

# **THE CUSTOMER IS RIGHT** ***(SOMETIMES!)***

**WITH RANDI TAYLOR & MEREDITH STRANG BURGESS**

**THURSDAY, DECEMBER 9, 2021**



**THERE ARE MANY  
BENEFITS TO  
MONTHLY BILLING...**



**DEVELOP A  
REGULAR  
AND  
RELIABLE  
CASH-FLOW**



**FIND  
LEAKS  
FASTER**





HELP YOUR  
CUSTOMERS  
BUDGET  
MORE  
EASILY



**ESTABLISH  
CONSISTENT  
BILLING,  
WITH  
RELIABLE  
DUE DATES**

YEARLY PLANNER

| DECEMBER | 2020 |
|----------|------|
|          | SUN  |
|          | MON  |
|          | TUE  |
|          | WED  |
|          | THR  |
|          | FRI  |
|          | SAT  |



**REDUCE THE # OF  
PAYMENT  
ARRANGEMENTS.**



# **STANDARDIZE YOUR DISCONNECTION NOTICES**





**MAKE IT  
EASIER TO  
SHUT OFF  
FOR WATER,  
SEWER AND  
STORM**



**BACKFLOW**





**CUSTOMERS  
IN ARREARS  
GET TWO  
LETTERS**





**LETTER #1:**

**LETS  
CUSTOMER  
KNOW THAT  
THEY ARE  
BEHIND**





**LETTER #2:**

**DISCONNECTION  
NOTICE**



***NOTICE***

**TESTERS WHO  
WAIT UNTIL  
THEY ARE  
PAID**





**COVID HAS  
CAUSED SOME  
PROBLEMS...**





**...ESPECIALLY  
WITH  
GETTING  
INTO  
PEOPLE'S  
HOMES**





**“TRYING TO  
GET THE  
GREASE  
PROGRAM  
STARTED”**



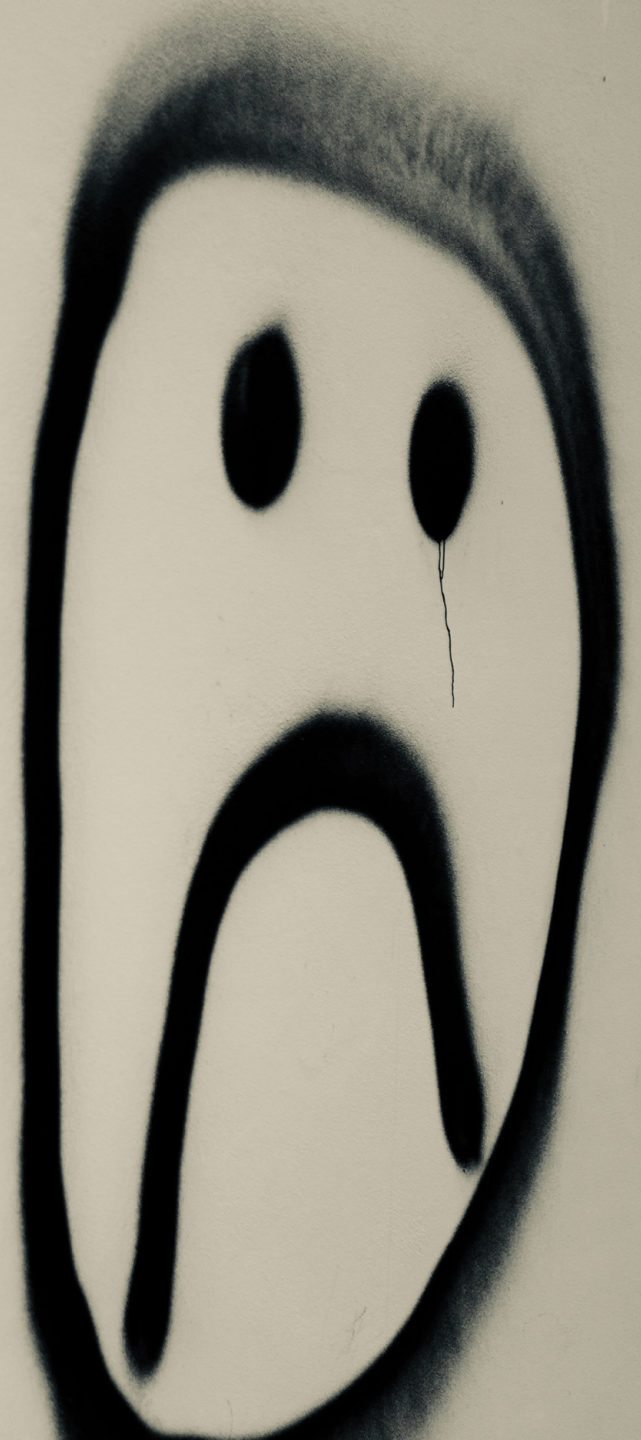


**WHAT  
CONTRIBUTES  
TO GOOD  
CUSTOMER  
SERVICE?**





**REMEMBER:  
SOMETIMES  
ANGRY  
CUSTOMERS  
HAVE ISSUES**





**OUR DOOR IS  
CLOSED,  
BUT...WE HAVE  
A DOORBELL,  
JUST IN CASE**





**AND WE'RE  
TRAINING  
CUSTOMERS  
TO PAY  
ONLINE.**





**ON TO  
COMMUNICATIONS!**



# **THERE ARE TWO PRIMARY REASONS TO COMMUNICATE ABOUT WHAT YOU DO:**

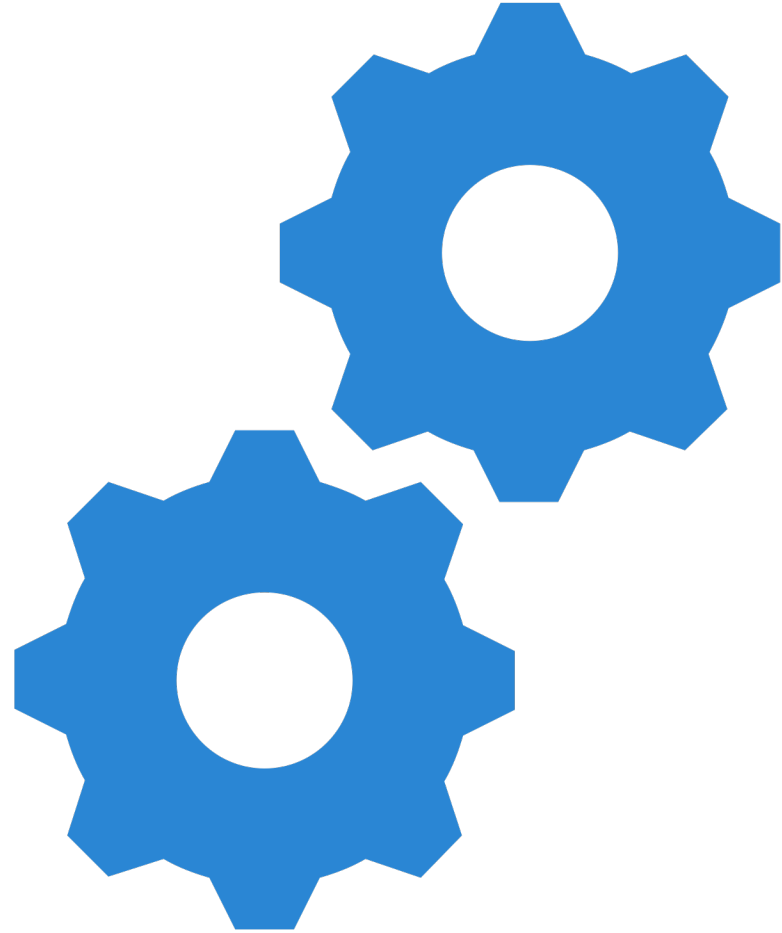
- 1. Help people understand and appreciate your business—the business of water.**
- 2. Lay the groundwork in case you ever need to respond to problems.**

