



**Kennebec Water District Board of Trustees
Regular Meeting
Thursday, October 2, 2025 – 7:30 AM
131 Drummond Avenue, Waterville, ME and Via Zoom**

AGENDA

1. Introduction of guests
2. Review and approve minutes of regular meeting of September 18, 2025
3. Review and approval of account warrant
4. Presentations and discussion about non-conforming and new water services
5. Approvals/motions needed:
 - a. Adoption of policy for addressing non-conforming water services
 - b. Adoption of policy for subsidizing new water services
 - c. Approval of cost-of-living adjustment for salaries effective January 1, 2026
6. General Manager report
7. Department reports
8. Trustee comments, concerns, and/or ideas
9. Public participation
10. As needed: Executive session 1 MRS §405. 6.
11. Adjournment

**KENNEBEC WATER DISTRICT
REGULAR BOARD OF TRUSTEES MEETING
THURSDAY – SEPTEMBER 18, 2025 at 7:30 AM**

The meeting was called to order at 7:35 a.m. by President Richards.

Trustees present: Frank Richards, President; Ben Murray, Vice-President; Jeff Earickson, Treasurer; J. Michael Talbot, Assistant Treasurer; Sarah Whateley, Clerk; Mark McCluskey, Trustee; Allan Fuller, Trustee

Trustees absent: Amy Stabins, Trustee; Matthew Bulmer, Trustee

Also present: Roger Crouse, KWD General Manager; Amy Dyer, KWD Finance Manager; Matt Zetterman, KWD Engineering Manager; Jared Bragdon, KWD Distribution Manager (Remote Access); Robbie Bickford, KWD Water Quality Manager (Remote Access); Max Kenney, KWD Senior Project Manager; Lucas Ramsey, KWD IT Technician (Remote Access); Sue Markatine, KWD Recording Secretary

ITEM 1: INTRODUCTION OF GUESTS

Mr. Nate Quirion, Winslow resident and KWD customer, (joined the meeting at 7:30 a.m. and left the meeting at 7:50 a.m.).

ITEM 2: REVIEW AND APPROVE THE MINUTES OF THE REGULAR BOARD OF TRUSTEES' MEETING OF AUGUST 7, 2025

Motion by Trustee Talbot, "to accept the minutes of the Regular Board of Trustees' meeting of August 7, 2025," seconded by Trustee McCluskey.

Vote: 6 in favor, Trustee Murray abstained, motion carried.

ITEM 3: REVIEW AND APPROVAL OF ACCOUNT WARRANT

Motion by Trustee Earickson, "to ratify the September 18, 2025 total warrant of checks released for \$933,002.89," seconded by Trustee Talbot.

Vote: Motion carried unanimously.

At this time, Mr. Quirion provided testimony and submitted a picture and expense estimates to clean up his garage area, storage room area, and driveway area which were damaged by sediment and water due to a water main break. Mr. Crouse explained that a claim for this damage was submitted to KWD's insurance carrier; however, due to the Maine Tort Claims Act, KWD was not found liable, and the claim was denied. Mr. Quirion also submitted this claim to his insurance carrier; however, the claim was also denied.

Motion by Trustee Earickson, "to reimburse Mr. Quirion for up to \$2,500.00 for actual clean up expenses incurred," seconded by Trustee Talbot.

Mr. Quirion answered questions as the Trustees discussed this situation.

Motion by Trustee Earickson, "to move the question," seconded by Trustee Talbot.

Vote: 6 in favor, Trustee Fuller opposed, motion carried.

Vote on original motion: 6 in favor, Trustee Fuller opposed, motion carried.

ITEM 4: REVIEW OF JULY AND AUGUST 2025 FINANCIAL REPORTS

The Trustees were provided with the July and August 2025 Financial Statements and Accounts Receivable Aging Reports, and a brief review was conducted.

On behalf of the Board members, President Richards thanked Ms. Dyer for the review of the financial statements.

ITEM 5: CONTINUATION OF DISCOUNTED WATER RATE FOR MAINE WATER COMPANY – OAKLAND DIVISION

Mr. Crouse began by reviewing the history of how Maine Water Company, which provides water for a portion of the Town of Oakland, became a customer of KWD and the interconnection agreement between the two. Presently, there is a contract discounting the water sales by \$0.20 per 100 cubic feet between KWD and Maine Water Company. This five-year contract is set to expire in November 2025. During the 2020 contract discussion, the Board expressed a desire to consider phasing out the \$0.20 per 100 cubic feet discount in 2025. Mr. Crouse mentioned he has been in contact with Mr. Mark Vannoy, President of the Maine Water Company, and he is aware there is a possibility the discount will be phased out.

