	\$1,168,000	\$2,037,600
Windham-So	\$409,743	\$196,000	\$213,743

LEGAL REVIEW

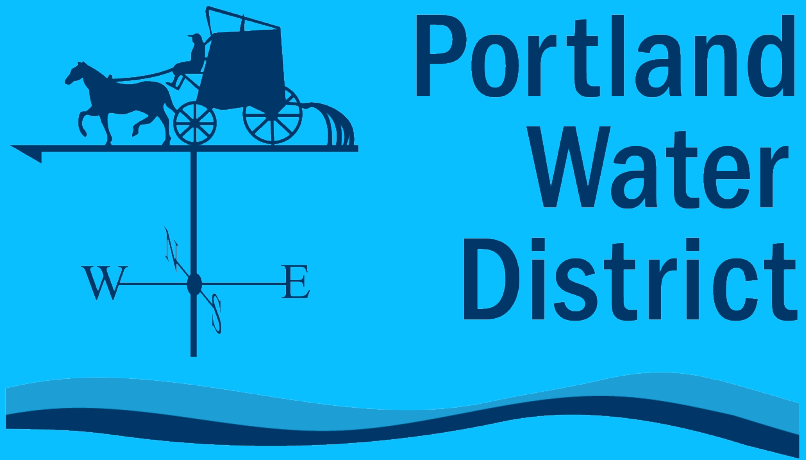
Corporation Counsel reviewed the proposed motion and approved it as to form.

CONCLUSION(S)

Since the municipality had not responded, the Committee recommended tabling the item until next month.

ATTACHMENT(S)

None



**Monthly Report To
Board of Trustees**

Through March 24, 2025

Christopher Crovo
Interim General Manager

**General Manager's Report
to
Board of Trustees
Portland Water District
March 24, 2025**



Please refer to the Departmental reports herein for updates and highlights of recent events.

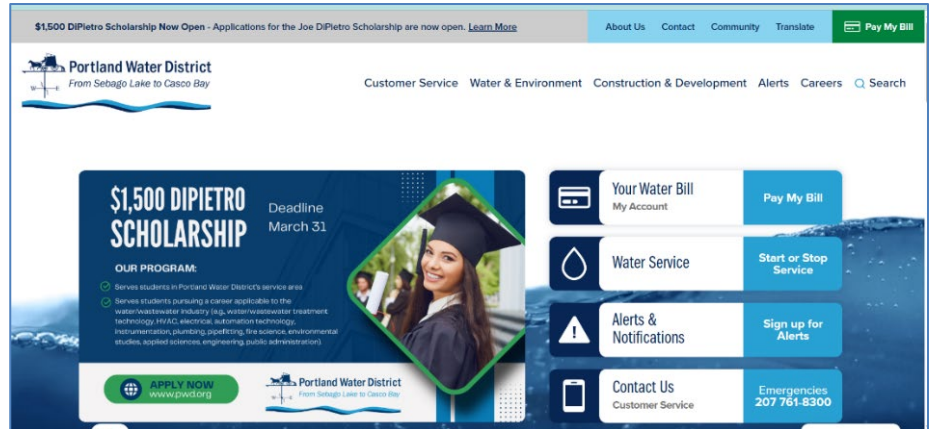
Communications and Public Relations Report

February/March 2025

Communications

Website: Our rebranded, updated website launched on February 10 and was promoted through multiple channels. Over the past month, kinks continue to be addressed and staff trained on the new platform. Customers are using the new features, as listed below.

Feature	Users (2/10 - 3/16)
Outside Meter Form	54
Contact Form	146
Email Alerts Sign-Up	95
Newsletter Sign Up	55
Start Service Form	68
Stop Service Form	17
Online Support Form	11
Web Experience Feedback	42



Career Flyers: Redesigned and printed two career flyers. *(attached)*.

E-News: Created and delivered two issues of the E-News in February. One was a notice of an online service disruption and the other one featuring the following topics. *(attached)*

DiPietro Scholarship

New Website

PWD Preparedness, Earthquakes

Community Engagement

Applications for the 2025 DiPietro Scholarship are now being accepted until March 31. The scholarship was advertised through various means and was added to the Maine Fame scholarship search website:

<https://www.famemaine.com/scholarships/joseph-a-dipietro-memorial-scholarship/>.

Media Relations

An article authored by Michelle Clements, titled *Portland Water District: Promoting a Maine Legacy With Bottle-Filling Stations*, was featured in the national publication AWWA Journal, [and was shortened and shared in an AWWA Connections article.](#) *(attached)*

Staff

AWWA Public Affairs Council (PAC)

As a member of the content marketing committee, I am working on a campaign to run during National Drinking Water Week, highlighting the diverse range of professionals—from operators and engineers to scientists and lab technicians—in a new “Ask a Water Professional” series.

As the chair of the PACs ACE25 conference committee, I continue to finalize communications sessions.

Communications and Digital Media Intern/Exec. Admin and Community Engagement Specialist

An intern job description was created and posted. This summer the intern will work with the Exec. Admin and Community Engagement Specialist, who began on March 3, to expand our social media presence.

February 2025 Public Relations Report

Media Briefing

Media Report



Contract talks stall between Portland Water District and Teamsters union

Yahoo! US

Stephen Singer

February 25, 2025

Impressions: 80,828,000

AVE: \$2,020,700.00

Sentiment: Positive

Keywords: Portland Water District, Michelle Clements, Sebago Lake Water Treatment Facility, East End Wastewater Treatment Facility

Feb. 25—A union representing more than 100 water and sewage workers in Greater Portland has asked the utility's trustees to help pick up the pace of contract negotiations. Joseph Piccone, business agent for Teamsters Local 340, told the Portland Water... ..



Contract talks stall between Portland Water District and Teamsters union

Portland Press Herald

Stephen Singer

February 25, 2025

Impressions: 241,000

AVE: \$6,025.00

Sentiment: Positive

Keywords: Portland Water District, Michelle Clements, Sebago Lake Water Treatment Facility, East End Wastewater Treatment Facility

A teamsters official says negotiations have "gotten literally nowhere" and asked that a Water District trustee be assigned to participate. Communities: A union representing more than 100 water and sewage workers in Greater Portland has asked the...



Portland Water District is hiring for a General Manager

Amwa

February 17, 2025

Impressions: 10

AVE: \$0.25

Sentiment: Neutral

Keywords: Portland Water District, Michelle Clements, Sebago Lake Water Treatment Facility, East End Wastewater Treatment Facility

General Manager Pasadena Water and Power Pasadena, CA General Manager Portland Water District Portland, ME Superintendent City of Tacoma Tacoma, WA Waterworks Assistant Director City of Newport News Newport News, VA Deputy Director,...



Maine seeks input on bar admission changes

Patch

February 14, 2025

Impressions: 14,506,000

AVE: \$362,650.00

Sentiment: Positive

Keywords: Portland Water District, Michelle Clements, Sebago Lake Water Treatment Facility, East End Wastewater Treatment Facility

Hey there, Portland! Here's to a day of discovery -- let's get started with what's happening in and around town. Read on and stay in the loop. In today's newsletter: Maine seeks input on bar admission changes Portland schools to update discipline...



Biosolids plant raises concerns in post-PFAS spill Brunswick

WNAN 91.1 FM

Peter McGuire

February 13, 2025

Impressions: 15,801

AVE: \$395.03

Sentiment: Neutral

Keywords: Portland Water District, Michelle Clements, Sebago Lake Water Treatment Facility, East End

Wastewater Treatment Facility

Plans to expand a biosolids processing plant for sewage biosolids in Brunswick have alarmed residents who are still coping with the aftermath of a toxic forever chemical spill on a former naval air base just six months ago. Critics of the proposed...



Biosolids plant raises concerns in post-PFAS spill Brunswick

WSHU 1260 AM

Peter McGuire

February 13, 2025

Impressions: 6,641

AVE: \$166.03

Sentiment: Neutral

Keywords: Portland Water District, Michelle Clements, Sebago Lake Water Treatment Facility, East End Wastewater Treatment Facility

Plans to expand a biosolids processing plant for sewage biosolids in Brunswick have alarmed residents who are still coping with the aftermath of a toxic forever chemical spill on a former naval air base just six months ago. Critics of the proposed...



Biosolids plant raises concerns in post-PFAS spill Brunswick

New England Public Media

Peter McGuire

February 13, 2025

Impressions: 35,050

AVE: \$876.25

Sentiment: Neutral

Keywords: Portland Water District, Michelle Clements, Sebago Lake Water Treatment Facility, East End Wastewater Treatment Facility

Plans to expand a biosolids processing plant for sewage biosolids in Brunswick have alarmed residents who are still coping with the aftermath of a toxic forever chemical spill on a former naval air base just six months ago. Critics of the proposed...



Boil Water Order Lifted for Casco Bay Islands After Water Main Break

Archynetys

February 13, 2025

Impressions: 7,120

AVE: \$178.00

Sentiment: Neutral

Keywords: Portland Water District, Michelle Clements, Sebago Lake Water Treatment Facility, East End Wastewater Treatment Facility

Boil Water Order Lifted for Five Casco Bay Islands Updated: 10:32 AM EST Feb 13, 2025 The Portland Water District has rescinded a boil water order for five Casco Bay islands, effective Thursday morning. This action follows the resolution of a water main.. ...



Biosolids plant raises concerns in post-PFAS spill Brunswick

WEDW-FM

February 13, 2025

Impressions: 46,720

AVE: \$1,168.00

Sentiment: Neutral

Keywords: Portland Water District, Michelle Clements, Sebago Lake Water Treatment Facility, East End Wastewater Treatment Facility

Delaware-based Viridi Energy plans to expand an anerobic digester on the redeveloped Naval air base in Brunswick. Plans to expand a biosolids processing plant for sewage biosolids in Brunswick have alarmed residents who are still coping with the...



Boil water order for handful of Casco Bay islands gets lifted

Channel 8 WMTW

Russ Reed

February 13, 2025

Impressions: 942,000

AVE: \$23,550.00

Sentiment: Neutral

Keywords: Portland Water District, Michelle Clements, Sebago Lake Water Treatment Facility, East End Wastewater Treatment Facility

PORTLAND, Maine — The Portland Water District has lifted a boil water order it had issued for five islands in Casco Bay following a water main break on Wednesday. The boil water order went into effect at noon Wednesday for Peaks Island, Little Diamond... ..



Boil order issued for Maine islands impacted by water main break

Newsradio 560 WGAN

February 12, 2025

Impressions: 11,109

AVE: \$277.73

Sentiment: Neutral

Keywords: Portland Water District, Michelle Clements, Sebago Lake Water Treatment Facility, East End Wastewater Treatment Facility

Portland's water district issued a boil order for several islands in Casco Bay after a water main break Wednesday morning on Little Diamond Island.



Biosolids plant raises concerns in post-PFAS spill Brunswick

90.5 MPBN Camden WMEP-FM

Peter McGuire

February 12, 2025

Impressions: 128,229

AVE: \$3,205.73

Sentiment: Neutral

Keywords: Portland Water District, Michelle Clements, Sebago Lake Water Treatment Facility, East End Wastewater Treatment Facility

Plans to expand a biosolids processing plant for sewage biosolids in Brunswick have alarmed residents who are still coping with the aftermath of a toxic forever chemical spill on a former naval air base just six months ago. Critics of the proposed...



Peaks, other Casco Bay islands are without water after main break

Yahoo! US

Gillian Graham

February 12, 2025

Impressions: 80,828,000

AVE: \$2,020,700.00

Sentiment: Negative

Keywords: Portland Water District, Michelle Clements, Sebago Lake Water Treatment Facility, East End Wastewater Treatment Facility

Feb. 12—A boil water notice has been issued for several islands in Casco Bay, including Peaks, after a water main break on Little Diamond Island affected water service on Wednesday. Portland Water District began receiving reports at 6:15 a.m. of low...



Portland Water District issues boil-water notice for Casco Bay islands

News Center Maine 6

February 12, 2025

Impressions: 606,000

AVE: \$15,150.00

Sentiment: Neutral

Keywords: Portland Water District, Michelle Clements, Sebago Lake Water Treatment Facility, East End Wastewater Treatment Facility

The boil-water notice impacts Peaks Island, Little Diamond Island, Great Diamond Island, House Island, and Cushing Island. Author: [newscentermaine.com](https://www.newscentermaine.com) Published: 6:25 PM EST February 12, 2025 Updated: 6:25 PM EST February 12, 2025



Boil order issued for Maine islands impacted by water main break

Outlaw 101.5 & 970

February 12, 2025

Impressions: 358

AVE: \$8.95

Sentiment: Negative

Keywords: Portland Water District, Michelle Clements, Sebago Lake Water Treatment Facility, East End Wastewater Treatment Facility

Portland's water district issued a boil order for several islands in Casco Bay after a water main break Wednesday morning on Little Diamond Island. Portland's Water District received reports of low water pressure Wednesday morning. A precautionary boil.. ...



1019por.com

[1019por.com](#) - Local

February 12, 2025

Impressions: 10

AVE: \$0.25

Sentiment: Neutral

Keywords: Portland Water District, Michelle Clements, Sebago Lake Water Treatment Facility, East End Wastewater Treatment Facility

Portland's water district issued a boil order for several islands in Casco Bay after a water main break Wednesday morning on Little Diamond Island.



Boil water order issued for several Casco Bay islands

Channel 8 WMTW

Cameron Lobley

February 12, 2025

Impressions: 942,000

AVE: \$23,550.00

Sentiment: Neutral

Keywords: Portland Water District, Michelle Clements, Sebago Lake Water Treatment Facility, East End Wastewater Treatment Facility

Portland Water District says the order is due to a water main break PORTLAND, Maine — The Portland Water District issued a boil water order for several Casco Bay islands Wednesday. PWD says the order is due to a water main break and will remain in effect. ...



Boil water order issued for Casco Bay islands

News Center Maine 6

February 12, 2025

Impressions: 606,000

AVE: \$15,150.00

Sentiment: Neutral

Keywords: Portland Water District, Michelle Clements, Sebago Lake Water Treatment Facility, East End Wastewater Treatment Facility

Due to a water main break on Little Diamond Island, the Portland Water District has issued a precautionary boil water notice for five islands in Casco Bay. PORTLAND, Maine — The Portland Water District issued a precautionary boil water notice for five... ...



Boil water order in effect for multiple Casco Bay islands after water main break

Fox 23 Waterville

Ariana St Pierre

February 12, 2025

Impressions: 7,329

AVE: \$183.23

Sentiment: Negative

Keywords: Portland Water District, Michelle Clements, Sebago Lake Water Treatment Facility, East End Wastewater Treatment Facility

PORTLAND, Maine (WGME) -- A boil water order has been issued for several Casco Bay islands due to a water main break. The Portland Water District has a boil water order for all of Peaks Island, Little Diamond Island, Great Diamond, House Island, and...