**HERE'S WHAT TO TALK  
ABOUT.**

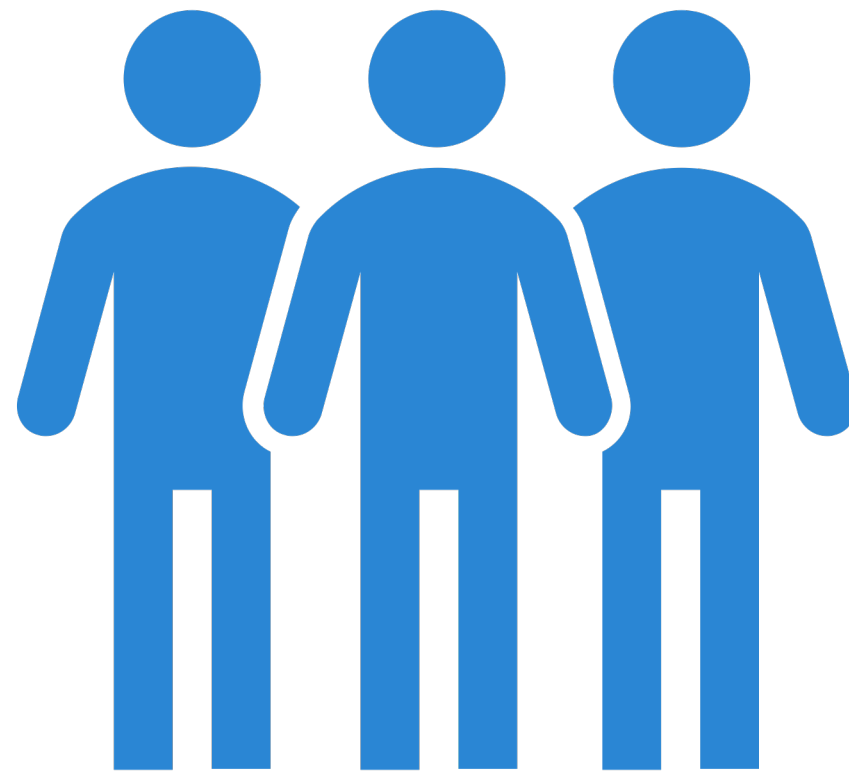




# **NEW INFRASTRUCTURE**



**NEW  
PEOPLE**

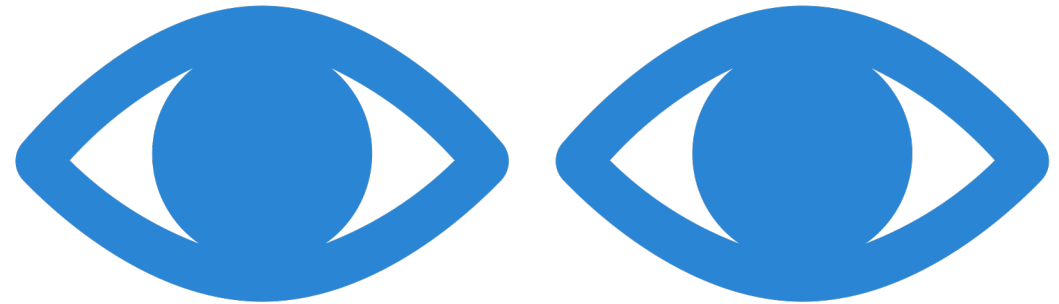




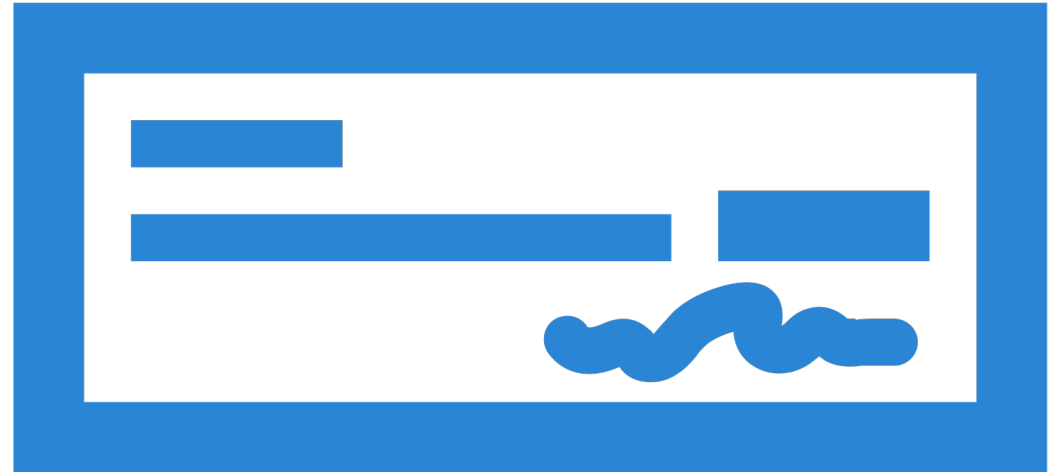
# **NEW PROGRAMS & POLICIES**



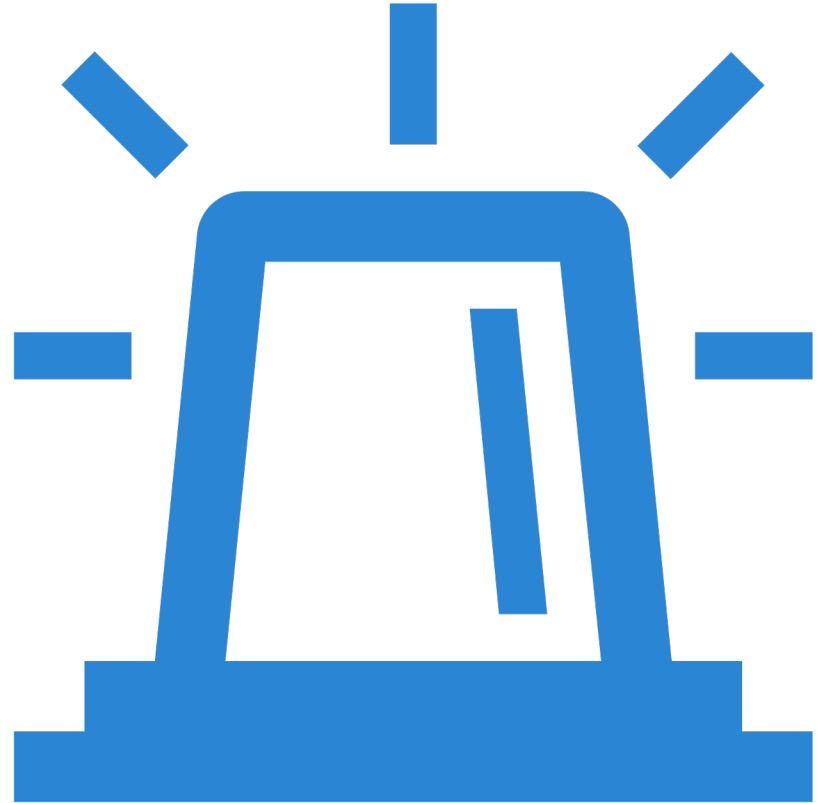
**PROJECTS  
TO KEEP AN  
EYE ON**



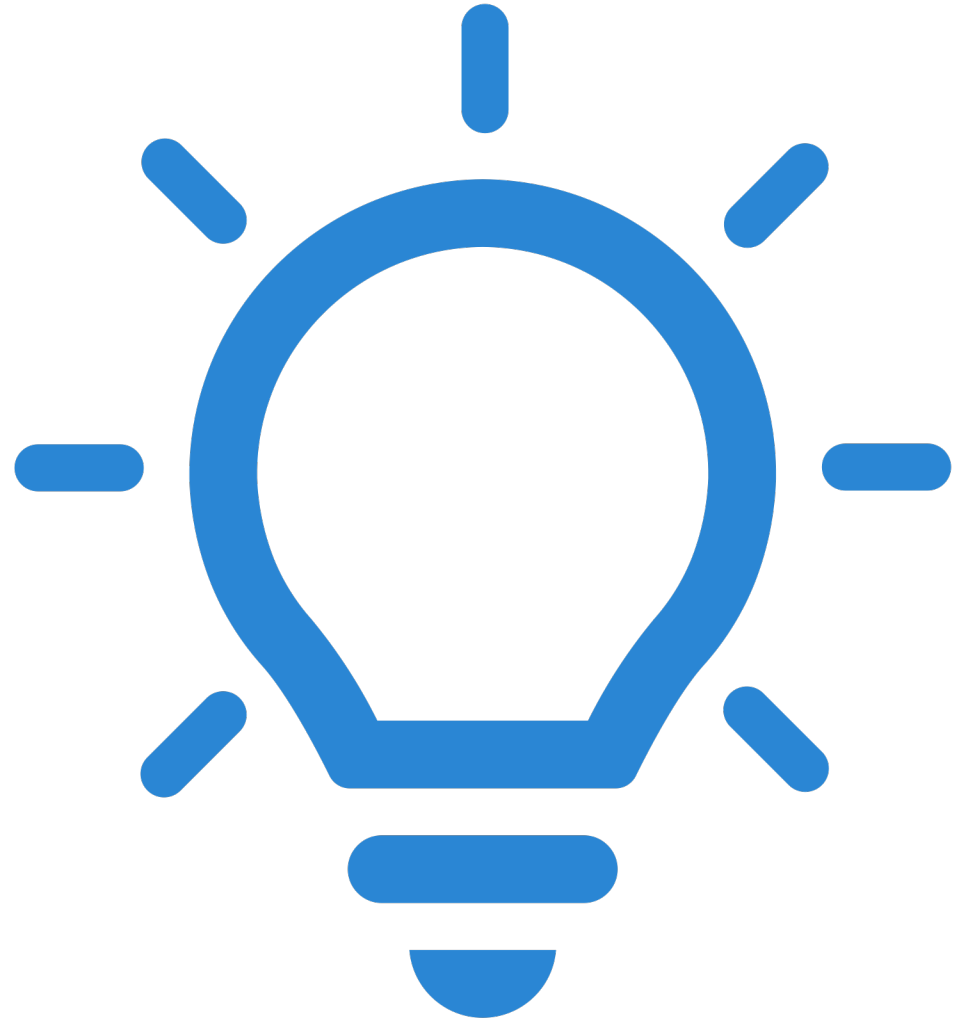
# BILL- PAYING OPTIONS



**EMERGENCIES**



# HELPFUL HINTS



**WHERE SHOULD YOU BE  
TELLING YOUR GREAT STORY?**



**EVERYWHERE.**

# NEWSLETTERS

- **Digital, print or both?**
- **Great opportunity to consolidate many small stories**
- **You determine frequency**
- **Fodder for social media, annual report, etc.**

# Newsletter

## CURRENTS SUMMER 2021

### DEEP DIVE: DIGGING A TRENCH BENEATH THE KENNEBEC

The headline of a recent article in the Kennebec Journal on April 24, 2021, said it all: "Trench proposed to be dug across Kennebec River for new sewer line in Augusta." GAUD's General Manager, Brian Tarbuck, and Assistant GM, Andy Begin, were quoted in a lengthy story describing the technical challenges of this ambitious project.

Basically, only one pipe now brings wastewater from Augusta's east side across the river to GAUD's treatment plant, on the city's west side. That single pipe dates from 1963. The project, estimated to cost roughly \$3 million, would augment that older pipe with a new, 16-inch high-density polyethylene pipe. At the same time, a new water line will be laid down alongside.

How to lay these new pipes? Attempts to drill pipes beneath the river failed, which left digging the trench using an excavator on a barge as the best solution. The pipe would be laid down in the trench and then reburied. Depending on permitting, the work could begin in August and take two to three months.

While the excavation work is occurring in the deepest parts of the river, larger vessels may be unable to pass through. That situation would only be the case for a few days. In general, the entire project is being designed to cause as little disruption as possible on and adjacent to the river. And the long-term benefits are significant. Keep track of our progress on Facebook!

Augusta  
Memorial Circle  
YMCA  
Wastewater Treatment Plant  
Proposed sanitary sewer siphon/water main  
Existing sanitary sewer siphons  
Tree removal  
State Street  
Wastewater Treatment Plant  
Staff graphic: Sharon Wood  
Source: Greater Augusta Utility District

These pipes stored along the Kennebec River Rail Trail, behind our wastewater treatment plant, will be used in our proposed project to convey drinking water and wastewater under the Kennebec River.