Motion by Trustee Earickson, “to terminate the agreement with Maine Water Company – Oakland Division as of November 7, 2025,” seconded by Trustee Talbot.

Vote: Motion carried unanimously.

ITEM 6: PRESENTATION ABOUT NON-CONFORMING AND NEW WATER SERVICES

Mr. Zetterman and Mr. Kenney conducted part one of a PowerPoint presentation explaining the circumstances of, challenges of, and necessity for corrective measures for non-conforming customer services. (Part two of the presentation for subsidizing new water services will be conducted at the October 2, 2025, meeting.) This presentation was a means to explain the need for a policy for correcting non-conforming services with KWD funds. Mr. Zetterman and Mr. Kenney have been in contact with the Maine Public Utilities Commission to ensure this policy is within compliance.

There was a lengthy question and answer period regarding the details of this potential policy followed by a motion to table agenda Items 7. A. and 7. B. for continued discussion at the October 2, 2025, meeting.

Motion by Trustee Earickson, “to table agenda item 7. A. Adoption of Policy for Addressing Non-Conforming Water Services and agenda item 7. B. Adoption of Policy for Subsidizing New Water Services,” seconded by Trustee Fuller.

Motion carried unanimously.

ITEM 7: APPROVALS/MOTIONS NEEDED

A. Adoption of Policy for Addressing Non-Conforming Water Services

This agenda item was tabled.

B. Adoption of Policy for Subsidizing New Water Services

This agenda item was tabled.

C. Payments to Tyler Technologies for Annual Application Services (Licensing, Software as a Service, etc.) for Software used for Billing, General Ledger, Payroll, Record Retention, Asset Management, etc. – \$60,182.73 a five-percent increase over 2024 (2024 Payment – \$57,316.89)

Mr. Crouse informed the Trustees that the renewal fee with Tyler Technologies for the annual software application services is now due. The contract includes support, upgrades, information back-up, and security services.

Motion by Trustee McCluskey, “to authorize the payment to Tyler Technologies for the annual software application services in the amount of \$60,182.73,” seconded by Trustee Fuller.

Vote: Motion carried unanimously.

D. Approval of Proposed Changes to KWD’s Salary Administration Policy

The Trustees were provided with a request for authorization memo to approve the changes to the Salary Administration Policy and a copy of the potential new policy. Mr. Crouse reviewed that KWD adopted the first Salary Administration Policy in September 2020 which included a provision to solicit a compensation market rate comparison every three to five years. In March 2025, KWD entered an agreement with Career Management Associates (CMA) to evaluate KWD employees’ compensation versus the market. In addition, a Compensation Study Committee consisting of Trustee Richards, Trustee Fuller and KWD staff was formed. Mr. Crouse explained the proposed changes to the Salary Administration Policy which resulted from the study and committee findings and answered questions from the Board members. Trustee Richards and Trustee Fuller also commented on CMA’s sophistication of knowledge and the constructive and effective process to determine the salary revisions.

Motion by Trustee Earickson, “to approve the changes to the Salary Administration Policy which includes the changes proposed through the Career Management Associates compensation study,” seconded by Trustee McCluskey.

Vote: Motion carried unanimously.

E. Approval of Bond Resolution for Borrowing for Service Line Investigation Work - \$410,000

The Trustees were provided with the borrowing resolution for the Service Line Inventory Project for their review. (See full resolution following conclusion of the minutes.) These projects are required by the U. S. Environmental Protection Agency’s Lead and Copper Rule Revisions and Lead and Copper Rule

Improvements to identify and verify the material composition for KWD owned service lines and customer owned service lines. Mr. Crouse reviewed the details of this interim loan, explaining the funds are for both past project work and future project work, and answered questions from the Board members.

Motion by Trustee McCluskey, “to adopt the 2025 Maine Municipal Bond Bank Service Line Inventory Project Resolution for \$410,000.00,” seconded by Trustee Earickson.

Vote: Motion carried unanimously.