Boil water order in effect for multiple Casco Bay islands after water main break

CBS Portland WGME TV

February 12, 2025

Impressions: 462,000

AVE: \$11,550.00

Sentiment: Negative

Keywords: Portland Water District, Michelle Clements, Sebago Lake Water Treatment Facility, East End Wastewater Treatment Facility

PORTLAND, Maine (WGME) -- A boil water order has been issued for several Casco Bay islands due to a water main break. The Portland Water District has a boil water order for all of Peaks Island, Little Diamond Island, Great Diamond, House Island, and...



Handful of Casco Bay islands under boil water order due to broken main

Channel 8 WMTW

Russ Reed

February 12, 2025

Impressions: 942,000

AVE: \$23,550.00

Sentiment: Negative

Keywords: Portland Water District, Michelle Clements, Sebago Lake Water Treatment Facility, East End Wastewater Treatment Facility

PORTLAND, Maine — The Portland Water District has issued a precautionary boil water order for five islands in Casco Bay following a water main break. The boil water order went into effect at noon Wednesday for Peaks Island, Little Diamond Island, Great.. ...



Boil water order in effect for multiple Casco Bay islands after water main break

CBS Portland WGME TV

Ariana St Pierre

February 12, 2025

Impressions: 462,000

AVE: \$11,550.00

Sentiment: Negative

Keywords: Portland Water District, Michelle Clements, Sebago Lake Water Treatment Facility, East End Wastewater Treatment Facility

PORTLAND, Maine (WGME) -- A boil water order has been issued for several Casco Bay islands due to a water main break. The Portland Water District has a boil water order for all of Peaks Island, Little Diamond Island, Great Diamond, House Island, and...



Boil water order in effect for multiple Casco Bay islands after water main break

Fox 23 Waterville

February 12, 2025

Impressions: 7,329

AVE: \$183.23

Sentiment: Negative

Keywords: Portland Water District, Michelle Clements, Sebago Lake Water Treatment Facility, East End Wastewater Treatment Facility

PORTLAND, Maine (WGME) -- A boil water order has been issued for several Casco Bay islands due to a water main break. The Portland Water District has a boil water order for all of Peaks Island, Little Diamond Island, Great Diamond, House Island, and...



Water main break on Little Diamond Island disrupts supply to nearby islands

News Minimalist

February 12, 2025

Impressions: 36,564

AVE: \$914.10

Sentiment: Positive

Keywords: Portland Water District, Michelle Clements, Sebago Lake Water Treatment Facility, East End Wastewater Treatment Facility

A water main break on Little Diamond Island has left several nearby islands, including Peaks, without water. The Portland Water District received reports of low water pressure early Wednesday morning. Crews identified the break by 9:30 a.m. and are...



Peaks, other islands are without water after main break

Portland Press Herald

Gillian Graham

February 12, 2025

Impressions: 241,000

AVE: \$6,025.00

Sentiment: Neutral

Keywords: Portland Water District, Michelle Clements, Sebago Lake Water Treatment Facility, East End Wastewater Treatment Facility

Portland Water District crews found a water main break on Little Diamond Island on Wednesday morning. Community: Several islands, including Peaks, are without water Wednesday because of a water main break on Little Diamond Island. Portland Water...



Big Bay in Sebago Lake freezes for 1st time since 2019

Digest Wire

February 8, 2025

Impressions: 5,700

AVE: \$142.50

Sentiment: Neutral

Keywords: Portland Water District, Michelle Clements, Sebago Lake Water Treatment Facility, East End Wastewater Treatment Facility

Big Bay in Maine's second largest lake is frozen over for the first time since 2019, according to a Maine game warden. Fishermen are eager to be on the lake, but Lt. Jason Luce, the Maine Warden Service Division A commander for the southern part of the... ...



Portland Water District promotes Maine legacy with bottle-filling stations

March 5, 2025

AWWA Articles > Portland Water District promotes Maine legacy with bottle-filling stations

This is an excerpt from an [article in the January/February 2025 issue](#) of Journal AWWA written by Michelle Clements, communications and public relations director with Portland Water District and a member of the Public Affairs Council.

Train travelers arriving at the station in Portland, Maine, between 1932 and 1962 were often greeted by a uniformed worker from the Union Station Spa offering them a cup of pure tap water sourced from nearby Sebago Lake.



Famous crooner and bandleader Rudy Vallee (a mega-star of his day) described it as the most memorable greeting he ever received. “Best welcome I ever got in any city, and I have been all over the United States,” he said, not long after the spa opened.

Although Portland’s Union Station was torn down in the 1960s and most visitors now arrive via the Portland International Jetport, the tradition continues. One of the first things arriving travelers see is a water bottle-filling

station branded with images of fresh, clean water and inspiring messages that encourage a sip and reinforce Maine's iconic outdoor brand and great-tasting drinking water.

A Water Bottle Filling Station Grant Program was established in 2013 through a partnership between Portland Water District (PWD) and the Portland Jetport. Each year the program offers grants of up to \$5,000 for an outdoor water bottle-filling station, \$2,000 for indoor ones and \$850 for a retrofit unit.

To pilot the program, a branded water bottle-filling station was installed in the airport terminal to promote the region's pristine tap water and the great state of Maine. Since the initial station, there are now four stations installed near the Jetport's gate areas where passengers board and deplane.

Promoting great-tasting tap water

Paul Bradbury was director of the Portland Jetport when the first PWD filling station was installed. "We are fortunate to have such exceptional water quality," he said. "One taste is all that is needed to discourage the use of bottled water. I have spoken to many passengers who appreciate the bottle fill stations and celebrate our water – and the fact that it is unnecessary to buy bottled water at the Jetport."

A subcommittee of PWD trustees selects recipients based on established criteria, which are then approved by the full board of trustees. To date, PWD has awarded nearly \$72,000 in grants to help fund and install 47 water bottle-filling stations throughout its service area. In some cases, recipients added more water stations of their own accord after the first one proved so popular.

PWD trustee Gary Libby of Portland was on the board in 2013 when the program was proposed and adopted.

"That booth from the old Union Station was an inspiration for providing the water bottle-filling stations," he said. "I supported them as a more modern way to provide water to our PWD customers who are drinking bottled water. Sebago Lake water is less expensive and as good as the plastic bottled water available in stores."



Grant recipients have included schools, city and town properties, parks, nonprofits and neighborhood associations. One early recipient was the Casco Bay Island Transit Authority, a ferry station located on the Maine State Pier in Portland that helps transport passengers to seven island locations off the coast.

"I thought the fountains would be successful, but not at all to the extent that they have proved to be," Libby said.

Southern Maine people and business news: March 12

pressherald.com/2025/03/11/southern-maine-people-and-business-news-march-12

March 11, 2025



Clements



Bourque

Hires, promotions, appointments

Portland Water District promoted three members: **Michelle Clements** was promoted to director of communications and public relations; **Ryan Bourque** to water system manager; and **Greg Pellerin** to engineering and asset management services manager. Clements joined in 1997 as public relations manager and serves as editor of the New England Water Works Association's technical publication, the Journal; Bourque joined in 2007 as a water system operator and advanced to utility specialist, distribution foreperson, and transmission and distribution supervisor; and Pellerin joined eight years ago as a project manager.

Patrick Caron was hired as sports development director at the **Maine Sports Commission**. He launched the Move Free Run Club and is already on the nonprofit's board of directors.

Tate House Museum added four members to its board of directors: **Kyle Kirby**, an in-house litigator and manager at Unum in Portland; **Jeff Winchenbach**, a retired certified public accountant and a docent at the museum; **Michael Epstein**, a museum docent and retired pediatric cardiologist; and **Holly Hurd-Forsyth**, curator at the Fifth Maine Museum on Peaks Island.

Kim Donovan was hired at **New Ventures Maine** as a workforce specialist.

John Holt was hired as junior program director at **SailMaine**. He grew up as a student at SailMaine and was captain of the Portland High School sailing team and spent time as a summer coach teaching Opti Learn to Sail.



Pellerin



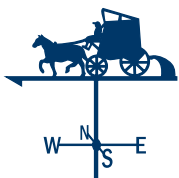
Caron



Donovan



Holt



Portland Water District

CAREERS IN WATER

MAKE A DIFFERENCE



“There is a profound sense of accomplishment that I get from assisting our customers. People sometimes view utility delivery and billing as a mystery at best. To be able to demystify that for our customers, as well as helping them with our processes, is incredibly rewarding.”

Patrick H. — Customer Service
PORTLAND WATER DISTRICT

The water and wastewater industry offers challenging and rewarding careers. No other utility has more of an impact on public health and the environment.

Other benefits include:

- Meaningful Work
- Competitive Compensation
- Attractive Benefits Package
- Flexibility and Work-Life Balance
- Job Stability and Security
- Opportunities for Career Advancement
- Innovative and Progressive Initiatives
- Supportive and Encouraging Work Environment



ADMINISTRATIVE STAFF

It takes a team of administrative professionals to run a utility efficiently and effectively. Administrative staff serve as the backbone of a water utility and play a vital role in ensuring efficient operations, customer support, and compliance with relevant standards.

Communications

Customer Service

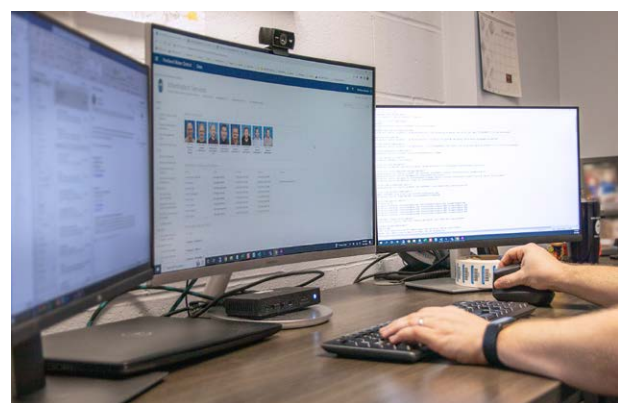
Finance

Human Resources

Information Technology

Legal

Management



SKILLS

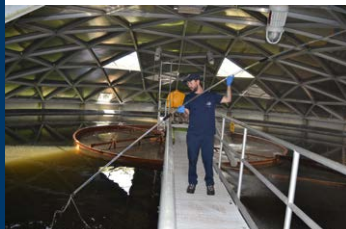
Skills vary depending on the specific position sought.

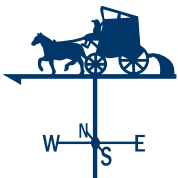
EDUCATION

Education required depends on the specific position sought. Many require a degree and/or related work experience.

THE WATER INDUSTRY

Our country’s public water systems provide water to a vast majority of Americans. An industry steeped in tradition and challenged by emerging trends, encompasses approximately 53,000 community water systems across the US. From small towns to large cities, water utilities offer an abundance of career opportunities.





Portland
Water
District

CAREERS IN WATER

MAKE A DIFFERENCE



“Every day is different. I love the diversity of my job and that I get to oversee a project from inception to operation.”

Greg P., PE
PORTLAND WATER DISTRICT

The water and wastewater industry offers challenging and rewarding careers. No other utility has more of an impact on public health and the environment.

Other benefits include:

- Meaningful Work
- Competitive Compensation
- Attractive Benefits Package
- Flexibility and Work-Life Balance
- Job Stability and Security
- Opportunities for Career Advancement
- Innovative and Progressive Initiatives
- Supportive and Encouraging Work Environment



PROJECT/ASSOCIATE ENGINEER

As an engineer for a water utility you will be part of delivering one of the most important community services in the world. Some components of your job may include:

- Conduct water resource planning and develop new water supplies.
- Pilot, design, and oversee construction of a wide array of water treatment processes.
- Design and engineer reservoirs, pumping stations, pressure regulating facilities, and other elements of water distribution.
- Troubleshoot equipment and process failures and develop effective solutions.
- Develop instrumentation and process monitoring automation.
- Review and oversee expansions of water systems to support developing communities.
- Construct and use hydraulic models to analyze complex distribution system questions.
- Educate the public, trustees, and employees on important projects.
- Utilize sustainable infrastructure design.
- Calculate costs and prepare budgets.



SKILLS

Analytical Thinking | Problem Solving | Communication | Organization | Math | Chemistry | Biology

EDUCATION

Engineering Degree – Civil, Environmental, Mechanical, Electrical
P.E. Certification | Water and Wastewater Licenses | LEED Certification

THE WATER INDUSTRY

Our country’s public water systems provide water to a vast majority of Americans. An industry steeped in tradition and challenged by emerging trends, encompasses approximately 53,000 community water systems across the US. From small towns to large cities, water utilities offer an abundance of career opportunities.





Portland Water District
From Sebago Lake to Casco Bay

February 26, 2025
Sent: 36,547
Open Rate: 73%
Click Rate: 1%

Important Notice: Online and Phone Payment Service Disruption

February 28, 2025, 4:00 p.m.



Our online account management and bill payment portal will be temporarily unavailable starting Friday, February 28, at 4:00 p.m. as we upgrade the system. The automated phone payment system will also be impacted. Services are expected to resume by Monday, March 3.

We apologize for any inconvenience and appreciate your patience as we work to enhance your online experience.



Portland Water District

From Sebago Lake to Casco Bay



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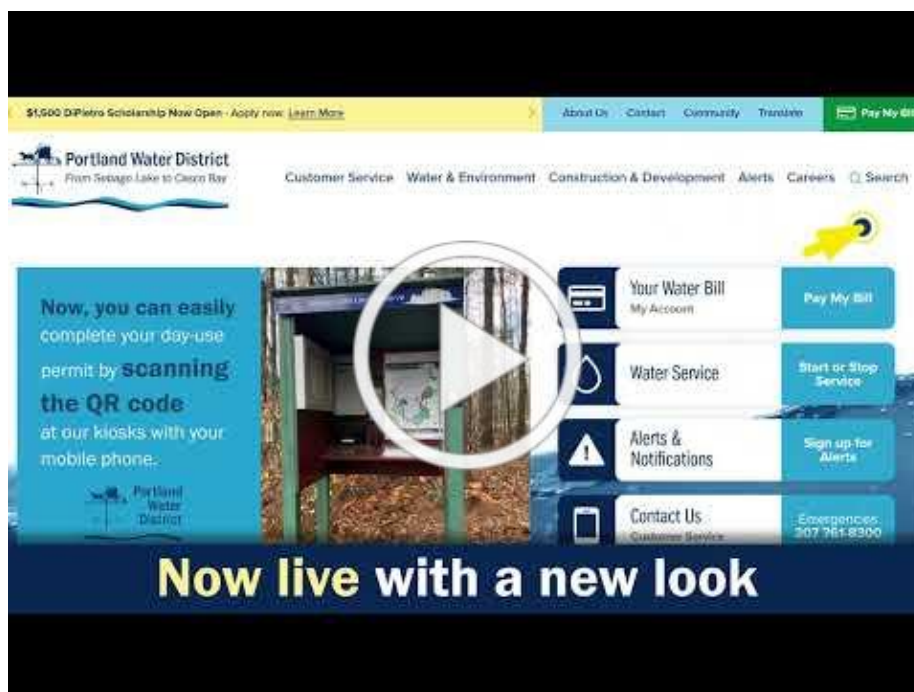
Try email marketing for free today!