## PFAS

stances." Sometimes called "forever chemicals," these man-made substances e over time. The good news is that we have just conducted tests showing very low

level for PFAS is no more than 70 parts per trillion (ppt). In March 2021, we tested the and no PFAS levels above 20 ppt, with most samples below three ppt. We will continue e as well as wastewater biosolids, in order to meet all regulatory health standards.

icals used through the years in ordinary consumer products like non-stick cookware, ng, furniture and carpets, as well as other industrial products like firefighting foams. ffects linger, which is why we'll continue to monitor their presence.

|       | PFQA (ppt) | PFNA (ppt) | PFHxS (ppt) | PFHpA (ppt) | Sum (ppt) |
|-------|------------|------------|-------------|-------------|-----------|
| 7 J I | 1.3 J      | ND/0.49    | 0.57 J      | ND/0.49     | 2.64      |
| J I   | 1.3 J      | ND/0.51    | ND/0.51     | ND/0.51     | 2.4       |
| J I   | 0.93 J     | ND/0.49    | ND/0.49     | ND/0.49     | 1.78      |
| 6     | 5.9        | 0.56 J     | 1.3 J       | 3.6         | 16.86     |
| *     | 2.6*       | ND/0.45    | 0.68 J      | 0.94 J      | 6.92      |

= 0.0 mg/L. (Bonnet ran approx 2 hours without FI prior to sampling).  
0.03 mg/L.  
= 0.17 mg/L.

al to the Method Detection Limit and the concentration is an approximate value.

nt is shown here.  
as outside of the QC acceptance limits. Insufficient sample volume was available for a repeat test.

was featured in  
e of the Maine  
e Maine utilities,  
ewater.

in the federal CARES  
to October, 2020.

that causes COVID,

was the case, then, throughout the central Maine community.

Perhaps more importantly, the tests show that scanning wastewater for viral fragments can help to predict increases in disease among people before they become symptomatic. Phyllis was quoted as saying, "I have gotten calls from other municipalities asking me for guidance on how to discuss this testing with their own town manager or town council. I do think that this is a very good tool if you have a captive area that you can test, for example, a nursing home."



March 2021 Issue of Maine Town & City, Maine Municipal Association's monthly magazine.

## DRINKING WATER RATE INCREASE

On April 26, GAUD held a public hearing to discuss and hear comments on a proposed increase in drinking water and fire protection rates. Current rates have been in effect since October 3, 2011.

On May 17, the Greater Augusta Utility District Board of Trustees voted to adopt the proposed rates as presented. The increase in current water rates will become effective with invoices dated on or after July 1, 2021. The proposed 10% rate—the same for all customer classes, including public and private fire protection and fire hydrants—will provide additional revenue of approximately \$364,593.

The minimum invoice will increase \$1.13 per month. The average residential invoice will increase approximately \$2.07 per month.

For more information, visit [GreaterAugustaUtilityDistrict.org/Our-Rates](http://GreaterAugustaUtilityDistrict.org/Our-Rates).

## GARY THORNE CELEBRATES 20 YEARS

Twenty years ago, Gary came to work for the District. He's an expert excavator operator and has worked on projects across the region. Outside of work, Gary has been involved in stock car racing for decades. Congratulations, Gary!



## WINTER INTERNS

This winter, we were fortunate to be joined by two engineering interns from Tufts University and Worcester Polytechnic Institute, Madelyn Dwyer and Brett Foster joined GAUD over their winter breaks to work on infrastructure mapping and stormwater work. They were able to accomplish their work remotely.



## PAPER STREETS

Sometimes, a paper map doesn't conform to reality. A "paper street" is a street marked on a map and laid out by planners—but which was never built. Doing construction work on a paper street can be challenging because the street just isn't there.

That's the case with a new project GAUD is working on near Howard and Sturgis Streets, in Augusta. A pipe needs to be replaced on an old paper street in the vicinity. The pipe is there but the street above it isn't. The District requested an easement from the Augusta City Council to work beneath the "paper street." With that piece of paper, we'll be able to start moving the rock (and earth) and replace a failing sewer pipe.

## MEET THE BOARD!

The nine members of GAUD's Board of Trustees come from all walks of life—and serve for all sorts of reasons. We thought you'd like to learn a little bit more about them, beginning with **Ken Knight, who serves as the Board's Chairperson.**

How long have you been a Trustee?

I've served at the request of four Mayors, starting in 2003 as a sanitary district trustee.

Why do you volunteer to serve on GAUD's Board?

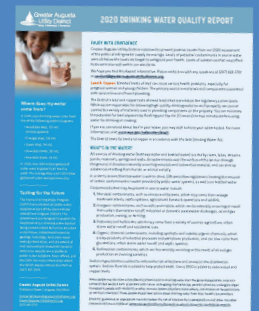
When I was growing up, my father always told me that when you live in a community, you also need to serve the community in some way. In the late 1990s I served the City of Augusta in the conservation commission and as an elected City Councilor. My passion for safe, clean water with long-term stabilization of rates has been a cornerstone of my service to the board.

What are your hobbies?

I keep busy with my hobby of vintage sports cars and assorted motorized vehicles at our shop on Route 3. We also have a camp in Poland Springs.



## SUMMER 2021



ER  
ing water  
vels of potential  
at these levels  
we target to  
Water Quality  
of the details, visit  
d click the right box.


The Greater Augusta Utility District is a standalone quasi-municipal entity. Its roots go back to 1902, when the Augusta Water District was formed to take over a private water company. Today the District is a regional public utility that owns, operates and maintains the water, wastewater and stormwater infrastructure in Augusta, the wastewater system in Hallowell, and regional wastewater collection and treatment for the communities of Monmouth, Winslow and Manchester.




# **BILL INSERTS**

- **Guaranteed to reach every ratepayer, either in print or online**
- **Humanizes your district**
- **People appreciate small, regular reminders**

# Bill Inserts



**THE GREATER AUGUSTA UTILITY DISTRICT 2020 DRINKING WATER QUALITY REPORT IS NOW AVAILABLE AT THIS QR CODE:**



Or go to our home page and click on the box.

This annual report provides information about the sources and quality testing results of your drinking water. As in previous years, all potential contaminants are well within state and federal safety guidelines.

**HAVE YOU DONE YOUR SPRING WATER CHECK-UP?**

Ah, spring! After being cooped up for many months, we're all excited to get our lawns and gardens growing again...without wasting water or causing our bills to skyrocket.