F. Approval of Agreement for Pavement Restoration

The Trustees were provided with a request for authorization memo which included a proposal from one bidder (KWD solicited eight firms) for pavement restoration work due to a water main break on the Skowhegan Road in Fairfield.

Motion by Trustee Fuller, “to accept the bid from Bard and Sons Paving to complete pavement restoration work on the Skowhegan Road, Fairfield, for \$21,500.00,” seconded by Trustee McCluskey.

Vote: Motion carried unanimously.

ITEM 8: GENERAL MANAGER’S REPORT

The Trustees were provided with the General Manager’s report for their review.

ITEM 9: DEPARTMENT REPORTS

As part of their Board packet, the Trustees were provided with the Monthly Department Reports prepared by the respective managers.

ITEM 10: TRUSTEE COMMENTS, CONCERNS, AND/OR IDEAS

None

ITEM 11: PUBLIC PARTICIPATION

None

ITEM 12: AS NEEDED: EXECUTIVE SESSION – 1 MRS §405. EXECUTIVE SESSION

None

ITEM 13: ADJOURNMENT

Motion by Trustee Talbot, “to adjourn the meeting,” seconded by Trustee McCluskey.

Vote: Motion carried unanimously.

Meeting adjourned at 9:21 a.m.

Sue Markatine, Recording Secretary

KENNEBEC WATER DISTRICT**2025 Maine Municipal Bond Bank –Service Line Inventory Project (\$410,000.00)**

The Kennebec Water District (the “**District**”) hereby resolves as follows:

1. Pursuant to Chapter 200 of Private and Special Laws of 1899, as amended, the District is hereby authorized to borrow up to the aggregate principal amount of Four Hundred Ten Thousand and 00/100 Dollars (\$410,000.00) (the “**Loan**”) from the Maine Municipal Bond Bank, Augusta, Maine (the “**Bond Bank**”), with up to Two Hundred Twenty Five Thousand and 00/100 Dollars (“\$225,500”) in loan forgiveness, subject to approval from the Bond Bank, and to execute and implement a Loan Agreement with the Bond Bank in the form prescribed by the Bond Bank (the “**Loan Agreement**”) for the purpose of financing the District’s Service Line Inventory Project, together with related costs and expenses, including the costs of issuance (collectively, the “**Project**”).
2. Pursuant to the Loan Agreement, and as evidence of the Loan, the District is hereby authorized to issue and sell to the Bond Bank interest bearing and/or non-interest bearing note(s) or bond(s) of the District in the aggregate principal amount of up to Four Hundred Ten Thousand and 00/100 Dollars (\$410,000.00) (the “**Bonds**”).
3. The Bonds shall bear such date or dates as the Bond Bank shall request, bear such interest rate or rates, be in such denominations, maturities, and be redeemable at such price or prices, all as shall be set forth in the Loan Agreement and the Bonds, and as may hereafter be determined by the Treasurer and the President of the Board of Trustees to be necessary or advisable, the execution of the Loan Agreement and the Bonds to be conclusive evidence of their determination of the terms and provisions thereof.
4. Each of the Bonds shall bear on its face the words “Kennebec Water District” and shall be signed by the Treasurer and shall be countersigned by the manual or facsimile signature of the President of the Board of Trustees of the District, and shall be in substantially the same form as prescribed in the Loan Agreement or otherwise as prescribed by the Bond Bank.
5. In anticipation of the Bonds heretofore authorized, the District is also hereby authorized to borrow the aggregate principal amount of up to Four Hundred Ten Thousand and 00/100 Dollars (\$410,000.00) from the Bond Bank for the Project (the “**SRF Interim Loan**”); (ii) to execute and deliver a Loan Agreement with the Bond Bank in the form prescribed by the Bond Bank (the “**SRF Interim Loan Agreement**”) for the SRF Interim Loan; and (iii) to execute and deliver to the Bond Bank a note in anticipation of the Bonds in the aggregate principal amount of up to Four Hundred Ten Thousand and 00/100 Dollars (\$410,000.00) (the “**SRF Interim Note**”) for the Project, in the form prescribed by the Bond Bank. The SRF Interim Note shall be sold at the par value thereof to the Bond Bank, bear interest at a rate determined by the Bond Bank, and shall mature upon the issuance of the Bonds, or 12 months from the date of the SRF Interim Note, whichever occurs first. The SRF Interim Loan and SRF Interim Note shall contain such other terms and provisions as may hereafter be determined by the Treasurer and President of the Board of Trustees to be necessary or advisable, their execution of the SRF Interim Loan Agreement and the SRF Interim Note to be conclusive evidence of their determination of the terms and provisions thereof.