Portland Water District

From Sebago Lake to Casco Bay

A New Way to Connect with Us



We're excited to announce the launch of our brand-new website, designed to make managing your water service easier and more convenient than ever.

What You'll Find on Our New Website:

- Sign Up for Alerts and Notifications – Choose the updates that matter most to you and stay informed about service changes, outages, and important news.
- Start or Stop Service – Manage your water service with ease.
- Log Into Your Account and Pay – A streamlined portal to make secure payments and to view water consumption information.
- Explore Our Commitment to Clean Water – Learn how we protect this vital resource and ensure superior quality at the tap.

With its modern design, intuitive navigation, and interactive tools, our new site delivers everything you need—all in one place.

[VISIT OUR WEBSITE](#)

\$1,500 DiPietro Memorial Scholarship for Local Students

[Apply Today](#)

\$1,500 DIPIETRO SCHOLARSHIP

Deadline March 31

OUR PROGRAM:

- ✓ Serves students in Portland Water District's service area
- ✓ Serves students pursuing a career applicable to the water/wastewater industry (e.g., water/wastewater treatment technology, HVAC, electrical, automation technology, instrumentation, plumbing, pipefitting, fire science, environmental studies, applied sciences, engineering, public administration).



APPLY NOW
www.pwd.org



Portland Water District

From Sebago Lake to Casco Bay

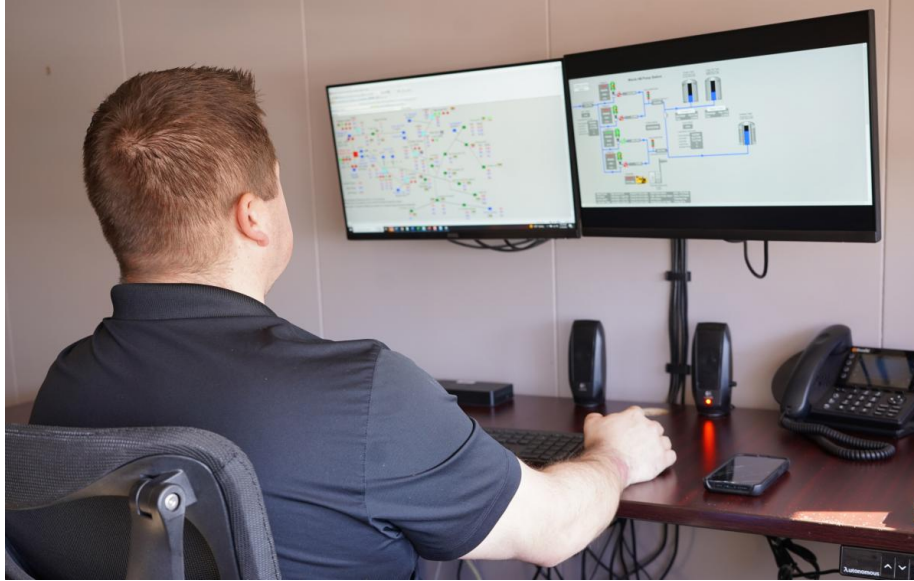


Applications are now being accepted for the \$1,500 Joseph A. DiPietro Scholarship. This scholarship serves students in the Portland Water District service area pursuing a degree that applies to the water industry (e.g., water/wastewater treatment technology, HVAC, electrical, automation technology, instrumentation, plumbing, pipefitting, fire science, environmental studies, applied sciences, engineering, public administration, etc.).

Apply now for a chance to receive \$1,500 towards your studies! The deadline is March 31. For eligibility and criteria, visit our website.

VISIT OUR WEBSITE

Preparedness in Action: Responding to Earthquakes in Maine



Last month's earthquake reminded us that even in Maine—where tremors are usually minor—being prepared is essential.

PWD's Incident-Specific Response Procedure is designed to protect public health, safety, and the water supply and environment by:

- **Monitoring Systems:** Keeping an eye on water pressure and storage levels.
- **Customer Communication:** Quickly address any reports of water supply issues.
- **Facility Inspections:** Conducting safe, thorough checks when damage is suspected.

These steps, paired with detailed planning, help PWD minimize disruptions and ensure continued service reliability in the aftermath of seismic events. Luckily, this event caused no known issues or damage to our infrastructure.



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Meter Replacement Project Gets Green Light

By Peter Cutrone

On January 27th, 2025, the Board of Trustees approved the budget for the Meter Reading Replacement Project. This project has been 20 years in the making. In 2006, PWD embarked on a similar project to replace our meters and install a drive-by meter reading system. At that time, we installed mechanical meters and battery powered radios attached to the meter. Mechanical meters have moving parts that degrade in registration accuracy over time.

In 2023, PWD pulled a representative sample of our small meters that were installed between 2006 – 2008 and tested them. Roughly 50% failed based on the low flow test. If the meter cannot detect the water moving through the meter that equates to lost revenue for the company. Twenty years ago there was not a cost effective choice for small non-mechanical meters. However, today that is not the case, in fact we have been installing Sensus iPERL meters for several years now and those are non-mechanical meters. Non-mechanical meters retain their registration accuracy for their entire service life. In addition they have a wider range of registration on both the low and high flow. PWD made the decision to replace our aging meters with non-mechanical meters for all meter sizes. Non-mechanical meters have other advantages beside better

consumption detection. They can be installed in any orientation and do not require much, if any, additional straight pipe before or after the meter.

Here is a fun challenge for you. Grab an 8-ounce measuring cup and try to fill it slowly. If you can get the water out of your tap to fill the 8 oz cup in 35 seconds that will give you an idea of how low a flow the meter can detect.

The drive-by meter reading system communicates with the battery powered endpoint attached to the meter. The expected battery life for the end points was 20 years therefore PWD always knew we would have to revisit our meters and meter reading system by 2026. In doing our due diligence, PWD also took the radios from the meters we pulled to test and sent them off to manufacturer to evaluate the remaining life of the endpoints. The results were surprising.

The bulk of the radios installed are a 50W model and those are fine however the 60W model tests revealed that they are failing prematurely at 17.5 years. Simple math, 2006 plus 17.5 = 2023 and 6 months, in other words they are failing now which adds a sense of urgency to get started.

PWD engaged Diameter Consulting Services, who specialize in the niche of meters and meter reading projects, to take PWD through the assessment of our meters, our meter reading options and related business processes to identify the best fit solution for the District. PWD determined that the best solution to read the meters over the next 20 years would be AMI (Advanced Meter Infrastructure) solution – basically a radio based system of antennas.

PWD determined that the best solution to read the meters over the next 20 years would be AMI (Advanced Meter Infrastructure) solution – basically a radio based system of antennas.

The AMI solution eliminates the need for a truck roll to get a final read on the closing date, something PWD does around 5000 times a year. While the old drive-by system collected a read once a month, the AMI system will collect a read every hour of everyday. The granularity of read information opens up other opportunities for PWD, both customer facing as well as our daily operations.

Continued on page 3

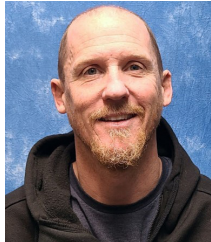
Spigot Staff

Editor: Michelle Clements | Assistant Editor and Layout: Carrie Cote | Contributors: Chad Davis, Josh Hudak, Mindi Pelletier, Peter Cutrone

Employee NEWS

MARCH

New Employees



Please welcome Keith Devine to PWD as our new Water Systems Operator in our Water Services Department. Keith was previously employed by Central Maine Power as a lineman. Keith began in his new position on February 3, 2025.



Please welcome Dickk Ayala back to PWD as our new Water Systems Operator in our Water Services Department. Dickk was previously employed by PWD and, most recently, by Oakhurst Dairy. Dickk began in his new position on February 3, 2025.



Please welcome Michael (Matt) Moulton to PWD as our new Technical Maintenance person in our Wastewater Services Department. Matt was previously employed by Aube Electrical as an electrician. Matt began in his new position on February 3, 2025.

Anniversaries

- MARY CALDER 38
- MARK OLIVER 37
- KATHRYN RODRIGUEZ 19
- JOSEPH GRAY 13
- ERICA PITTS 10
- EILEEN BARTLETT 8
- NYKOLAS CONNORS 7
- NATHAN CALDWELL 5
- JAMES STEWART 4
- SAMUEL JACOBS 3
- JAMES GUILLERAULT 3
- ERIC HEATH 2
- DANIEL TERISON 2
- THOMAS MULLALY 2
- TIMOTHY FLICK 2
- PATRICK SUGRUE 2
- TYLER WAYCOTT 1
- MONROE REEDER 1
- DANIEL ZAWADZKI 1



Please welcome Tamara Risser to PWD as our new Project Engineer in our Engineering Services Department. Tamara was previously employed by Standard Biocarbon Corp and formerly Maine Drinking Water Program! Tamara began in her new position on February 25, 2025.

Birthdays

- AMANDA PRATT
- BRADFORD RIOPEL
- BRIAN JOHNSON
- BRIANNA GREENE
- DANIEL JORDAN
- JAMES GUILLERAULT
- JOHN VOLTZ
- JUSTIN MADORE
- KEONI LEFEBVRE
- LAUREL JACKSON
- MALORY SHAUGHNESSY
- MARIA COLE
- NYKOLAS CONNORS
- RYAN BOURQUE
- STEVEN MCLELLAN
- TAD BERUBE
- THOMAS VIGUE

you
INSPIRE
Portland Water District

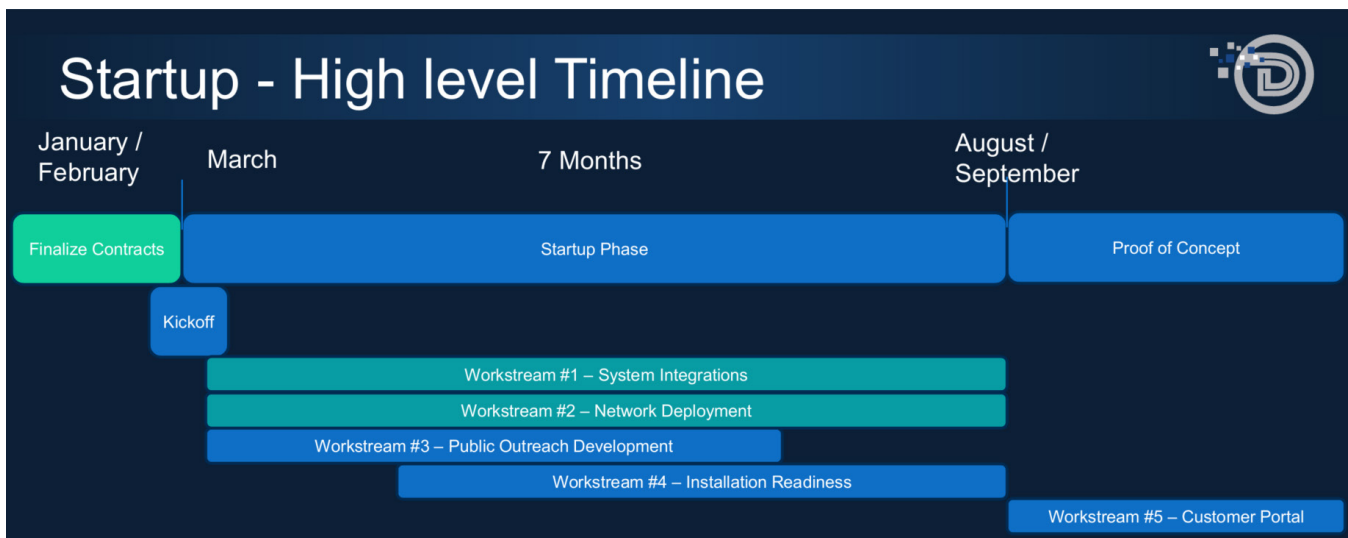
January
Carina Brown
Carrie Cote
Charlene Poulin
Thomas Vigue

The new meters with the AMI system can provide pressure and temperature data, near real time leak detection, backflow failures and send alerts and notifications. Some of the meters have built in valves that can be remotely shut or opened via the AMI network.

Diameter helped facilitate the RFP process and provided a structured evaluation form and method for the PWD team to leverage to compare the six proposals. The PWD team selected the proposal from Core & Main. The solution that Core & Main provided includes Sensus Meters and the Sensus AMI network and software along with an experienced installation company VEPO and a new customer portal. The products, services and companies are all established and have worked together before for other utilities that have made this change before us.

The immediate project goals will be the successful change of 100% of the radios and most of the meters. This requires us to coordinate with every customer to access the equipment and make the changes as well as erecting the AMI network antennas, building the data integrations for the installation effort as well as billing and the customer portal.

Kickoff meetings occurred in February followed by what may be the most intense portion of the project – The Startup Phase. This phase builds all the foundational elements before the first meter gets installed. Below is one slide from the kickoff presentation. The project is targeted to be complete in 2028 but it won't really be over, PWD will shift the focus to building out the operation value of the system and data it collects.



SAFETY REMINDER

Vehicle Accidents

Procedure required following any incident while driving PWD vehicles.

- Call the control center and immediately inform them of the accident and if there are any injuries (207) 774-5961 Ext. 3073
- Control center will call the Police/Rescue and notify the safety consultant
- Police must be called regardless of the severity of the accident
- Employee must complete all required PWS/state required paper work within 48 hours.
- This green form can be found outside Mindi's office in HR

This information should be posted within every PWD vehicle (dashboard or visor are most common areas). Please let Colin Foye or Craig Morris know if it is missing or needs to be replaced for any reason.

Information Services Happenings

By Chad Davis

We have several upcoming and existing projects that we are working on. Each of these projects are related to increasing redundancy, efficiency and strengthening our cybersecurity posture.

Migration to Parallels:



Parallels is a replacement for Citrix. Parallels is not a replacement for our VPN, but an additional option (redundancy) for the workforce to work remotely. VPN connections give you a secure and similar experience to working in the office but are very inefficient due to the amount of network overhead they consume. For instance, say you have a 100 MB connection at your remote workspace. By just making the VPN connection, you have reduced that speed down to 50 MB. With Parallels, a VPN connection is not required as it only sends screen shots of the virtual computer you are connecting to in the server room.