The average single-family home uses about a third of its water on lawns and other plants, and as much as half that water is wasted. Here are ways to stop wasting water:

**Water Only When Needed**


- Water your lawn or garden during the cool morning hours to reduce evaporation.
- Look for sprinklers that produce droplets, not mist, or use soaker hoses.
- Set sprinklers to water lawns and gardens only—not the street or sidewalk.
- Don't overwater your landscaping.

**Garden With Care**

- Use native plants, which don't require as much water, and group plants together by water requirements.
- Use mulch around trees and plants to help reduce evaporation and control weeds.

**Grow Green Grass**

- Don't over fertilize—it increases the lawn's need for water.
- Raise your lawn mower blade to at least 3 inches. Taller grass promotes deeper roots, shades the root system, and holds soil moisture better than a closely cropped lawn.



FOR MORE EASY WAYS TO SAVE WATER YEAR-ROUND, VISIT [GAUD.WS/SPRING-CHECKUP](http://GAUD.WS/SPRING-CHECKUP).

12 Williams Street • Augusta, ME 04330 • (207) 622-3701

After a public hearing on May 17, GAUD requested approval from the Maine Public Utilities Commission to raise drinking water and fire protection rates by 10%. Current rates have been in effect since October 3, 2011.

Ken Knight, Board Chair, noted, "We are proud to have kept costs stable for nearly ten years, but our operating costs have inevitably risen to the point that we need this increase now to ensure of approximately \$364,593, and will be the same for all customer classes, including public and private fire protection and private hydrants. For all our current rates, please visit our website.

**DRINKING WATER & FIRE PROTECTION RATE INCREASE**

For the first time in nearly a decade, Greater Augusta Utility District is raising drinking water and fire protection rates, by 10%, effective July 1, 2021.

The average residential invoice will increase by \$2.07 per month, with a minimum increase of \$1.13.

Please see the reverse for details.

**Greater Augusta Utility District**  
Water | Wastewater | Stormwater  
[GreaterAugustaUtilityDistrict.org](http://GreaterAugustaUtilityDistrict.org)  
ME 04330 • (207) 622-3701



*Pay your bill in your PJs!*

**AT GAUD, WE MAKE IT EASY:**

Call us at (207) 622-3701; or  
Visit [gaud.ws/how-to-pay-bill](http://gaud.ws/how-to-pay-bill)  
to pay online—and make it even easier  
by setting up auto bill pay!

 **Greater Augusta Utility District**  
Water | Wastewater | Stormwater

To Our Valued Customers:

We're proud to have continued serving your needs for safe drinking water, fire protection and effective management of wastewater and stormwater during this challenging year.

We thank all our staff and partners for making this possible, and wish you all a safe and prosperous new year.

*Happy Holidays*

FROM ALL OF US AT

 **Greater Augusta Utility District**  
Water | Wastewater | Stormwater

12 WILLIAMS STREET • AUGUSTA, ME 04330 • (207) 622-3701 • [GREATERAUGUSTAUTILITYDISTRICT.ORG](http://GREATERAUGUSTAUTILITYDISTRICT.ORG)

# **ANNUAL REPORTS**

- **An opportunity to brag about your accomplishments**
- **Lay out and present goals for the upcoming year**

# Annual Report

## 2020 HIGHLIGHTS + ACCOMPLISHMENTS

### Infrastructure/Projects

- Completed project work on Cony Circle, Winthrop Route 202, mile-long pipe replacement, Columbia Street, Murray Street and Prospect Street.
- Completed new 1-million-gallon Combined Sewer Overflow Tank.
- Implemented new sludge dewatering press at wastewater treatment plant.

### Process Improvements

- Used Zoom to continue monthly Board meetings and joint planning with the City of Augusta.
- Implemented professional Development opportunities for the District staff.
- Implemented COVID-19 protocols for remote working, masking, monthly billing, and wastewater safety training.
- Implemented Safe and Natural Gas Training for the road crew.
- Implemented public hearings and Board adoption of new rate adjustments.
- Implemented 526 paperless customers (out of 6,514) and 1,316 customers using the District's mobile app.
- Implemented GAUD Board of Trustees and with City of Augusta and other municipalities, to address relevant issues.
- Implemented GAUD Charter.

Information delivery to GAUD customers through "GAUD by the Numbers" print regular updates to the GAUD website, social media posts, statement televised board meetings, and the 2019 Drinking Water Quality Report.

## Greater Augusta Utility District Water | Wastewater | Stormwater 2020 ANNUAL REPORT

### Greetings.

In 2020, the Greater Augusta Utility District served approximately 6,514 customers, 5,442 of whom had drinking water connections, 5,200 had sewer connections and 4,588 were stormwater customers.

Our mission is twofold:

1. To provide fresh, clean, plentiful water; and
2. To remove and treat stormwater and wastewater efficiently and effectively.

Fulfilling that mission in 2020 was challenging in ways we could not have imagined because of COVID, the greatest healthcare crisis of our time. Inside the office, out in the field and at our wastewater treatment plant, the realities of the pandemic complicated everyone's job.

The good news—the great news—is that the District's extraordinary staff rose to the occasion and maintained the professionalism and dedication that their jobs require. I want to take this moment to thank all of our employees; they went above and beyond to make sure that they and our customers stayed safe.

As always, serving you and your ratepayers is our top priority. We appreciate your support through the years, and we invite you to contact any member of the Board of Trustees at any time.

—Ken Knight | Chair, Board of Trustees

## STATEMENT OF NET FINANCIAL POSITION

DECEMBER 31, 2020

### ASSETS

|                                     |             |
|-------------------------------------|-------------|
| Current assets:                     |             |
| Cash & cash equivalents             | \$4,061,040 |
| Accounts receivable:                |             |
| Customer service                    | \$492,151   |
| Unbilled                            | \$945,619   |
| Intercommunity trunkline—operations | \$73,366    |
| Other                               | \$20,173    |
| Inventory                           | \$163,132   |
| Prepaid expenses                    | \$172,906   |
| Total current assets                | \$5,928,387 |

### Noncurrent assets:

|                                     |           |
|-------------------------------------|-----------|
| Other assets:                       |           |
| Cash held by ME Municipal Bond Bank | \$431,094 |
| Total other assets                  | \$431,094 |

### Capital assets:

|                               |                |
|-------------------------------|----------------|
| Work in process               | \$7,168,568    |
| Operating property            | \$157,012,976  |
| Less accumulated depreciation | (\$61,001,303) |
| Net capital assets            | \$103,180,241  |
| Total noncurrent assets       | \$103,611,335  |
| Total assets                  | \$109,539,722  |

### DEFERRED OUTFLOWS OF RESOURCES

|  |           |
|--|-----------|
| Deferred outflows of resources related to pensions                       | \$305,058 |
| Deferred outflows of resources related to other post employment benefits | \$221,716 |
| Total deferred outflows of resources                                     | \$526,774 |