6. The SRF Interim Note shall bear on its face the words “Kennebec Water District” and “General Obligation Note” and shall be signed by the Treasurer and shall be countersigned by the manual or facsimile signature of the President of the Board of Trustees of the District.
7. The District covenants to establish, maintain, revise, and collect rates and charges for water services furnished by the District sufficient to provide revenues to pay when due current expenses of operating and maintaining the water system; to pay when due interest on the outstanding indebtedness of the District incurred or assumed for District purposes; and to pay or provide for the payment of all indebtedness created or assumed by the District.
8. All actions taken to date by the Board of Trustees and the officers of the District with respect to the authorization, execution, issuance, and/or sale, as applicable, of the Project, the Loan Agreement, the Loan, the Bonds, the SRF Interim Note, the SRF Interim Loan, and the SRF Interim Loan Agreement, and that are not inconsistent with the foregoing resolutions, are hereby ratified and confirmed. The President of the Board of Trustees, Treasurer, General Manager, and other officers of the District are, and each of them singly is, hereby authorized to take such action, and to execute and deliver the following with respect to the Bonds and with respect to any SRF Interim Note (and we hereby ratify the execution and delivery of any such documents that have previously been executed and delivered on behalf of the District): a Signature and No Litigation Certificate, and such additional documents, certificates and instruments and any amendments thereto as may be deemed by them as necessary or appropriate to effectuate the issuance of the Bonds and SRF Interim Note heretofore authorized.
9. Any prior resolutions of the Trustees restricting the amount of authorized loans or issuance of bonds and notes, to the extent they conflict with the foregoing resolutions, are hereby superseded.