Migration to Microsoft 365 Exchange Online:

At the end of 2024, we began our migration to Microsoft Exchange Online. Exchange is the name of Microsoft's email server. When you send an email from Outlook, it funnels the email through our Exchange server in the

server room. When the Exchange server gets the email, it decides if the email is an internal email or an email that needs to be routed to internet. If it is determined that the email is addressed to another PWD employee, it routes the email to that PWD employee's Outlook inbox. If it is an external email, it sends the email out to the internet to the intended recipient.

If our Exchange server goes down, we lose the ability to send or receive emails. It is a single point of failure. With Exchange Online, Microsoft hosts and maintains the Exchange Server in the Cloud (on the internet). They have built in redundancy to seamlessly roll us to a different hosted Exchange server if there are issues with our hosted Exchange Server. They also apply all security patches for us and update the product as new releases come out (Cybersecurity)

As part of the migration, your Outlook client automatically is updated more often to work with the new features that are included with Exchange Online. We will be conducting a webinar in March to answer questions related to the changes you may see in Outlook. If you have any Outlook questions in the meantime, please reach out to us with your questions.

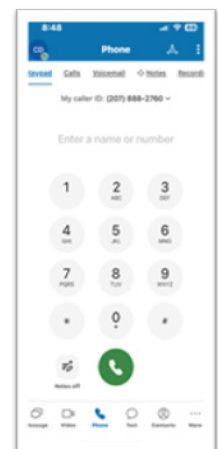
The caveat to migrating to Exchange Online is Microsoft requires us to use 2-factor authentication for security reasons. We are aware this has caused some confusion and are looking into a more streamlined solutions for 2-factor authentication.

Migration to Ring Central

We installed Shortel (now Mitel) over 20 years ago. This is an on-premise phone system. This means that we maintain several servers and over 10 phone data switches to run the system. Like our on-prem Exchange server, if any of the phone servers go down, we may lose the ability to receive or make outbound calls. Mitel announced early last year that they would be discontinuing the product line.

Since then, we have been looking at the various systems currently available on the market. At the end of December, we signed a contract with Ring Central. They are a cloud-based phone system. Like Exchange online, they have built in redundancy, monitoring, automatic updates and high availability.

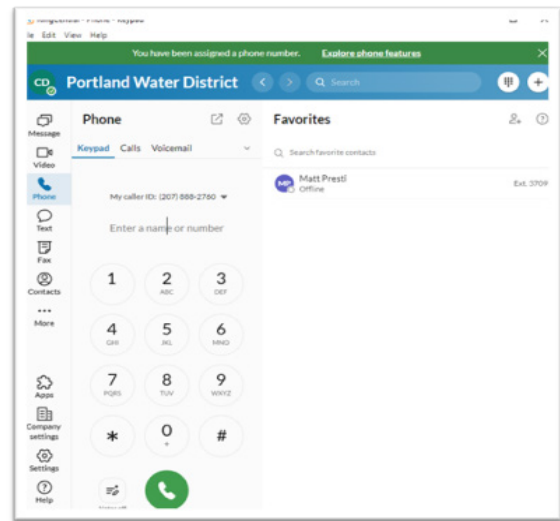
This new system has a desktop and a mobile app that allows you to make and receive calls directly



through the app. Users will have the same direct number and extension in the new system. It include an up-to-date system directory and built in messaging. You can also make and receive video calls though the app. Each user will also have the ability to send and receive faxes. Your fax number will be the same as your current direct number. This fax functionality is HIPPA compliant.

The system also has robust Contact Center functionality for Customer Service and the Control Center. We will be implementing customer chat functionality from the website with the use of chatbot. Incoming chat will line up in the Call Center queue just like calls do. A rep may handle a call, and their next customer interaction may be a chat conversation that a customer initiated from PWD.ORG. The chatbot will ask the customer to enter their account number or service address. When the chat shows up in the queues to be addressed by the rep, they will be able to access this information and quickly be able to pull up the customers' information in Cayenta.

We will be going live with the new system at the end of March. More information on training and will be coming out in March.



Where in PWD is this.....

Here is a photo taken at a PWD facility in 2024.

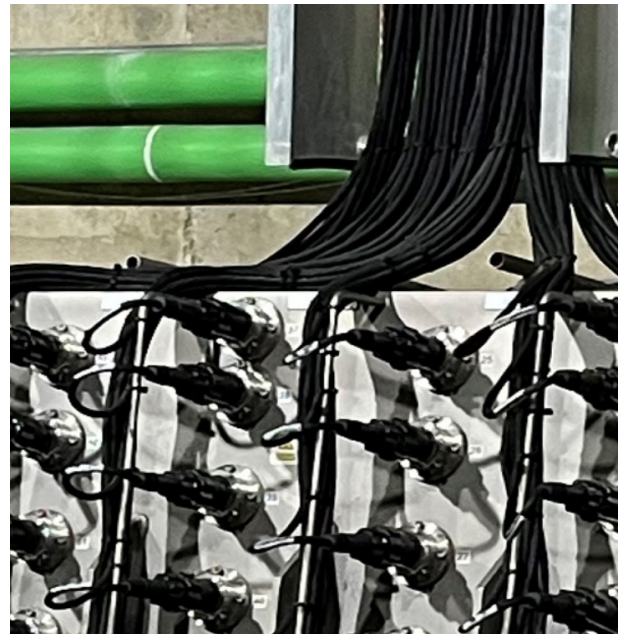


Can you guess

- (a) where it was taken?
- (b) what it is or what it does?

Please email guesses to Paul Hunt by March 15.

All correct guesses will be entered into a raffle for a \$5 Dunkin gift card.



PWD Office Renovations

By Josh Hudak

The Portland Water District is continuing the significant HVAC and renovation work that began last year with the second-floor west wing office (Phase One). During this next phase, employees will be temporarily relocated. To accommodate this transition, we have secured a leased office building at 41 Hutchins Drive in Portland. This office space has great natural light with many windows, two meeting rooms, and enough space to house the employees displaced. There is a parking lot dedicated to PWD, which has ample parking for our employees.

Phase Two – Second Floor AMAP Area:

Starting in mid-March, the AMAP area located on the second floor will move to the new facility. Employees in this area will remain accessible via their regular phone

extensions throughout the relocation timeframe, which will last until summer.

Phase Three – Additional Areas:

Beginning in July, the entire third floor and all areas on the first floor except Customer Service will be relocated. While every effort is being made to maintain seamless operational procedures, some changes in meeting arrangements and in-person communications can be expected as teams adjust to the new layout.

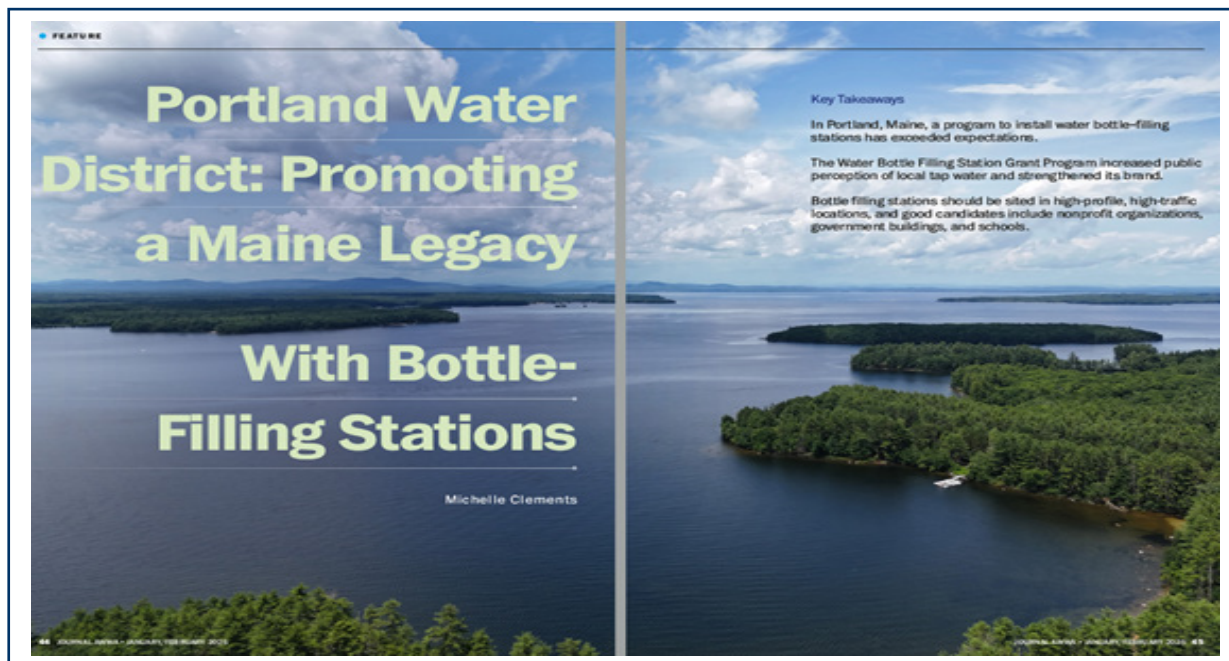
If you have any questions or concerns regarding these changes, please contact Josh.

Sharing Our Community Outreach Success Nationally

The Portland Water District is proud to be featured in the *AWWA Journal* for our water bottle-filling fountain grant program, a successful initiative that strengthens community engagement and promotes our water brand – great tasting, safe, refreshing water from a source so clean it is exempt from filtration.

Since the start of the program, we have helped install 47 units across our service area. By increasing access to clean, great-tasting tap water, we're not just supporting public health—we're reinforcing our commitment to sustainability while sharing a compelling brand story that builds trust, credibility, and emotional connection with our customers.

A big thank you to **AWWA** for the opportunity to share our story and possibly inspire others to implement similar initiatives that strengthen community engagement and trust in water.



Legislative and Regulatory Report for March 2025

Prepared by: Donna Katsiaficas, Corporation Counsel

The pace of bills being printed that affect PWD's interests slowed down a bit this month. Many bills in the labor area are concept bills, so we don't know what they contain and can't assess the impact on PWD yet. Those will not be mentioned in this report.

Of those bills that do have text and are of interest, we are following these:

LD 575 An Act to Ensure Equitable Access to the Paid Family Medical Leave Benefits Program by Removing the Requirement that Leave Must Be Scheduled to Prevent Undue Hardship on the Employer. This bill amends the present statute by removing the provision that leave must be scheduled to prevent undue hardship to an employer. This bill could have serious consequences on employers—especially those with a small workforce who don't have the capacity to cover personal leaves very easily without notice. I have assisted the Maine Water Utilities Association in crafting testimony opposing the bill; the Association plans to testify at the public hearing.

LD 676 An Act to Fund the Recommendations of the Mountain Division Rail Use Advisory Council. This legislation provides a one-time allocation of \$500 to replace tracks on the rail corridor between Fryeburg and Standish. Although this is a minimal amount, it is a placeholder for more funds to be allocated in the future. This is the rail to trail corridor that PWD has been working with MDOT and the Mountain Division Rail Use Advisory Council to review. We will continue to monitor its progress and report back on its impact on PWD property.

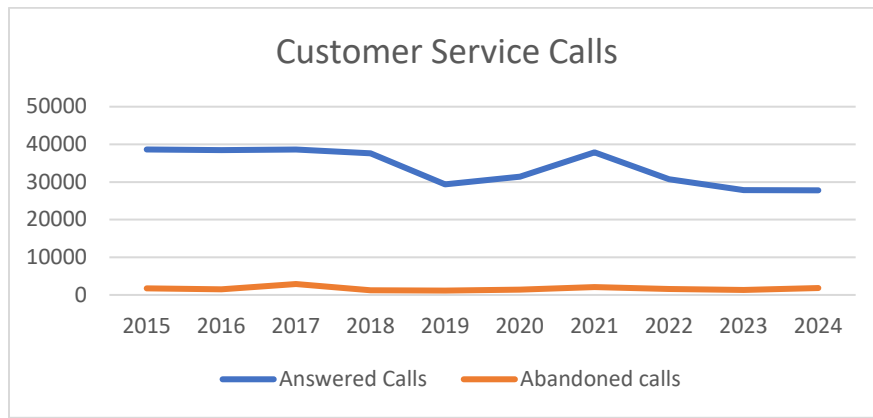
LD 757 Resolve, to Study and Oversee Water in the State of Maine. This bill is largely targeted at the bottled water industry (Poland Spring). It establishes a Commission to study the role of water as a resource in the state of Maine. It also directs the Maine Public Drinking Water Commission to develop substantive rules regarding the transfer of a permit or contract in the sale of assets of an entity engaged in the exporting from the State of water extracted in the State. PWD is monitoring this bill to see if it gets amended to directly impact PWD operations and the general operations of water utilities in Maine.

As bills continue to be printed, the legislature hopes to have 60% of its bills voted on by April 4, with a goal of 100% of bills voted out of committee by May 23.

Customer Service (F1)

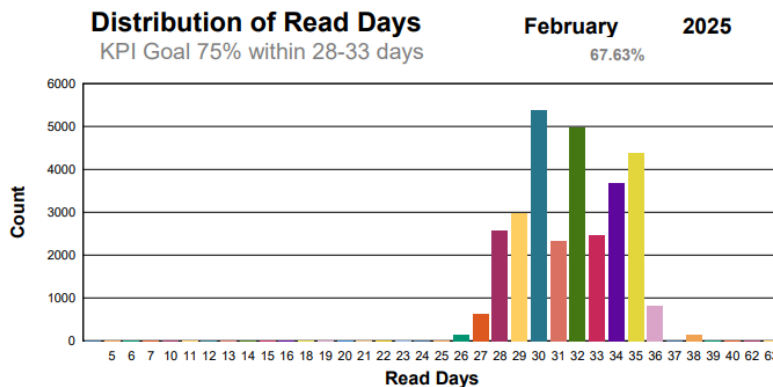
Customer Service Calls

Customer service answered 27,784 calls last year, with 1,812 calls being abandoned (customers hung up before the call was answered.) The last two years have reflected a similar call volume, down from all the previous years. We have implemented and encouraged several self-serve options for customers, such as the request for seasonal activation that can be submitted online and now the start and stop service requests, which can all be submitted electronically, avoiding a call to the customer service department. Offering options to customers that can be done on their time and at their convenience helps with the on-demand aspect of our responsibilities. It allows for a more consistent workflow for the department.



New AMR

Robert Timon is our new AMR Specialist, scheduled to begin his career here at Portland Water District on March 3, 2025. Robert comes to us with extensive customer service experience and an eagerness to learn and excel in his new role. We are excited for him to join our dedicated team!