### LIABILITIES

#### Current liabilities:

|                                  |             |
|----------------------------------|-------------|
| Accounts payable:                |             |
| Trade                            | \$171,746   |
| Construction/retainage           | \$338,869   |
| Accrued payroll                  | \$73,051    |
| Accrued interest                 | \$118,058   |
| Unearned revenue                 | \$12,253    |
| Current portion of notes payable | \$2,892,195 |
| Total current liabilities        | \$3,606,172 |

#### Noncurrent liabilities:

|                              |              |
|------------------------------|--------------|
| Accrued compensated absences | \$232,229    |
| OPEB liabilities             | \$2,900,612  |
| Net pension liability        | \$1371,878   |
| Notes payable                | \$24,269,688 |
| Total noncurrent liabilities | \$28,774,688 |
| Total liabilities            | \$32,380,879 |

### DEFERRED INFLOWS OF RESOURCES

|   |           |
|---|-----------|
| Deferred credits  | \$447,928 |
| Deferred inflows of resources related to other post employment benefits | \$144,736 |
| Total deferred inflows of resources                                     | \$592,664 |

### NET POSITION

|                                  |              |
|----------------------------------|--------------|
| Net investment in capital assets | \$76,709,682 |
| Unrestricted                     | \$363,571    |
| Total net position               | \$77,093,253 |

## KEY 2021 PROJECTS

- Replace water pipe and sewer pipe on Highland Avenue
- Begin project to replace failed sewer pipe under Kennebec River
- Survey Front Street, Green Street and Drew Street for 2022 projects
- Continue to monitor PFAS developments
- Continue to pursue disposition of Carleton Pond property

Back to 1903, when the Augusta Water District utility that owns, operates and maintains the Manchester and East Winthrop, the wastewater lines of Monmouth, Winthrop and Manchester. For details, please contact me if you ever have a District, thank you for your support!  
BTBaruck@GreaterAugustaUtilityDistrict.org

Bradley Sawyer, Augusta Voting Representative  
BSawyer@GreaterAugustaUtilityDistrict.org

Cecil Munson, Augusta Voting Representative  
CMunson@GreaterAugustaUtilityDistrict.org

Charlotte Warren, Hallowell Voting Representative  
CWarren@GreaterAugustaUtilityDistrict.org

Keith Luke, Augusta Non-Voting Representative  
KLuke@GreaterAugustaUtilityDistrict.org

Cary Colwell, Hallowell Non-Voting Representative  
CColwell@GreaterAugustaUtilityDistrict.org

Bob Corey, Treasurer  
Augusta Voting Representative  
BCorey@GreaterAugustaUtilityDistrict.org

Patrick Paradis, Clerk  
Augusta Voting Representative  
PParadis@GreaterAugustaUtilityDistrict.org

Kirsten Hebert, Augusta Voting Representative  
KHebert@GreaterAugustaUtilityDistrict.org

GreaterAugustaUtilityDistrict.org

# WATER QUALITY REPORTS


- **Obligatory in some form or fashion**
- ***"Who reads them?"* You'd be surprised...**
- **Show the *story* of your water quality: photos, infographics, etc.**



# Water Quality Report



## 2020 DRINKING WATER QUALITY REPORT



### Where does my water come from?

In 2020, your drinking water came from one of the following wells in Augusta:

- Brookside Well, 137 MG (million gallons)
- Triangle Well, 134 MG
- South Well, 119 MG
- Riverside North, 101 MG
- Riverside South, 16 MG

In 2020, over 500 million gallons of water were supplied from the five wells. The average flow was 1.58 million gallons of water pumped every day.

### Testing for the future

The Maine Drinking Water Program (DWPP) has evaluated all public water supplies as part of the Source Water Assessment Program (SWAP). The assessments are designed to predict the likelihood of our drinking water sources being contaminated by human activities in the future. Assessments examine geology, hydrology, land uses, water quality, and the extent of testing information, and the extent of land ownership or protection by local ordinance. Results are available at public water suppliers, town offices, and the DWPP. For more information about the SWAP, please contact the DWPP at (207) 387-2070.

Greater Augusta Utility District  
12 Williams Street | Augusta, ME 04330  
Contact: [GreaterAugustaUtilityDistrict.org](mailto:GreaterAugustaUtilityDistrict.org)  
[GreaterAugustaUtilityDistrict.org](mailto:GreaterAugustaUtilityDistrict.org)  
(207) 622-3701

### ENJOY WITH CONFIDENCE

Greater Augusta Utility District is pleased to present positive results from our 2020 assessment of the public drinking water supply we manage. Levels of potential contaminants in source water were all below the levels we target to safeguard your health. Levels of substances that may affect taste were also well within our standards.

We hope you find this Report informative. Please contact us with any questions at (207) 622-3701 or [contact@greateraugustautilitydistrict.org](mailto:contact@greateraugustautilitydistrict.org).

**Lead & Copper:** Elevated levels of lead can cause serious health problems, especially for pregnant women and young children. The primary source is materials and components associated with service lines and home plumbing.

The District's lead and copper tests showed levels that were below the regulatory action levels. While we are responsible for delivering high quality drinking water to each property, we cannot control the variety of materials used in plumbing components on the property. You can minimize the potential for lead exposure by flushing your tap for 30 seconds to two minutes before using the water for drinking or cooking.

If you are concerned about lead in your water, you may wish to have your water tested. For more information, visit [www.epa.gov/safewater/lead/](http://www.epa.gov/safewater/lead/).

The District tests for lead and copper in accordance with the Safe Drinking Water Act.

### WHAT'S IN THE WATER?

All sources of drinking water (both tap water and bottled water) are fed by rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and radioactive material, and can pick up substances resulting from human or animal activity.

In order to ensure that tap water is safe to drink, EPA prescribes regulations limiting the amount of certain contaminants in water provided by public water systems, as well as in bottled water. Contaminants that may be present in source water include:

1. Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.
2. Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
3. Pesticides and herbicides, which may come from a variety of sources: agriculture, urban storm water runoff and residential uses.
4. Organic chemical contaminants, including petroleum and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.
5. Radioactive contaminants, which can be naturally occurring or the result of oil and gas production and mining activities.