A. ACCOUNT WARRANT OCTOBER 2, 2025

NO.	CHECK DATE	VENDOR NAME	DESCRIPTION	DOLLAR AMOUNT
1	09/12/2025	ANYWHERE'S, LLC	CHAIRS & TABLES RENTAL-ALL-STAFF MTG	440.00
2	09/12/2025	AQUA BACKFLOW, INC.	PROGRAM MANAGEMENT SERVICE	637.50
3	09/12/2025	CAPITAL ONE TRADE CREDIT-AUBUCHON	LAWN SEED	119.99
4	09/12/2025	CDM SMITH, INC.	PFAS MITIGATION DESIGN SERVICES	13,314.25
5	09/12/2025	TOWN OF CHINA	ANNUAL REAL ESTATE TAXES	1,028.43
6	09/12/2025	CINTAS	EMPLOYEES UNIFORM/CLOTHING SERVICE	173.92
7	09/12/2025	CORE & MAIN LP	10-1 1/2" METERS/10 2" METERS	49,042.70
8	09/12/2025	DIG SAFE SYSTEM, INC.	MONTHLY COST OF OPERATIONS	843.17
9	09/12/2025	GREEN ROCK INVESTMENTS, LLC	REFUND-FINAL WATER BILL PAID TWICE	109.69
10	09/12/2025	HUSSEY COMMUNICATIONS, INC.	MONTHLY INTERNET SERVICE	182.00
11	09/12/2025	INFOSEND, INC.	MONTHLY BILL PROCESSING & MAILING	2,275.36
12	09/12/2025	KENNEBEC EQUIPMENT - FAIRFIELD	FORKLIFT PROPANE	28.90
13	09/12/2025	TREASURER, STATE OF MAINE-HETL	WATER TEST	30.00
14	09/12/2025	CARPARTS DIST. CENTER-MOTOR SUPPLY	FILTERS/OIL-MULTIPLE GENERATORS	1,726.30
15	09/12/2025	PINE TREE WASTE, INC.	PORTAPOTTY RENTAL/RUBBISH REMOVAL	379.00
16	09/12/2025	THE SHERWIN-WILLIAMS COMPANY	PAINT ROLLERS	41.55
17	09/12/2025	UNION OFFICE INTERIORS	5 CHAIRS-WTP	1,475.00
18	09/12/2025	UNIVAR SOLUTIONS	HYDROFLUOSILICIC ACID-WTP	4,400.00
19	09/12/2025	VERIZON	MONTHLY VEHICLE DATA SERVICE	303.20
20	09/12/2025	F.W. WEBB COMPANY	WATER SYSTEM REPLACE ITEMS/POLYWRAP	9,440.26
21	09/15/2025	FLORES & ASSOCIATES	HEALTH INS. DEDUCTIBLE REIMBURSEMENT	22.55
22	09/15/2025	DIVVY-VISA CARD	CABLE PULL STRING/RUBBER GLOVES/ FACE SHIELDS/BATTERY BACKUP/BATTERIES/MEETING FOOD/NEWWA MEMBERSHIP/CAR WASH CLEANER/FACILITY SUPPLIES/SAMPLE SHIPPING CHGS/SHOP SUPPLIES/COPY PAPER/ TONER/NEWWA ANNUAL CONFERENCE/OFFICE SUPPLIES/MWUA TECH FIELD DAY/ GARAGE SUPPLIES/CLEANING SUPPLIES/TRAINING SEMINAR/LONGEVITY AWARDS/ GOOGLE WORKSPACE/CALIBRATION GAS BLEND/MICROSOFT SUBSCRIPTIONS/TRUSTEE DEPARTURE GIFT/MAINTENANC SUPPLIES/SIGNS/SCADA PLC/TAPE/ORG DOMAIN RENEWAL/ NOTARY STAMP/MNTHLY PHONE SERVICE/CHLORINE TEST STRIPS/GAS/SIM CARD	7,285.77
23	09/18/2025	PAYMENTUS	MINTHLY CUSTOMER CC TRANSACTIONS FEES	3,842.49
24	09/18/2025	ADVANCED ANALYTICAL SOULTIONS, LLC	LAB DEMO-CAPABILITY COMPLIANCE REQUIRE.	1,256.04
25	09/18/2025	AMERICAN CONCRETE INDUSTRIES	HEADWALL FOR LAGOON DISCHARGE PROJECT	930.00
26	09/18/2025	CAYER SECURITY SERVICES, INC.	SECURITY SYSTEM UPGRADE-WTP	5,852.97
27	09/18/2025	CENTERLINE UTILITIES	MONTHLY KWD LOCATES	4,018.19
28	09/18/2025	CINTAS	EMPLOYEES UNIFORM/CLOTHING SERVICE	157.78
29	09/18/2025	CORE & MAIN LP	2-6-INCH METERS	14,877.86
30	09/18/2025	CSX TRANSPORTATION	EASEMENT FEE-WATERVILLE PIPE	819.46
31	09/18/2025	DOSTIE'S TOWING WATERVILLE	OIL CHANGE/ROTATE TIRES-1 VEHICLE	142.90
32	09/18/2025	GAGNE & SON BELGRADE	CONCRETE SEALER	318.72
33	09/18/2025	GONETSPEED	MONTHLY INTERNET SERVICE	114.90
34	09/18/2025	HACH COMPANY	LABORATORY LASER TURBIDIMETER-WTP	4,997.97
35	09/18/2025	LEIGHTON SIGN WORKS	ENGRAVED PLAQUE	95.00
36	09/18/2025	PD INDUSTRIES, INC.	HEAT SENSOR REPLACEMENT -WTP	1,149.00
37	09/18/2025	MESSALONSKEE STREAM HYDRO, LLC	ENERGY CREDITS	229.70
38	09/18/2025	FANADO PELOTTE CONTRACTOR	CONTRACTOR SERVICES-VARIOUS LOCATIONS	7,048.75
39	09/18/2025	PORTLAND PAPER PRODUCTS	TISSUE SUPPLIES	343.74
40	09/18/2025	PROSEAL, LLC	PAVEMENT PATCHES-VARIOUS LOCATIONS	6,698.93
41	09/18/2025	THE SHERWIN-WILLIAMS COMPANY	PAINT SUPPLIES	129.23
42	09/18/2025	DAVID MORIN	MONTHLY LAWN SERVICES-VARIOUS LOCATIONS	1,260.75
43	09/18/2025	STILES COMPANY	LARGE METER TESTING-2 DAYS	3,200.00
44	09/18/2025	SULLIVAN TIRE CO., INC.	2 TIRES FOR TRAILER-WTP	282.50
45	09/18/2025	US BANK WEALTH MGMT & INVEST. SVC	BOND PRINCIPAL & INTEREST	80,767.46
46	09/18/2025	TOWN OF VASSALBORO	ANNUAL REAL ESTATE TAXES	9,986.05