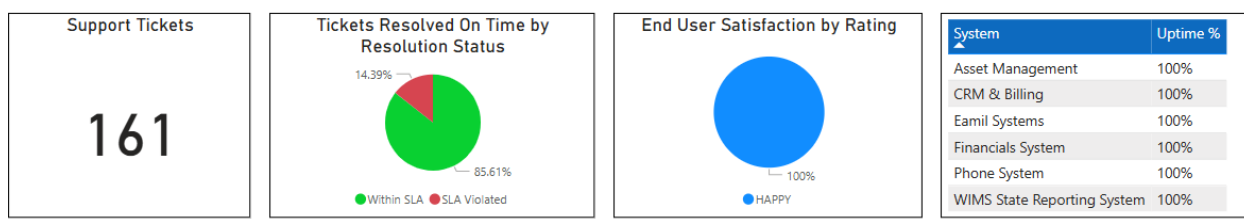


Customer Service Monthly Key Metrics

Metric	GOAL	Feb
Response Time	82% of calls answered within 1 minute	85.9%
Average Handled Time	4 minutes or less	4:34
Read Days	75% of reads captured between 28-33 days	67.63%

Information Services (G1)

INFORMATION SERVICES MONTHLY METRICS - February 2025



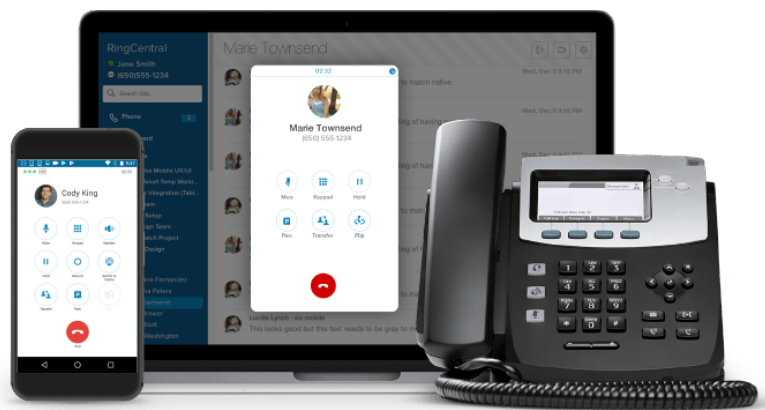
February 2025 Projects and Updates

Phone System Replacement

Work continues on implementing our new cloud-based phone system.

The system also provides advanced AI analytics, customer chat capabilities, and skills-based routing for our customer service group.

We expect to go live with this new system at the end of March 2025.



Office Move to Temporary Space

As part of the HVAC project continuing at Douglass Street, 20 users will be relocating to our temporary office space on Hutchins Drive. The Information Services team has been working to set up a computer network at this temporary space for these users to move into mid-March of 2025.



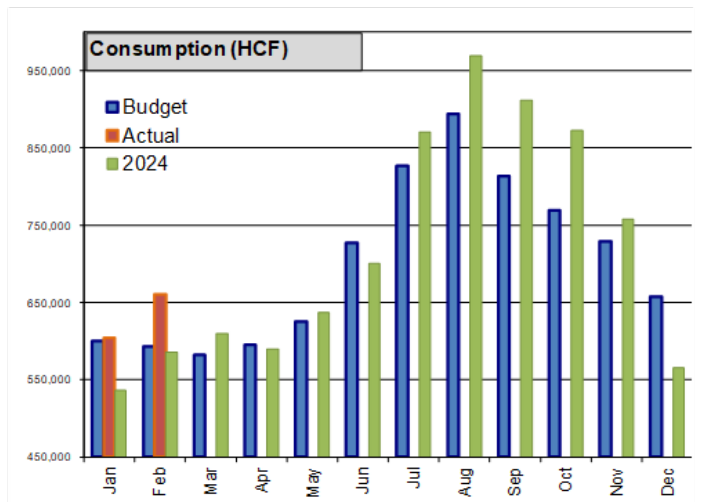
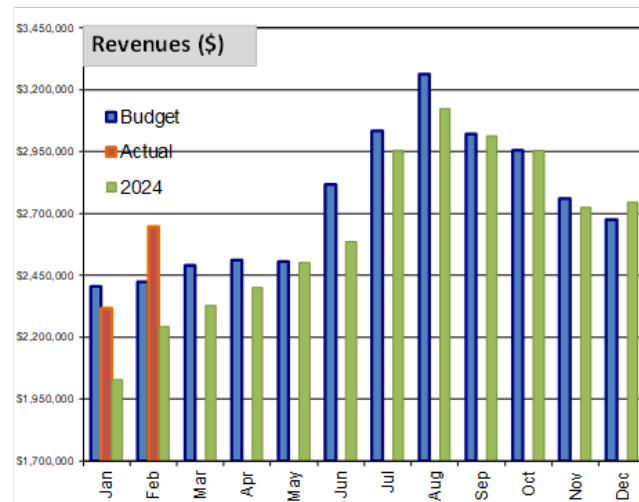
Billing System Upgrade

Over the last few months, Information Services has been working with our Customer Service group on the billing system upgrade. This involved setting up new servers and reconfiguring reports to access the new system. Work was also done to ensure the integration of the new version of the billing system, and our work management system continued to function as designed.

Financial Services (H1)

- Finance is completing the annual financial statements and associated reports. The District’s auditors (BerryDunn) will start fieldwork on the audit on Monday, 3/17. The fieldwork will last two to three weeks. The auditor will report to the Board at the May Admin/Finance Committee meeting and that month’s Workshop.
- Work on the annual PUC report has begun. The District’s 2024 revenue needs to be reported by the end of March; the full report will be submitted by the end of April.

Water Sales: February 2025 Year-to-Date Revenue					
	Actual	Budget	Variance	%	
Residential	\$ 2,906,907	\$ 2,851,531	\$ 55,376	1.9%	Revenue: Year to date is \$135k over budget and over last year’s YTD actual by \$694k million. Consumption: Actual metered consumption was 6.0% above budget. Resident consumption is up 5.8%.
Commercial	\$ 880,402	\$ 854,465	\$ 25,937	3.0%	
Industrial	\$ 332,820	\$ 331,738	\$ 1,083	0.3%	
Public/Govt	\$ 206,250	\$ 196,521	\$ 9,729	5.0%	
Seasonal	\$ 50,018	\$ 8,108	\$ 41,910	516.9%	
Public Fire	\$ 302,594	\$ 304,617	\$ (2,023)	-0.7%	
Private Fire	\$ 258,052	\$ 257,303	\$ 749	0.3%	
Other Revenue	\$ 28,484	\$ 25,832	\$ 2,652	10.3%	
Total	\$ 4,965,529	\$ 4,830,115	\$ 135,414	2.8%	



Financial Services Key Metrics - February 2025					
Payroll Accuracy	AP Monthly \$ Amount	Average Days Invoice to Check	AP Invoice Paid within 30 Days	AP Invoice Paid within 60 Days	AP Invoices Processed
99.72%	\$7.24 Million	21.02	86.98%	96.17%	751
Goal: 99%		Goal: 25	Goal: 85%	Goal: 95%	

Monthly Report: Employee Services – February 2025

Updates

Carrie Cote accepted the position of HR Generalist. Carrie has been with PWD for 9 years. She is currently training on the functions of her new role.

The Principal Financial representative returned on site for three days to conduct one-on-one retirement informational sessions on our 457 plan with employees who didn't get a spot in January. All slots were filled, and the rep met with 49 employees between January and February.

There were zero new cases of COVID-19 in February. We continue to require employees to call a centralized location in case of another outbreak. Since the pandemic began, we have had 186 positive cases. We also continue to provide face masks at all entrances.

Safety

Updated the new hire safety orientation and created a digital asset to be used in the absence of the facilitator. The Safety Coordinator attended the OSHA 30 and acquired the certification. Addressed multiple safety issues, including slips, chemical exposure, and minor car accidents.

Training:

Ongoing CPR training, Updated the respiratory surveillance and medical documentation to support it.

Hiring Data

Open Positions

- 1 WW Operator (transfer)
- 1 Water Systems Operator (resignation)
- 1 Associate Engineer (new)
- 1 Senior Wastewater Operator (resignation)
- 1 Executive Administrative (transfer)
- 1 Control Center Operator (transfer)

Positions filled

- Internal promotions – 1
- Temporary/interns – 0
- New employees – 3

Left Employment

- Retirements – 0
- Resignations – 0
- Terminations – 0

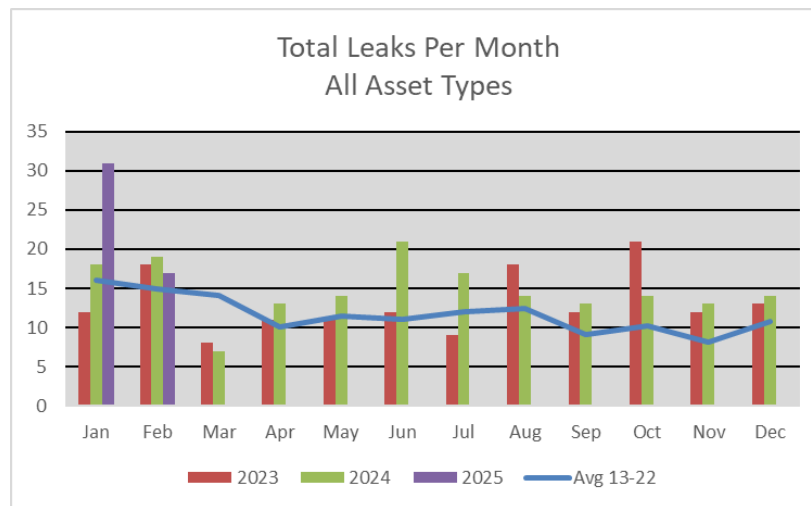
Company Wide Data	YTD Feb 2024	YTD Feb 2025	2025 Annual Budget	Change YTD 2024 v. 2025	2025 Actual v. Budget
Head Count*	176	180	189	+4	-9
Workers' Compensation Claim	6	6	20	0	-14
Training Hours per Employee	19.19	21.15	80	+1.96	-58.85
Grievances	2	2	-	-2	-
Outstanding Grievances	2	0	-	-	-
Wellness, Health & You Program	12	16	57	+4	-41

*The total headcount includes 3 workforce management positions.

Monthly Report: Water Operations 1/2025

A2 Construction Services

- **Transmission Valve Program:** Crews are wrapping up the annual program and preparing for the seasonal main activation in April, despite an increase in leak repairs this winter.
- **Winter Excavations:** With about 4 weeks until paving plants open, the focus will be on quickly replacing winter mix with regular mix, especially since winter conditions have left trenches in rough shape.
- **Coordination:** A2 is compiling carry-over paving work from last year and receiving new paving lists from municipalities for fiscal year 26-27.
- **Operations Support:** Assisting with valve box cleaning and test shutdowns in preparation for upcoming water main renewal projects this spring.



A3 Water Treatment and Systems

- **Ozone Generator #1:** After retrofitting with a new power control module and initial startup, the generator experienced another electrical failure. Technical Maintenance resolved this by sourcing a new high-voltage power wire, and the unit is now back in service.
- **Alternate Disinfection Process:** A test run is scheduled for 3/10/25. During this process, ozone is shut down, and sodium hypochlorite is used as the primary disinfectant for virus removal, while UV remains the primary disinfectant for Giardia and Cryptosporidium. This process will be used if there are issues with the supply of liquid oxygen or ozone production.

A6 Utility Services

- **Annual Flushing Program:** Starting in March 2025, this year's program will cover Cumberland, North Yarmouth, Gorham, Standish, Scarborough, Raymond, and Portland.
- **New Ground Mics Deployment:** The Utility Services department will deploy four new ground mics to enhance leak correlation. These mics will work alongside existing leak correlators to improve the efficiency of locating leaks by sound.

Water Services – Monthly Report

Board of Trustee's Meeting March

		Annual						
		Goal	Jan-24	Jan-25	Dif.	YTD-23	YTD-24	Dif.
Departmental O&M Expenses								
1	Water Services Expenses \$/Mgal	1,560	1,870	1,822	-2.5%	1,870	1,822	-2.5%
2	Treatment Expenses \$/Mgal	642	642	582	-9.4%	642	582	-9.4%
		Annual						
		Goal	Feb-24	Feb-25	Dif.	YTD-24	YTD-25	Dif.
Treatment / Systems								
1	Water Production - Mgal	--	539	533	-1%	1134	1113	-2%
2	Ave. Cl2 Residual	>= 1.0	1.70	1.74	2.4%	1.59	1.68	5.7%
3	Coliform Criteria ¹	< 5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4	Undetected Chlorine Residual		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		Annual						
Transmission & Distribution		Goal	Feb-24	Feb-25	Dif.	YTD-24	YTD-25	Dif.
1	Total Leaks Repaired	--	18	31	13	28	39	11
2	Transmission Valves Operated (24-25)	472	0	189	189	444	421	-23
3	Hydrants Replaced	--	5	0	-5	5	0	-5
		Annual						
Utility Specialist		Goal	Feb-24	Feb-25	Dif.	YTD-24	YTD-25	Dif.
1	Backflow Test Results Received	4,500	408	213	-195	655	392	-263
2	Digsafe Locates Completed	--	417	196	-221	895	593	-302
3	Flushing Program – % of System	33%	0%	0%	0%	0%	0%	0%
4	Winter Hydrant Inspections (24-25)	8,302	3059	500	-2559	6054	1476	-4578
5	Annual Hydrant Inspections	5,277	264	0	-264	264	0	-264

¹ A monthly value exceeding 5% is either parameter is a violation of the Total Coliform Rule.

Monthly Report: Wastewater Operations 02/25

Systems (LL9)

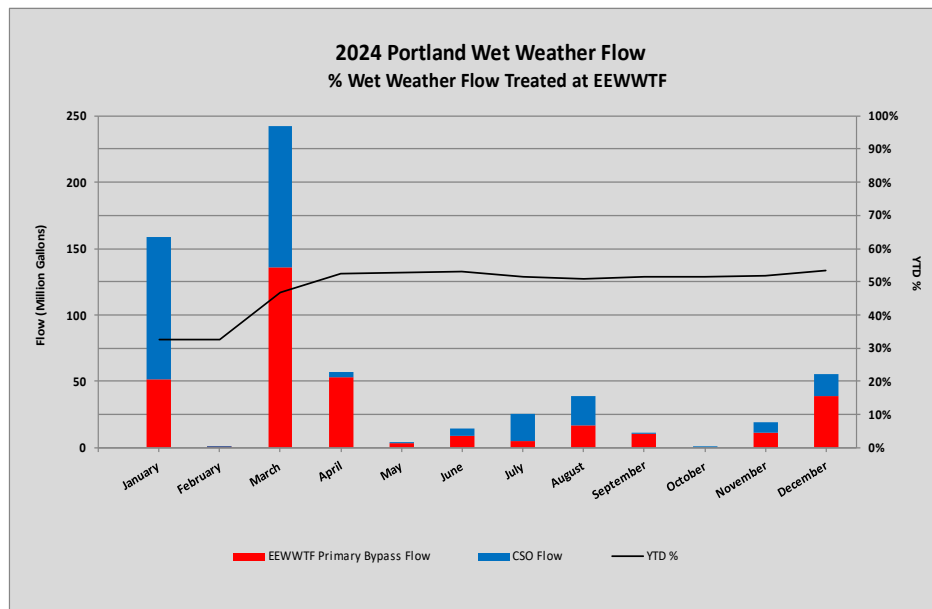
Staff continued working on asset classification and verification to identify key assets in the wastewater system. This information is used to help review and create required preventive maintenance efforts.