Sodium hypochlorite is added to help protect teeth. Carus 8100 is added to reduce lead and copper levels.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbial contaminants are available at: [www.epa.gov/cdc/forms/contact-us-about-consumer-confidence-reports](http://www.epa.gov/cdc/forms/contact-us-about-consumer-confidence-reports)

EPA/CDC guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbial contaminants are available at: [www.epa.gov/cdc/forms/contact-us-about-consumer-confidence-reports](http://www.epa.gov/cdc/forms/contact-us-about-consumer-confidence-reports)

| Contaminant            | Result | Sample Date | Major Source in Drinking Water  |
|------------------------|--------|-------------|---|
| Radon (pCi/L) - Note 5 | 4,000  | 3/17/20     | Erosion of natural deposits. Runoff from orchards, glass and electronics production wastes.   |
| Uranium-238 (ppb)      | 0      | 4/9/20      | Discharge from drilling wastes. Discharge from metal refineries. Erosion of natural deposits. |
| Herbicides             | 0      | 3/17/20     | Discharge from steel and pulp mills. Erosion of natural deposits.                             |
| Pesticides             | 0      | 6/24/20     | Runoff from fertilizer use. Leaching from septic tanks. Sewage. Erosion of natural deposits.  |
|                        | 0.025  | 9/9/20      | Erosion of natural deposits.  |
|                        | 1.2    | 3/17/20     | Erosion of natural deposits.  |
|                        | 2.3    | 9/9/20      | Erosion of natural deposits.  |
|                        | 0.014  | 4/26/14     | Erosion of natural deposits.  |
|                        | 4.3    | 3/17/20     | Erosion of natural deposits.  |
|                        | 0.11   | 9/9/20      | Erosion of natural deposits.  |
|                        | 0.71   | 3/20/19     | Erosion of natural deposits.  |
|                        | 999    |             |   |
|                        | 2.3    |             |   |

In 2020, our system was granted a "Synthetic Organic Chemical Waiver" This is a three year exemption from the monitoring/reporting requirements for the following industrial chemical(s): Toxaphene/Chlordane/PCB, Herbicides, Carbamate Pesticides, Semivolatile Organics. This waiver was granted due to the absence of these potential sources of contamination within a half mile radius of the water source(s).

## GREATER AUGUSTA UTILITY DISTRICT-2020 DRINKING WATER QUALITY REPORT

| Sample Date | Running Annual Average PPM (RAA) | Range PPM | Major Sources in Drinking Water            |
|-------------|----------------------------------|-----------|--|
| 1/20        | 1.00                             | 0.59-1.25 | By-product of drinking water chlorination. |
| 9/20        | 95                               | 0.75-1.3  | By-product of drinking water chlorination. |

| Sample Date | Noticeable Effects Above the Secondary MCL                         |
|-------------|--|
| 4/9/20      | Salty taste.   |
| 4/9/20      | None.  |
| 4/9/20      | None.  |
| 4/9/20      | Sodium is very low.  |
| 4/9/20      | Metallic taste.  |
| 4/9/20      | Salty taste.   |
| 4/9/20      | Rusty color, sediment, metallic taste; reddish or orange staining. |

The District's water is classified as "hard" to "very hard" according to USGS guidelines.

### 2020 DRINKING WATER QUALITY REPORT

| Contaminant Level      | Results     | Sample Date  | Major Source in Drinking Water              |
|------------------------|-------------|--------------|---|
| 50%                    | 0 pos       | 2020         | Naturally present in the environment.       |
| 29.2 Range (29.2-30.2) | LRAA (2020) |              | By-product of drinking water chlorination.  |
| 3 Range (0-5.9)        | LRAA (2020) |              | By-product of drinking water chlorination.  |
| 1.3                    | 0.32        | 7/1-12/31/19 | Corrosion of household plumbing system.     |
| 15                     | 1.1         | 7/1-12/31/19 | Corrosion of household plumbing system.     |
|                        | 0.7         | 12/9/20      | Water additive which promotes strong teeth. |

### 2020 DRINKING WATER QUALITY REPORT

of positive samples, for water systems that take less than and HAA5) are formed as a by-product of drinking water with naturally occurring organic matter in water.

10% of the tests must be equal to or below the action level. maintained between 0.5 to 1.2 ppm. The optimum level is

enic, if it contains between 5 to 10 ppb you should know possible health effects against the costs of removing it. Low levels of arsenic, which is a mineral known to cause th effects such as skin damage and circulatory problems.

risk for infants of less than six months of age. High nitrate s may rise quickly for short periods of time because of uld ask advice from your health provider.

26 and 228. Action level over 15 pCi/L requires testing for results = net gross alpha.

(MEC) for radon in drinking water at 4000 pCi/L, effective 1. It is also advisable to test indoor air for radon.

## MORE INFORMATION

is produced for all drinking water customers of the Greater Augusta Utility District. For more information about the quality of your water or the District, please go to [UtilityDistrict.org/Drinking-Water](http://UtilityDistrict.org/Drinking-Water) or call us at (207) 622-3701 (M-F, 7:00 A.M. to 4:00 P.M.).

Augusta Utility District is part of the City of Augusta. But, in fact, it is a utility that owns, operates and maintains four distinct systems to handle your supply drinking water; a wastewater collection system; a stormwater collection plant. We service all systems in Augusta; the drinking water in Manchester, the wastewater collection and treatment for Monmouth, Winthrop and Manchester. In addition of supplying our customers with clean, safe and plentiful drinking water, ask you for your support!

Barbuck, General Manager | [Barbuck@GreaterAugustaUtilityDistrict.org](mailto:Barbuck@GreaterAugustaUtilityDistrict.org)

### TRUSTEES

Trustees, as spelled out by the operation of the District, performance, sets rates and for projects.

seven with voting rights; and one each from Hallowell and appointed by the Mayor of Hallowell.

The Board meets monthly for the date and time of each can also find minutes and videos most meetings live on CTV-7.

|   |  |
|---|--|
|    | Bradley Sawyer, Augusta Voting Representative<br><a href="mailto:BSawyer@GreaterAugustaUtilityDistrict.org">BSawyer@GreaterAugustaUtilityDistrict.org</a>            |
|    | Cecil Munson, Augusta Voting Representative<br><a href="mailto:CMunson@GreaterAugustaUtilityDistrict.org">CMunson@GreaterAugustaUtilityDistrict.org</a>              |
|   | Patrick Paradis, Augusta Voting Representative & Clerk<br><a href="mailto:PParadis@GreaterAugustaUtilityDistrict.org">PParadis@GreaterAugustaUtilityDistrict.org</a> |
|  | Keith Lake, Augusta Non-Voting Representative<br><a href="mailto:KLake@GreaterAugustaUtilityDistrict.org">KLake@GreaterAugustaUtilityDistrict.org</a>                |
|  | Cary Colwell, Hallowell Non-Voting Representative<br><a href="mailto:CColwell@GreaterAugustaUtilityDistrict.org">CColwell@GreaterAugustaUtilityDistrict.org</a>      |
|  | Charlotte Warren, Hallowell Voting Representative<br><a href="mailto:CWarren@GreaterAugustaUtilityDistrict.org">CWarren@GreaterAugustaUtilityDistrict.org</a>        |