A. ACCOUNT WARRANT OCTOBER 2, 2025

NO.	CHECK DATE	VENDOR NAME	DESCRIPTION	DOLLAR AMOUNT
47	09/18/2025	CITY OF WATERTOWN	MONTHLY VEHICLE FUEL REIMBURSEMENT	2,321.18
48	09/18/2025	F.W. WEBB COMPANY	WATER SYSTEM REPLACE ITEMS/FREIGHT CHGS	2,953.20
49	09/19/2025	EASTWOOD CONTRACTORS, INC.	WATER MAIN REPLACEMENT-SUMMER STREET	524,576.33
50	09/25/2025	MAINE MUNICIPAL EMPS. HEALTH TRUST	MONTHLY HEALTH INSURANCE PREMIUMS	36,722.74
51	09/25/2025	NORTHEAST DELTA DENTAL	MONTHLY DENTAL INSURANCE PREMIUMS	1,062.10
52	09/25/2025	BRANN & ISAACSON	LEGAL SERVICES	466.00
53	09/25/2025	CENTRAL MAINE POWER	MONTHLY ELECTRICITY-DRUMMOND AVE	1,976.91
54	09/25/2025	CINTAS	EMPLOYEES UNIFORM/CLOTHING SERVICE	157.78
55	09/25/2025	GENERAL ALUM N.E. CORP.	ALUM-WTP	5,444.98
56	09/25/2025	HARCROS CHEMICALS, INC.	SODIUM HYPOCHLORITE-WTP	5,250.00
57	09/25/2025	HIGH TECH FIRE PROTECTION	ANNUAL FEE FOR SPRINKLER SYSTEM INSPECTION	1,080.00
58	09/25/2025	IDEXX DISTRIBUTION, INC.	LAB SUPPLIES-WTP	2,515.97
59	09/25/2025	KENNEBEC WATER DISTRICT	MEETING FOOD	41.69
60	09/25/2025	LYNNE M MIZNER	REFUND-CUSTOMER PAID BILL TWICE	92.15
61	09/25/2025	MAINE MUNICIPAL BOND BANK	LOANS-PRINCIPAL/INTEREST/ADMIN FEE	409,534.66
62	09/25/2025	MODERN PEST SERVICE, INC.	ANT INFESTATION TREATMENT	299.00
63	09/25/2025	CARPARTS DIST. CENTER-MOTOR SUPPLY	OIL/GREASE/FITTINGS/FILTERS	275.21
64	09/25/2025	NORTHEAST LABORATORY	WATER TEST	215.00
65	09/25/2025	ROKI REPAIR SHOP	COMMERCIAL TRAILER INSPECTION	100.00
66	09/25/2025	TYLER TECHNOLOGIES, INC.	ANNUAL APPLICATION SERVICES FEE	60,182.73
67	09/25/2025	USA BLUE BOOK	LAB SUPPLIES-WTP	663.15
68	09/25/2025	VERRILL	LEGAL SERVICES	602.00
TOTAL WARRANT				1,298,352.71



MEMO

September 18, 2025

To: Kennebec Water District Board of Trustees

From: Matt Zetterman, Engineering Manager; Max Kenney, Senior Project Manager

Cc: Roger Crouse, General Manager

Subject: Request for Approval of Proposed Correction of Non-Conforming Services Policy

Need/Background:

The Kennebec Water District (KWD) has dozens of water services that do not comply with the District's current Terms and Conditions. These services are referred to as "non-conforming" services. In some cases, services that were once compliant have become non-conforming due to changes in rules or standards. In other instances, services were originally allowed despite being non-conforming, often due to cost constraints or other considerations.

Correcting these non-conforming services is important because they pose operational and revenue collection challenges and barriers to future development. Some non-conforming services have been corrected when new developments occur or when the water mains feeding the services have been replaced. However, most non-conforming services will likely not be addressed through these methods. Generally, the non-conforming services do not meet the requirements outlined in Section 2.4 of our Terms and Conditions:

Each customer account and parcel will have a separate service line originating at a Utility owned water main and shutoff valve in accordance with the Utility's construction standards. The Customer shall pay for, install, own, and maintain the Customer's portion of the service pipe. If a public/private way or adjacent property/parcel must be crossed by the Customer's portion of the service pipe, the crossing must be legally and permanently accessible by the Customer and approved by the Utility.