- **Cape Elizabeth Systems** – The Cape Elizabeth system operated well for the month of February. Crews performed routine maintenance in the system, including valve turning, which ensures valves are exercised and will operate when needed.
- **Cumberland** – Routine maintenance was performed on assets for the month of February.
- **Windham** – The Windham system operated well for the month of February. Crews performed routine maintenance on the system.
- **Gorham** – The Gorham system operated well in February. Crews performed routine maintenance on the system.
- **Westbrook** - The Westbrook system performed well in February. Crews performed routine maintenance at the pump stations, monitored the screenings, and recorded weights to measure the volume after adjusting the systems to increase the screening capture rate. These operational changes to the screen settings are intended to remove more rags and material to better protect the Westbrook/Gorham Treatment Facility.
- **Portland /Peaks Island** –The Peaks Island system operated well for the month. Work on mainland Portland consisted of valve turning at major pump stations, which was done to proactively identify which may need to be replaced. Work continued to repair NEPS pump 2, starting with the coordination of contractors to isolate the pump. We expect this to take place before the end of March.

Year to Date CSO Flow Activity

City of Portland

	December 2023	December 2024
Events	40	36
Contributing Rain (Inches)	45.69	39.07
Total Rain (Inches)	59.61	52.32
Total Gallons	373,617,400	291,181,800
Gallons / Inch of Contributing Rain	8,177,225	7,452,823
% Wet Weather Flow Treated	46.1	53.5



City of Westbrook

	December 2023	December 2024
Events	4	5
Contributing Rain (Inches)	11.81	11.48
Total Rain (Inches)	56.36	51.34
Total Gallons	4,906,800	7,832,700
Gallons / Inch of Contributing Rain	415,478	682,290

Town of Cape Elizabeth

	December 2023	December 2024
Events	7	8
Contributing Rain (Inches)	12.83	14.5
Total Rain (Inches)	59.61	52.32
Total Gallons	255,300	493,325
Gallons / Inch of Contributing Rain	19,899	34,022

Treatment (FB3)

East End WWTF – The plant operated well during the month. There were no violations.

The dewatering conveyance system has had some minor issues, which have increased inventory levels. The operations team is focused on addressing this and is closely monitoring the dewatering system.

Westbrook /Gorham WWTF - There was a single effluent violation when the disinfection system pumps did not pump enough sodium hypochlorite for a two-hour period. Operators responded and corrected the issue. We determined that the system may not have achieved the required pump rate to meet our permit, so we reported the issue to the Maine DEP.

The plant continues to manage sludge issues with liquid hauling and limited press operation, keeping inventory levels in check and the plant operating well.

Parts for the existing cake pump have arrived. The cake pump will be repaired during the last week of March. This should allow the plant’s dewatering system to operate fully and eliminate the need to haul liquid sludge for disposal.

This will reduce costs between now and when the new conveyance system is operational this August.

The Capacity Study is underway, and the consultant is obtaining information from each community to better understand their possible growth and treatment capacity needs over the next 20 years. This will help plan for any upgrades required to address capacity needs beyond the currently allocated capacity at the plant. Communities will be directly responsible for those costs.

Cape Elizabeth WWTF – The facility operated well during the month. There were no violations.

Peaks Island WWTF – The facility operated well. There were no effluent violations.

		Annual	Month of	Month of		YTD	YTD	
Systems		Goal	Feb 24	Feb 25	Change	2024	2025	Change
1. Wet Wells Cleaned	>	125	13	13	0	23	21	-2
2. Tons of debris removed	--	--	46.2	46.2	0.0	82.0	60.3	-21.7
3. Feet of pipe Cleaned	>	20000	0	0	0	0	4,000	4,000
4. Feet of pipe Televised	>	30000	0	0	0	0	0	0
5. Dry Weather Overflows	<=	0	0	0	0	1	0	-1
6. Work Orders - Preventive	--	--	349	326	-23	639	718	79
7. Work Orders - Unscheduled	--	--	5	7	2	17	19	2
8. Work Orders - Project Oriented	--	--	5	5	0	8	10	2
East End WWTF								
1. Flow treated - Million Gallons	--	--	361.84	277.02	-84.82	949.83	632.50	-317.33
2. Total Bypassed - Million Gallons	--	--	0.84		-0.84	52.42	9.11	-43.31
3. Percent BOD Removal (%)	>	85	93	95	2	93	95	2
4. Percent TSS Removal (%)	>	85	94	96	2	93	96	3
5. Biosolids Dewatered (wet tons)	--	--	1,415	1,283	-132	2,770	2,498	-271
6. Biosolids Total Solids (%)	>	16	20.6	17.9	-2.7	20.6	18.5	-2.1
7. License Exceptions	<	None	0	0	0	0	2	2
Westbrook/Gorham WWTF								
1. Flow treated - Million Gallons	--	--	86.68	64.00	-22.68	217.06	149.45	-67.61
2. Percent BOD Removal (%)	>	85	94	95	1	93	95	2
3. Percent TSS Removal (%)	>	85	90	94	4	92	95	3
4. Biosolids Dewatered (wet tons)	--	--	413	183	-230	786	339	-448
5. Biosolids Total Solids (%)	>	16	16.6	19.1	2.5	17.5	18.8	1.3
6. License Exceptions	<	0	0	1	1	0	1	1
Cape Elizabeth WWTF								
1. Flow treated - Million Gallons	--	--	7.02	4.72	-2.30	20.51	12.00	-8.51
2. Percent BOD Removal (%)	>	85	83	92	9	83	93	11
3. Percent TSS Removal (%)	>	85	81	94	14	85	95	10
4. Biosolids Removed (dry lbs)	--	--	12,187	9,740	-2,447	20,798	19,929	-868
5. License Exceptions	<	0	0	0	0	1	0	-1
Peaks Island WWTF								
1. Flow treated - Million Gallons	--	--	2.36	1.31	-1.05	7.28	3.55	-3.73
2. Percent BOD Removal (%)	>	85	90	96	6	87	95	8
3. Percent TSS Removal (%)	>	85	92	96	4	90	94	4
4. Biosolids Removed (dry lbs)	--	--	0	0	0	0	0	0
5. License Exceptions	<	0	2	0	-2	2	0	-2

Monthly Report: Engineering and Facility Services

Water Projects

2025 CIP 43 – Kent & Dennett Streets, Portland Water Main Replacement Project

This project has been awarded to R.E. Coleman. Construction is planned to begin in April 2025.

This project includes installation of around 1,200 feet of ductile iron water main ranging in size from 4-inch to 8-inch in Kent Street, Dennett Street, and Donald Street in Portland. This new main will replace the undersized 2.25-inch cast iron water main installed in 1953 with a significant leak history.

2025 CIP 43 – Providence Street, Portland Water Main Replacement Project

The project has been awarded to Aceto Earthworks. Construction will take place in the 2025 construction season.

This project includes installation of around 1,830 feet of 12-inch ductile iron water main in Providence Street in Portland. This new main will replace the 12-inch cast iron water main installed in 1927 with a significant leak history.

Pipe for this project has been ordered ahead of bidding and is being stored in our Gambo Road pit.

2025 CIP 43 – Ocean House @ Shore, Cape Elizabeth Water Main Replacement Project

One (1) bid for this project was opened by the Town. The bid greatly exceeded the Town's budget for the project. The Town has decided to remove the water scope from the project and re-bid. PWD is exploring options to complete the water work in advance of the intersection work.

This project includes installation of around 400 feet of 12-inch ductile iron water main in Ocean House Road and Shore Road Street in Cape Elizabeth. This new main will replace 8-inch cast iron water main installed in 1923.

Pipe for this project has been ordered ahead of bidding and is being stored in our Gambo Road pit.

2025 CIP 43 – Pierce & Bridge Streets, Westbrook Water Main Replacement Project

Bids were opened for this project on February 27, 2025. Two (2) bids were received with the apparent low bid being \$1,745,913 from Chase Excavation. The project is expected to be awarded to Chase Excavation.

This project includes installation of around 1,940 feet of 12-inch ductile iron water main in Bridge Street and Pierce Street in Westbrook. This new main will replace the undersized 6-inch cast iron water main installed in 1912 with a significant leak history.

Pipe for this project has been ordered ahead of bidding and is being stored in our Gambo Road pit.

2025 CIP 43 – Caleb Street, Portland Water Main Replacement Project

This project was advertised for bid on February 27, 2025. Bids are due on March 27, 2025.

This project includes installation of around 1,450 feet of 8-inch ductile iron water main in Caleb Street in Portland. This new main will replace the undersized 6-inch cast iron water main installed in 1954 with a significant leak history.

Pipe for this project has been ordered ahead of bidding and is being stored in our Gambo Road pit.

2025 CIP 43 – Ocean Avenue Phase 2, Portland Water Main Replacement Project

This project was advertised for bid on February 18, 2025, by the City of Portland. Bids were opened on March 13 and one bidder submitted an acceptable bid. Both the City and the District are moving forward with awarding the project.

This is a joint project with the City of Portland and a continuation of the 2021 project in Mackworth, Ocean, and Walton Streets in Portland. The project includes installation of around 1,500 feet of 8-inch ductile iron water main in Hersey Street in Phase 1 and installation of around 1,250 feet of 12-inch and 8-inch ductile iron water main in Ocean, Irving, and Sawyer Streets in Phase 2. This new main will replace the existing 6-inch, 8-inch, and 12-inch cast iron water main installed in 1914, 1931, and 1911 respectively with a significant leak history.

Pipe for this project has been ordered ahead of bidding and is being stored in our Gambo Road pit.

2025 CIP 43 – Edwards Street, Portland Water Main Replacement Project

Portland Water District Operations Staff is planning to complete this project. Construction is planned to begin in May 2025.

This project includes installation of around 1,325 feet of 8-inch ductile iron water main in Edwards Street in Portland. This new main will replace the 8-inch cast iron water main installed in 1934 with a significant leak history.

2019 CIP 307- Windham Center Water Storage Tank Replacement Project

Contract 2 – Tank Construction. Libby Hill Tank is now fully online. DN Tanks and their site sub-contractor Grondin Corporation will be back on site in Spring 2025 to wrap up final punchlist items including restoration.

2022 CIP 122-3211 510 Zone Pump Upgrades Project

Hazen has provided PWD with a 30% preliminary design memo related to replacement of the pumping and piping system that supports the 510 pressure zone in Windham. This memo is currently under review by PWD Staff.

2023 CIP 177-3128 EEWTF SCADA Server Replacement Project

New SCADA Servers have been installed and configured at East End by PWD IS staff and Woodard & Curran integrators. They are running in tandem with the old SCADA servers for the next month to ensure they are functioning as expected before swapping over entirely to the new servers.

Portland WW Projects

2023 CIP 21-3147 (+2021 CIP 3152) Secondary Clarifier and Primary Gallery Upgrades

PWD has decided not to move forward with the replacement of the clarifier dome support columns with this Penta contract due to cost and schedule. Penta's price was \$560,000, and Kleinfelder would have additional engineering costs also. This project will be added into the budget for next year. This current construction contract with Penta has a Substantial Completion Date of April 7, 2025. Penta has requested a 75-day time extension and requested to negotiate the additional costs that would be incurred. PWD and Kleinfelder will meet with Penta to discuss the justification for the time and to negotiate costs. Intent is to be fair with additional costs owed to Penta, but not to get taken advantage of. Construction is likely to be completed in May or June.

North Windham WW Projects

2020 MOU – North Windham Sewer Project

Concrete work for the WWTF continued in February, primarily the installation of reinforcing steel and formwork for the final BNR tank wall placement and BNR Tank #3 slab placement in March.

Collection system construction resumed in early March at the corner of Tandberg Trail and Manchester Drive with gravity sewer and sewer force main under GMP 3.

Brown & Caldwell completed the GMP-level design package for the next phase of collection system work (GMP 4), which includes 6,500 LF of gravity sewer and 1,000 LF sewer force main.

The project team is evaluating draft pricing received from MWH for GMP 4 and GMP 5 (adding BNR Tank #3). These should be the last major packages of work within the project.

Cumberland WW Projects

2023 CIP 41-3244 Powell Rd PS Conversion to Submersible PS

Progress on backup generator replacement by AAA Energy has been stalled due to delays in equipment delivery and staffing at AAA Energy. Generator startup date estimated for late March now, several months behind what was originally anticipated. The larger construction project (contract for \$810,000 with Northeast Earth Mechanics) will begin construction in July 2025. PWD staff is currently reviewing submittals.

Master Planning Projects

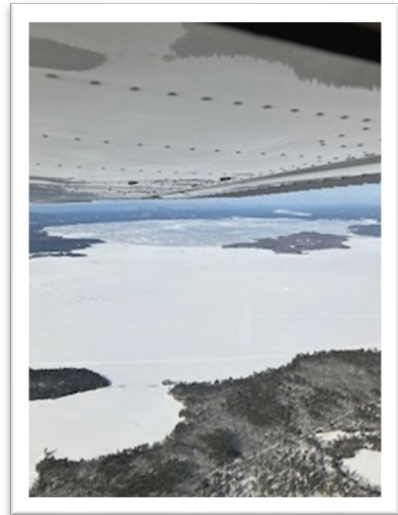
2023 CIP 421-3268 – Portland Force Maine Condition Assessment – PWD is under contract with Insight Water Technologies, HDR as a subconsultant, to complete a physical condition assessment of the India St Pump Station force main, a length of 7,000 linear feet. The force main consists of 33-inch diameter prestressed concrete cylinder pipe (PCCP) manufactured by the Interpace Corporation in 1976. An onsite planning meeting will be scheduled for the spring and the physical condition assessment is scheduled to be complete by the end of 2025.