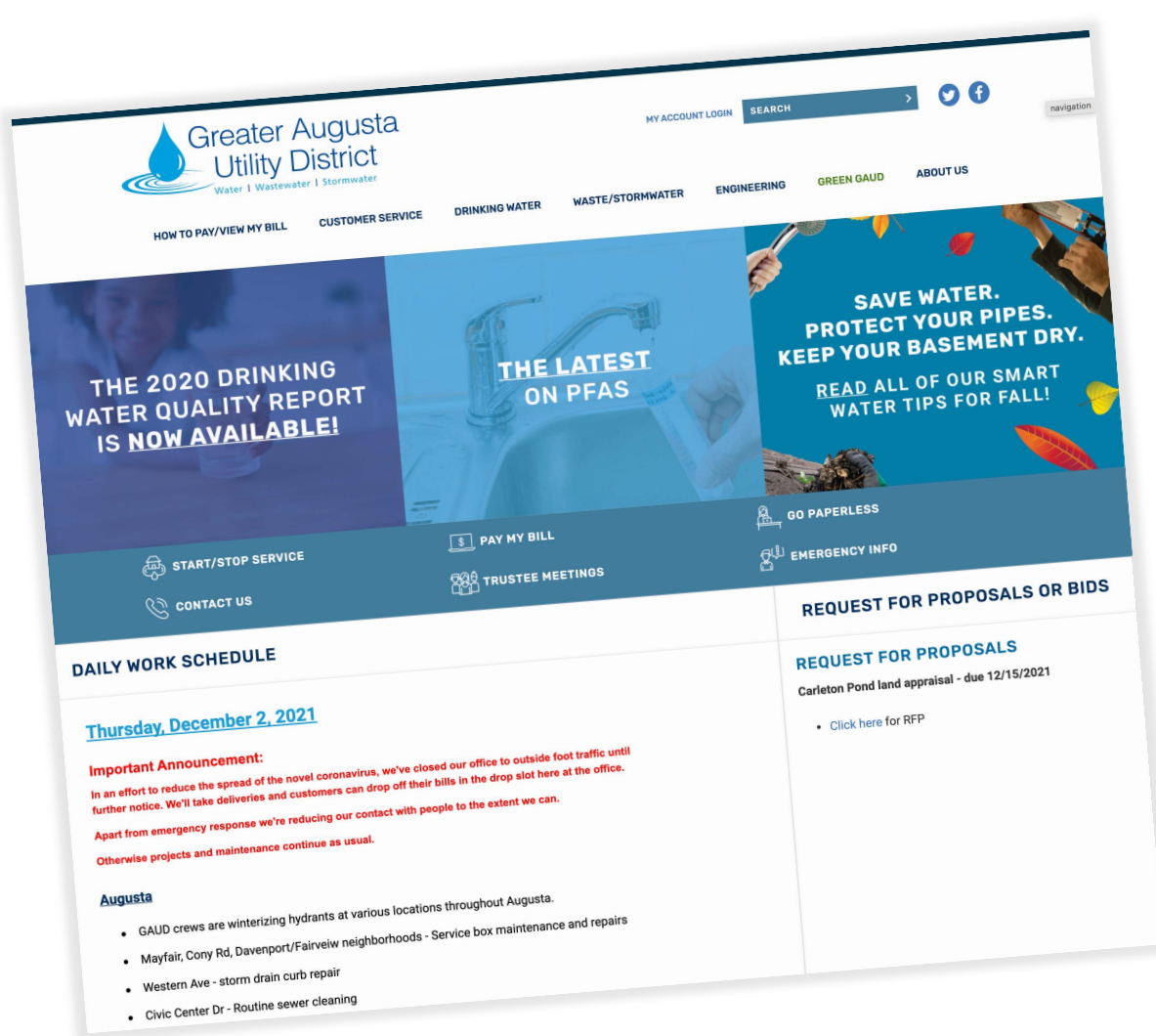
# MEETING BROADCASTS

- **Open up your Board meetings**
- **The normalcy of Zoom calls**
- **Publicize your meetings on your website, in social media, in newsletters, *everywhere***
- **The goal is transparency in your public interactions**

# WEBSITE

- **The spinal column for all of your communications efforts**
- **Archiving historical material**
- **Develop a site that you can manipulate and change easily *at your end***
- **Your website is dynamic, and requires regular care and updating**

# Website



# EMAIL

- **Excellent for quick communications to your ratepayers**
- **Consider Constant Contact, Mailchimp or a similar service, especially for their analytics**
- **Set a frequency for mailings, or only when there is significant news**



# **SOCIAL MEDIA**

- **Where everybody hangs out, these days**
- **Determine which platforms work best for you**
- **Consolidate all sorts of information: business, official, social**
- **Your social media reflects your culture**

# Facebook Posts

**Greater Augusta Utility District**  
November 6 at 7:00 AM · 🌐

Here's a picture of one of our crews laying down some pipe last week. No, no, no, no, no! It's a picture of a crew out in Idaho laying down some pipe in the 19th century. Wooden pipe! Wow.



 Reach More People With This Post

You could reach up to 284 people daily by boosting your post for \$14.

 🤔 😮 🤔

12

1 Comment 1 Share

**Greater Augusta Utility District**  
August 9 · 🌐


Andy Begin and Brian Tarbuck, our Assistant General Manager and General Manager. Ready to answer your water questions or spout movie quotes. Andy notes that, in this photo, Brian is apparently standing on a box....




 🤔 😮 🤔


Meredith Strang Burgess and 17 others

1 Comment 1 Share

**Greater Augusta Utility District**  
September 24 · 🌐


Fire hydrants are like icebergs: you typically only see the upper portion. We've been replacing our hydrants lately, and here's what they look like from the colorful top to the subterranean bottom.




 🤔 😮 🤔


Meredith Strang Burgess and 18 others

1 Comment 3 Shares

**Greater Augusta Utility District**  
August 30 · 🌐

"Our own Phyllis Rand, GAUD'S Water Quality Coordinator, has for a long time been a Red Cross volunteer. Twelve times she has volunteered to serve in disaster zones across America, from wildfires out West to tornadoes down South. Her service is something you can do, too. Watch her story at <https://www.newscentermaine.com/.../97-592cfcfb-fd00-4a4b...>"



 🤔 😮 🤔

1 Share



# **PUBLIC RELATIONS**

- **Your local media is and should be your friend**
- **Learn who your local reporters and contacts are, and nurture them**
- **Remember: water is always a good story—but any issue can become a BIG story**

**GOOD CUSTOMER  
COMMUNICATIONS =**  
*Do some of these things.*

**GREAT CUSTOMER  
COMMUNICATIONS =**  
*Do all of these things!*



# **TRACKING AND ACCOUNTABILITY**

- **You're accountable to management, your Board and your ratepayers**
- **Track web/digital/social media statistics**
- **Evaluate, report & improve regularly**

**ANY QUESTIONS?**

**Randi Taylor**

RTaylor@GreaterAugustaUtilityDistrict.org

**Meredith Strang Burgess**

Meredith@BurgessAdv.com