Monthly Report: Environmental Services 3/25

WATER RESOURCES PROGRAMS (A5)

LOWER BAY SECURITY

- February 3: The area game warden reported that a snowmobile had gone through ice in the area of Harmons Beach at a depth of 177'. The area warden assured PWD that the sled will be removed by the quickest means.
- February 4: All trail and railroad access gates around the Lower Bay of Sebago were opened to allow snowmobile access. This procedure is based on an agreement made between PWD and the State Department of Transportation when the gates were installed.
- February 5: The annual pre-derby ice survey for thickness was conducted in the area of Lower Bay. A consistent thickness of 7-9" of ice was recorded south of Indian Island.
- February 10: A candidate was interviewed for an open temporary security position for the coming season. There is one vacant 2025 Boat Operator position.
- February 11: The annual pre-derby flyover of Sebago Lake was conducted. This flyover records ice coverage of the entire lake before the weekend ice fishing derby starts. The findings are shared with local first responders and the general public via the District's Facebook page.
- February 12: The 3,000' No Trespassing zone that delineates the area of the District's raw water intakes was marked off with No Trespassing signs warning visitors that the area is unavailable for public access.
- February 13: The snowmobile that was lost through the ice on February 3 was recovered and removed from the lake.
- February 15: The Sebago Lake Ice Fishing Derby was held on Saturday the 15th but canceled on Sunday the 16th due to anticipated poor weather. This year's derby had sparse attendance compared to previous years. This lesser attendance was noticed in Lower Bay, Raymond, and off Harmons Beach in Standish.
- February 20: A meeting was held with the HR Director and Safety Specialist to discuss the District's procedures for responding to emergencies, our Incident Command System structure, and emergency action plans and policies.



Lower Bay Surveillance Report: Land Access Permits February 2025			
	Weekday	Weekend	# Visitors
Barstow Road Kiosk	19	61	80
Johnson Field Kiosk	62	72	134
Pavilion Kiosk	14	12	26
Rte 114 Kiosk	0	1	1
Pond Rd. 52 Gate Kiosk	10	30	40
Resource Center	3	12	15
Pond Rd. Rte. 35 Kiosk	24	34	58
Rogers Farm Kiosk	8	36	44
Route 35 Overpass Kiosk	41	61	102
Route 35 Overlook Kiosk	3	29	32
Skip Rd.- Rte. 237 Kiosk	163	200	363
Smith Mill Road Kiosk	0	26	26
Trestle Kiosk	15	27	42
Total Number of Visitors	362	601	963

Lower Bay Surveillance Report: Violations Summary February 2025	
Land Violations:	
Green Zone Violation	22
Littering	1
Total Land:	23

SOURCE PROTECTION

Watershed Inspections in February, 2025

A total of 45 inspections and complaints were addressed by the Source Protection staff in the watershed during February. A table summarizing site visits by type is included below.

Watershed Inspections for February, 2025		
Total Inspections	SLZ Inspections	Complaints
45	45	0

Watershed Planning Board Statistics for February, 2025		
Town Agendas Reviewed	Watershed Projects	Potentially Significant Projects
8	3	0

Subsurface Wastewater Disposal System Training

Source Protection staff attended a septic system installation and inspection training in February. Retired State Site Evaluator, Glenn Angell, and retired State Soil Scientist, Dave Rocque, instructed the all-day session. The instructors explained the process of septic system installation, highlighted common issues that installers and inspectors should be aware of, and reviewed recent and upcoming rule revisions related to subsurface wastewater disposal. PWD has legal authority to permit and inspect septic systems within 200 feet of Sebago Lake. All four Water Resources Specialists, as well as the Source Protection Coordinator, are certified by the state as local plumbing inspectors. Maintaining local plumbing inspector certification enhances PWD staff's credibility among watershed code enforcement officers.

Maine Association of Site Evaluators Annual Meeting

District staff attended the annual conference of the Maine Association of Site Evaluators (MASE). Site evaluators are professionals who design private septic systems to treat human waste. The conference featured vendors showcasing new technologies, as well as discussions with Maine State regulators about proposed rule changes. These changes include administrative updates to permits

and the introduction of a loam liner for sandy soils. The purpose of the loam liner is to slow down the flow of wastewater, allowing for more effective treatment before it mixes into the groundwater. The Portland Water District (PWD) supports these new rules, as they will ultimately enhance the protection of Sebago Lake's water quality.

RCPP Award – Annual Report Submitted

PWD is the fiscal agent for an \$8 million award from the Natural Resource Conservation Service’s Regional Conservation Partnership Program. This award, which aims to promote land conservation and water quality improvements within the Sebago Lake watershed through supporting the Sebago Clean Waters (SCW) coalition, was awarded in 2020 and will be active through 2026. We recently submitted a required Annual Report for 2024, which highlighted project accomplishments, including the removal of the Edes Falls Dam, one stream crossing replacement, and one forest management plan. To date, the project has met 3 out of 5 of the promised outcomes outlined in the award. They are:

- Acres conserved for water quality protection;
- Acres conserved for habitat; and
- Stream miles opened to aquatic organism passage.

In 2024, project partners contributed \$2,655,000 in partner contributions (match) toward the project.

ENVIRONMENTAL EDUCATION

The District has a contract with the Cumberland County Soil and Water Conservation District (CCSWCD) to provide environmental education for sixth-grade classes in the service area and watershed. Here is the CCSWCD classroom report for February 2025.

CCSWCD Classroom Report February 2025				
School	WaterWays		Loanable Kits	
	Lessons	Students	Lessons	Students
Windham Middle School	2	225	2	225
Lyman Moore Middle School	0	0	1	250
Jordan Small Middle	0	0	1	43
Cape Elizabeth Middle School	0	0	1	144
Total Learning Hours (Students * Lessons)				1,965

- After some school delays that disrupted the originally scheduled lessons in January, CCSWCD taught Water Worries and What's a Watershed to 6th graders at Windham Middle School.
- Windham Middle School teachers taught Water Worries, and What's a Watershed for the classes CCSWCD could not get to due to school delays and cancelations.
- Jordan Small Middle School teachers taught the Healthy Waters lesson kit.
- Lyman Moore Middle School teachers taught the Wonders of the Water Cycle lesson.
- Cape Elizabeth Middle School teachers taught the Wonders of the Water Cycle lesson.

WATER QUALITY PROGRAMS (L6)

WASTEWATER

Westbrook-Gorham WWTF Whole Effluent Toxicity Monitoring (WET)

Toxicity monitoring is a requirement of every wastewater facility's discharge permit. It is a critical test that replicates the total effect and actual environmental exposure of aquatic life to toxic pollutants in the effluent. Instead of measuring the effect of any one contaminant on an aquatic organism, WET testing measures the total impact that even small amounts of many pollutants could have on an organism's mortality and ability to reproduce or grow.

According to the Westbrook-Gorham WWTF permit, WET testing is required in the first quarter of 2025. This testing was completed in February. Samples of effluent and receiving water (Presumpscot River water) were submitted to Haley Ward in Bangor for analysis. There, water fleas and brook trout were placed in 100% effluent as well dilutions of effluent at 50%, 25%, 5%, and 2% (effluent + river water) and observed for acute effects (mortality) and chronic effects (reproduction). Due to a test anomaly, re-sampling will be conducted in early March.

District WWTF's facilities have historically shown low toxicity well within compliance limits set by permit.

INDUSTRIAL PRETREATMENT

IPT Annual Inspections Ongoing

PWD must inspect each industry in both of the IPT programs annually. The Environmental Compliance Coordinator is currently scheduling and conducting inspections for the Portland program, which must be completed by April 30th. The inspections are an opportunity to walk through each facility, review any process or wastewater pretreatment changes in the last year, and discuss any significant events since the last inspection. Recently completed inspections include: Allagash, Amtrak, HP Hood, Bristol Seafood, Cozy Harbor – Fish Pier and St. John St, Kerry, Inland Technologies, 1820 Brewing (Geary's), Nova Seafood, and Oakhurst. Upcoming inspections include: ecomaine Landfill, ecomaine WTE, KCLC Landfill, Nichols Portland, Concord Coachlines, Maine Medical Center – Bramhall & Brighton, Mercy Hospital – Fore River, and Barber Foods.



Brook trout exposed to varying strengths of wastewater effluent.

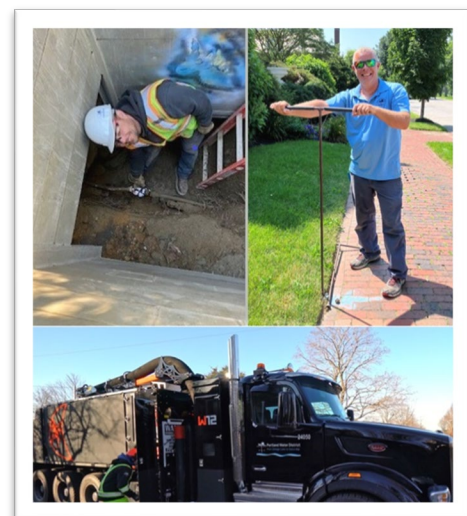
WATER

State Funding Awarded for PWD Lead Inventory Efforts

As part of federal mandates under the Lead and Copper Rule Revisions, the Environmental Protection Agency, working through the Maine Drinking Water Program, made federal grant money available to water utilities. We applied for and received grants to support several of our lead inventory activities, including:

- Service Line Inventory Assistance Grant
Total Reimbursement **\$145,000**

- State Funds for Service Line Project Activities
Total Reimbursement: **\$9 Million**
 - Hydro Vac Truck
 - GPS Service Point Mapping
 - Pipe Replacement



ENVIRONMENTAL LABORATORIES

EPCRA Tier 2 Reporting Completed

Annual chemical inventory reporting to comply with Federal and State Emergency Planning and Community Right-To-Know Act (EPCRA) requirements was completed this past month and submitted by the March 1 deadline. Five (5) District facilities store hazardous chemicals in excess of the 1,500 gallons threshold and are thus subject to this reporting requirement. The reporting PWD facilities include the Douglass Street HQ, Sebago Lake WTF, East End WWTF, Westbrook-Gorham WWTF, and Cape Elizabeth WWTF. These chemicals include sodium hypochlorite, sodium hydroxide, zinc orthophosphate, and petroleum fuel oils, among others. Per the law, reports of these inventories are supplied to the Local Emergency Planning Committee (LEPC) and the State Emergency Response Commission (SERC) via the EPA's Tier 2 Submit reporting process. They further forward them to local fire departments on PWD's behalf. Registration and inventory fees were remitted. The revenues generated by this program fund training and supply purchases for local hazardous materials response groups such as the Presumpscot Valley Regional Response Team and the Portland and South Portland Fire Department Response Teams.

Hazardous Waste Pick-Up Completed

Hazardous, universal, and electronic wastes were removed from the East End Wastewater Treatment Facility and the Sebago Lake Water Treatment Facility in early February. Removal was conducted by Maine Lab Pack, a licensed hazardous waste hauler based in South Portland. For this pickup, hazardous waste included items like expired sulfuric acid and sulfuric acid-containing waste from lab analyses, and universal waste included over 200 spent UV bulbs from UV reactors used to disinfect water and wastewater. The next waste pickups will be at mid-year. The PWD is considered a "small quantity generator" for hazardous waste and must remove waste at 180-day intervals.

Lab Staff at MWUA Conference and Tradeshow

Three members from the Environmental Laboratories group attended the 99th Annual Maine Water Utilities Association Conference in Augusta. Newer scientists have been receiving extensive training at conferences and other venues to prepare for licensing exams and better understand the myriad topics in their chosen careers.

Portland Water District
Board of Trustees Regular Meeting
March 24, 2025

New Business

Agenda Item 7A – 7B



BOARD OF TRUSTEES / AGENDA ITEM SUMMARY

Agenda Item: 7A Resolution 25-004
Date of Meeting: March 24, 2025
Subject: PFML Private Insurance with Mutual of Omaha
Presented By: Manny Archibald, Director of Human Resources

RECOMMENDATION

The following proposed language is presented for Board of Trustee approval:

RESOLVED, that the private insurance plan for Paid Family Medical Leave provided through Mutual of Omaha, as shown on the attached proposal attached hereto as Exhibit A, is accepted and shall be the District's Paid Family Medical Leave insurance plan to satisfy the requirements of the District to provide Paid Family Medical leave benefits under Maine law.

BACKGROUND

The State of Maine has required all employers to enroll all employees into a state-run Paid Family Medical leave program. The State allows for private insurers to submit to the State proof that they can meet thresholds required to offer products to employers who may then elect to utilize the private plan in place of the state-run program. Mutual of Omaha is currently the District's disability insurance provider and has satisfied the State requirements. They have provided a quote (see attachment) for the District's review and are awaiting approval to move forward. This information was presented in a previous workshop meeting and all were in agreement that when the plan and provider were approved by the State, it would be brought back to the Board for approval and implementation.

FISCAL REVIEW / FUNDING

The 2025 budget included \$81,600, assuming the District would pay 50% of the estimated premiums. Subsequent to the budget process, it was decided the District would pay the full premium – approximately \$180,000. The Mutual of Omaha program's estimated annual premium is \$130,000.

LEGAL REVIEW

Corporation Counsel reviewed the proposed motion and approved it as to form.

CONCLUSION(S)

Staff recommends approval of the Resolution. The Committee unanimously recommended forwarding to the full Board for its consideration.

ATTACHMENT(S)

A. Proposal from Mutual of Omaha



Underwritten by
United of Omaha Life Insurance Company
Mutual of Omaha Insurance Company
Mutual of Omaha Affiliates

Group Insurance Proposal

Presented To:

Portland Water District

Presented By:

Jennifer A Borislow Ins Agency Inc

Includes:

ME Paid Family and Medical Leave

October 12, 2024



MAINE PAID FAMILY AND MEDICAL LEAVE (PFML)

Proposal for: Portland Water District

Alternate: 11.00

The following Maine Paid Family and Medical Leave (PFML) plan is being proposed on a fully-insured basis effective **May 1, 2026**. This proposal assumes this coverage is underwritten by United of Omaha Life Insurance Company. The proposal is based on the statements made in the employer’s Maine Paid Family and Medical Leave application. Statements made in the application are assumed to be true and accurate.

This proposal is for illustrative purposes only. When additional state guidance is released, this proposal may be impacted. Upon receiving state approval, we will provide a non-illustrative proposal prior to the policy effective date.

For details regarding the employer’s obligations under the Maine Paid Family and Medical Leave (PFML) Program, please refer to <http://www.maine.gov/labor/pfml/>. For additional information about Mutual of Omaha’s products and services, visit www.mutualofomaha.com.

ELIGIBILITY

CLASS DEFINITION(S)	Class 1: All Eligible Employees
ELIGIBILITY WAITING PERIOD	As determined by the employer, provided the offering is equivalent to or more generous than the state program offering.

BENEFIT SUMMARY

	Class 1
TYPES OF LEAVE COVERED	<p>Medical Leave</p> <ul style="list-style-type: none"> - Employee’s Own Serious Health Condition <p>Family Leave</p> <ul style="list-style-type: none"> - Family Member’s Serious Health Condition - Bonding - Safe Leave - Qualifying Military Exigency - Care for a Service Member - Organ Donation
PFML ELIMINATION PERIOD	<p>Medical Leave</p> <ul style="list-style-type: none"> - Benefits are not payable during the first 7 calendar days of leave. <p>Family Leave</p> <ul style="list-style-type: none"> - None
WEEKLY BENEFIT CALCULATION	The portion of the employee’s Average Weekly Wage that is equal to or less than 50% of the State Average Weekly Wage is paid at a rate of 90%, and the portion of the employee’s Average Weekly Wage that is more than 66% of the State Average Weekly Wage is paid at a rate of 66%.
PFML MAXIMUM WEEKLY BENEFIT	Equal to the State Average Weekly Wage
PFML MAXIMUM BENEFIT PERIOD	Up to 12 weeks in a benefit year for Medical Leave, Family Leave, or any combination of all allowable leave reasons.

PARTICIPATION AND PREMIUM

PARTICIPATION ASSUMPTIONS	Minimum Participation	Number of Eligible Employees	Contribution Structure
Class 1	100%	172	Contributory

PREMIUM CONTRIBUTIONS **Class 1:** The employee/member is responsible for contributing 50% of the premium for this coverage. The dollar amount the Employee contributes to a private plan cannot exceed what would be paid under the state program.

PREMIUM	Number of Lives	Monthly Salary	Monthly Rate	Total Monthly Premium	Total Annual Premium
Class 1 - ME PFML	172	\$1,076,733	1.000% of Salary	\$10,767.33	\$129,207.96

RATE GUARANTEE PERIOD 1 year

RATE GUARANTEE DATE 05/01/2027

TAXABILITY

WHAT IS FICA? PFML benefits are subject to federal payroll tax. The Federal Insurance Contributions Act (FICA) requires employers to withhold a certain percentage of taxes from the wages they pay employees.

AVAILABLE FICA OPTIONS	FICA Option	Rate Impact
	Mutual of Omaha prepares the W2 and the employer pays their own share of FICA.	No
	The employer prepares the W2 and pays their own share of FICA.	No
	Mutual of Omaha prepares the W2 and pays the employers share of FICA without reimbursement.	Yes
	Mutual of Omaha prepares the W2 and pays the employers share of FICA with reimbursement.	No

QUOTED FICA OPTION For the purposes of this proposal, the following FICA option was selected;
Mutual of Omaha prepares the W2 and the employer pays their own share of FICA.

Changes to this FICA option may impact the Monthly Rate outlined in the Participation and Premium section of this proposal.

ASSUMPTIONS

CONDITIONS

- The state requires that the cost of this coverage to statutory employees/members be no more under a private plan than allowed under the state program.
- Employers are responsible for remitting the employer portion of the Maine Paid Family and Medical Leave (PFML) premium to Mutual of Omaha, even if the employer's Maine workforce falls below 15 lives.
- This proposal also assumes that employees/members do not perform services for the policyholder as independent contractors, including those reporting income on a 1099 form, unless otherwise approved by a Mutual of Omaha home office representative.
- We have estimated the future State Average Weekly Wage (SAWW) for purposes of this proposal. This quote is subject to change based on the SAWW applicable on the effective date of the policy.
- To opt-out of the state leave plan, an employer must obtain approval by submitting an application to the state. There may be a fee collected by the state for this application.
- The Plan Design and rates may change based on changes in state guidance, law or regulations.
- The Employer will be responsible for complying with the legal and regulatory requirements, including but not limited to, employee premium collection, notice, recordkeeping and state reporting, and any penalties for failing to comply.



REQUIREMENTS AND ASSUMPTIONS

SIC CODE	4941
SITUS STATE	ME
ACCEPTANCE	This proposal is contingent upon Mutual of Omaha Home Office review and acceptance of the completed application for coverage. It is recommended that current coverage is not cancelled or dropped until notification of acceptance from Mutual of Omaha is received.
LIMITATIONS & STANDARD CONTRACT NOTICE	<p>This proposal is subject to Mutual of Omaha's standard product terms, limitations, and exclusions. Additionally, this proposal requires use of standard system-compatible benefits and contract provisions. Applicable federal and state mandates are added at issuance.</p> <p>This proposal also assumes that all employees/members reside in the situs state of the group. If any employees/members reside outside of the situs state of the group, we must be notified of the number of employees/members by state during the implementation process so that all applicable state mandates can be accommodated.</p> <p>Please refer to a sample standard contract, certificate booklet and/or subscription agreement documents for additional information and detail, available upon request.</p>
ERISA	Each plan presented in this proposal is considered to be an employer-sponsored ERISA benefit plan. If it is determined that any plan presented in this proposal is not an ERISA benefit plan, Mutual of Omaha reserves the right to re-rate or otherwise adjust the proposed plan(s).
PROPOSAL CONDITIONS	<p>Mutual of Omaha reserves the right to re-rate or withdraw this proposal <i>prior</i> to the effective date if any of the following changes:</p> <ul style="list-style-type: none">▪ SIC code▪ Employer contributions▪ Information regarding disabled or COBRA participants▪ For groups that are experience rated - risk increases based on review of the current carrier's claims experience, including open or pended claims▪ Demographics (age, gender, occupation, earnings, location and size)▪ Plan participation - increase or decrease of 10% or more lives▪ Laws, regulations, judicial and/or administrative orders and decisions affecting benefits, cost of administration, or cost of health care services▪ If employees are residing in extraterritorial jurisdictions that were not otherwise disclosed▪ Proposed effective date▪ Benefits or eligibility▪ Premium tax <p>On or after the effective date, Mutual of Omaha reserves the right to change rates or fees if there is a change in any factor listed above. In addition, Mutual of Omaha may change rates or fees any time after the most recent Rate Guarantee Date, provided at least 30 days advance notice of the rate or fee increase has been given to the group.</p>
PROPOSAL EXPIRATION	This proposal is good for 90 days after 10/12/2024, or the assumed effective date of the plan, whichever comes first.



BOARD OF TRUSTEES / AGENDA ITEM SUMMARY

Agenda Item: 7B Order 25-007
Date of Meeting: March 24, 2025
Subject: Douglass St HVAC Improvements Phase 3
Presented By: Joshua Hudak, CFM Facilities Manager

RECOMMENDATION

The following proposed language is presented for Board of Trustee approval:

ORDERED, the Treasurer is authorized to execute a construction contract with AAA Energy Service in the amount of \$1,612,710 for the Douglass Street HVAC Improvements Phase 3- 2025 CIP 068-3054 and Office Renovations Post HVAC- 2025 CIP 068-3217.

BACKGROUND ANALYSIS

This phase of the HVAC upgrade and Office Renovations includes the entire third floor, finance area, HR area, and IS area. Based on our previous work with this company and their demonstrated ability to meet our needs, it is in the best interest of the company to proceed directly with this vendor, offering better overall value. They have consistently met deadlines, maintained high-quality standards, and operated within budget. Their familiarity with our needs and expectations makes them a reliable partner, reducing the risk of unforeseen complications during construction. AAA Energy already understands our operational nuances and can offer a competitive pricing structure based on this relationship. Engaging a new contractor and going through the bidding process would introduce potential delays and costs associated with getting up to speed on our requirements. This continuity of scope, combined with their familiarity with our requirements, decreases the likelihood of misalignment or errors, this is due to their knowledge of our business and the site conditions.

FISCAL REVIEW/FUNDING

Douglass St HVAC Improvements Phase 3- 2025 CIP 068-3054 and Office Renovations Post HVAC- 2025 CIP 068-3217 are programed for a combined \$1,900,000.

LEGAL REVIEW

Corporation Counsel has reviewed the proposed order as to form.

CONCLUSION(S)

The staff recommends we issue the design-build contract to AAA Energy Services. The committee voted 3-0 to forward the items to the full board for consideration.

ATTACHMENT(S)

AAA Energy Proposal

<u>Project</u>	<u>Budget</u>	<u>Cost</u>	<u>Comments</u>	<u>Status</u>
Phase 1 Generator and Switchgear Upgrade (2022)	\$450,000.00	\$412,000.00	First time working with AAA as the low bidder. Work went Smooth and on time.	Complete
Phase 2 HVAC/ Renovations SMT Area (2023)	\$900,000.00	\$892,277.00	AAA was only bidder for this Design/Build concept.	Final Touches
Phase 3 HVAC/ Renovations Engineering Area (2024)	\$525,000.00	\$421,005.00	AAA is on site already and proposed a price within the budget. Savings of nearly 20K on mobilization costs. AAA Energy is on site for previous phase and we are able to smoothly continue into the follow-on phases with a company familiar with the site and who is able to save thousands on mobilization costs.	Design/Approval by Board
Phase 4 HVAC/ Renovations 3rd Floor and Finance/IS Area (2025)	\$1,900,000.00	\$1,612,710.00		Design/ Approval By Board
Phase 5 HVAC/ Renovations CS and Boiler Upgrade (2026)	\$1,000,000.00			Design/ Brainstorm



Scarborough, ME (207) 883-1473 | Pittsfield, ME (207) 487-3706 | Auburn, NH (603) 626-4884

Project Proposal

February 3rd, 2025

Josh Hudak
 Portland Water District
 22 Douglass St
 Portland, ME

AAA Energy Service is pleased to provide you with this proposal. Please let us know if you have any questions or concerns once you have had a chance to review the information below.

Summary Proposal:

Scope Items	Overall Cost
Office Renovations	593,772
HVAC	877,867
Electrical Work	67,465
Plumbing	47,174
Bond	26,432
Locker Room (Deduct)	178,397

Total Cost: \$1,791,107

Total Cost (w/o Locker Room): 1,612,710

Standard Disclaimer:

The above pricing is good for (30) days from the date of this proposal. Changes to the project scope will be quoted separately or done on a time-and-material basis. Payment terms are net 30 days from date of received invoice.

General Notes:

- Alternate 1: Replace (3) Cubicles with offices on first floor
 - Cost: \$ 34,749
- All Permits Carried
- Tax Exempt Project
- Includes Bond

This price does not include updating any existing code deficiencies

- Upgrading the bathrooms to be ADA Compliant
- Adding any fire/smoke rating
- Recommissioning the sprinkler system
- Stamped architectural drawings



Scarborough, ME (207) 883-1473 | Pittsfield, ME (207) 487-3706 | Auburn, NH (603) 626-4884

Brief Project Description:	Office Renovations
Scope of Work:	<ul style="list-style-type: none"> • Demo existing ceilings, flooring, lighting • New flooring in offices space • New tile in bathrooms and locker rooms • New Paint on drywall, doors, doorframes and temp walls • New ceilings • Scope is outlined in "PWD Phase #3 Scope Sheet Josh Mark Up.pdf" dated 12/17/24 • Finishes to match phase #1 • New sprinkler heads throughout phase #3, additional heads near skylight and in lactation room. • Owner training • One year warranty on installation • Power Wiring
Items NOT Included:	<ul style="list-style-type: none"> • Asbestos Abatement • New doors • Removal and storage of cubicles • Off-hours work
Note(s):	<ol style="list-style-type: none"> 1. Equipment lead time is currently (8-10) weeks from date of order. 2. All work on owner-provided equipment will be done on a time-and-material basis.
Project Cost:	The cost for the above scope, including material and labor will be \$ 689,573




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Brief Project Description:	Mechanical
Scope of Work:	<ul style="list-style-type: none"> • Stamped Mechanical plans • Replacement of HVAC #1 & HVAC #2 • (16) VAV's w/ Hot Water Reheat (16 zones based of existing ductwork layout) • DDC controls for new AHU's, VAV's and all the existing hot water baseboard • Removal of steam heat in entry corridor and replacement with heating/ cooling from HVAC-2 • Draining and filling • Insulating new piping/equipment/ ductwork • All work associated with removal and replacement of HVAC units in mechanical attic including but not limited to cutting and patching, framing, decking, masonry • Owner training • One year warranty on installation • Demolition of existing HVAC-1&2, break room AHU, existing exhaust fans and AC-1 on the 3rd floor.
Items NOT Included:	<ul style="list-style-type: none"> • Roof work • Asbestos abatement • Off-hours work • Cutting and Patching
Note(s):	<ol style="list-style-type: none"> 1. Equipment lead time is currently (20-21) weeks from date of order. 2. All work on owner-provided equipment will be done on a time-and-material basis.
Project Cost:	The cost for the above scope, including material and labor will be \$ 877,867



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Brief Project Description:	Electrical
Scope of Work:	<ul style="list-style-type: none"> • Disconnect power to HVAC equipment • Make safe power in affected areas • Remove lighting in locker room • Remove lighting in 1st floor admin and hallways • Lift lighting & support above suspended ceiling in 3rd floor admin (lighting to remain in 3rd floor area) • Add lighting in attic • Replace all receptacles in Phase 3 area • Replace light switches in 1st floor offices to dimmers • Replace all other switches in 1st floor • Replace voice data jacks & plates in phase 3 area • Install electric radiant heaters in bathrooms • Owner training • One year warranty on installation
Items NOT Included:	<ul style="list-style-type: none"> • Off-hours work • Cutting and Patching
Note(s):	<ol style="list-style-type: none"> 1. Equipment lead time is currently (2-3) weeks from date of order. 2. All work on owner-provided equipment will be done on a time-and-material basis.
Project Cost:	<p>The cost for the above scope, including material and labor will be Cost \$ 71,752</p>

Brief Project Description:	Plumbing
Scope of Work:	<ul style="list-style-type: none"> • Fixture replacements in 1st floor locker room, 1st floor men’s and women’s bathrooms, 3rd floor woman’s lockers room and 3rd floor men’s bathroom. • Provide and install (8) Toilets, (5) Urinals, (4) shower valves, (7) bath room sinks, with hands free faucets (1) new mop faucets and (3) 4 station sinks see below  <ul style="list-style-type: none"> • with hands free Faucets • All slab cutting, trenching, backfilling and contrate pouring required to replace Bradley sinks in locker room • Permits • Testing • Owner training • One year warranty on installation
Items NOT Included:	<ul style="list-style-type: none"> • Asbestos Abatement • Off-hours work • Cutting and Patching
Note(s):	<ol style="list-style-type: none"> 1. Equipment lead time is currently (4-6) weeks from date of order. 2. All work on owner-provided equipment will be done on a time-and-material basis.
Project Cost:	<p>The cost for the above scope, including material and labor will be Cost \$ 125,483</p>



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Thank you for the opportunity. Please feel free to call or email me any time to discuss.

Ben Hackett

Ben Hackett

Sales Engineer

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Customers Approval:

Customer P.O.