A common example of a non-conforming service situation is a single water service at the KWD owned water main that splits after it reaches private property to serve two customers. While we can provide both customers with water this way, when one customer needs to be turned off (e.g. for non-payment or a leak on the private line), there is often no good way to leave the second customer with water.

Correcting Non-Conforming Services

Existing customers generally have little incentive to invest their own resources to correct the non-conforming services because it is KWD's responsibility to continue providing water to the customer (assume the customer pays for the service) regardless of the complexity of the service. Water main replacements will address some of these issues in the future, but this approach might delay the correction for decades.

To correct the existing non-conforming services in a timelier fashion, we are seeking Trustee approval of the attached Policy for Correcting Non-Conforming Services with KWD Funds. The policy will allow us to

be consistent with our approach and to prioritize the highest priority services. An annual funding allotment (approved as part of the annual budget) will enable KWD staff (and contractors where necessary) to modify several services each year. The actual number of projects that are completed on an annual basis would be dictated by the scale of the projects identified and the amount of money allocated during the capital budget.

Request:

We are requesting Trustee approval of the proposed Policy for Correcting Non-Conforming Services with KWD Funds.



Policy for Correcting Non-Conforming Services with KWD Funds

PURPOSE: To standardize KWD's approach for correcting non-conforming water services using KWD funds. Non-conforming services create risks for KWD including operational and revenue collection challenges and barriers to future development.

SCOPE: This policy applies to services and private mains that don't meet the requirements of KWD's Terms and Conditions or Chapter 65 of the Maine PUC rules. Correction of non-conforming service in conjunction with a KWD water main replacement project are generally financially supported through the larger project funding and are generally independent of this policy.

OWNER: Board of Trustees

RESPONSIBILITIES:

1. Board of Trustees: Approve annual budget appropriation associated with this policy.
2. Service Manager and Senior Project Manager: Responsible for maintaining a list of non-conforming services.
3. Service Manager, Senior Project Manager, Distribution Manager, and Engineering Manager: Responsible for reviewing and selecting projects on an annual basis based on the funding allocated in the budget for correcting non-conforming services.

DEFINITIONS:

1. Non-Conforming Service: Services and private mains that don't meet the requirements of KWD's Terms and Conditions or Chapter 65 of the Maine PUC rules.

POLICY/PROCEDURE:

While KWD may address non-conforming services during water main replacement projects, KWD, and the effected customers, would benefit from a regular effort to rectify non-conforming services outside of main replacement projects. To be consistent in identifying and prioritizing potential non-conforming service projects to invest in, the following criteria, priorities, and exclusions are identified below.

Funding

As part of the annual budget development process, the Engineering Manager will work with the Finance and General Managers to develop a budget request for Trustees to consider. Trustees may approve, modify, or deny the annual budget request. However, the appropriation will not be designated to specific projects. The Engineering Manager and Senior Project Manager, with approval of the General Manager, will recommend specific projects to be funded during the budget period. KWD will not require a cost share with the impacted customers other than for project components listed below. When the

Title: Policy for Correcting Non-Conforming Services with KWD Funds
Date of Original: 9/12/2025
Date of Revision:

SOP ID:
Revision:

use of a third-party contractor is necessary, Trustees need to approve the specific contract amount if the contract will exceed the General Manager procurement approval threshold (See Procurement Policy).

Appropriated funds not used during the budget period will lapse.

Prioritization

KWD will prioritize non-conforming service projects that meet the criteria below. These projects will be considered high priority projects:

- Improve KWD's ability to support water service for future customers
- Improve KWD's ability to loop the existing water distribution system
- Impacts more than two customers
- There's an immediate impact where one or more existing customers could lose water service

Exceptions:

- There are no viable high priority projects due to lack of interest from the impacted customers or there is insufficient funding
- A customer is willing to make a meaningful financial contribution for the improvement of the service

Exclusions

KWD will not use ratepayer funds to fund the following:

- Projects that allow a new customer requesting service to avoid paying for a main extension
- Upsize water mains to support increased demands of a customer

Project Components Generally Requiring Customer Cost Share

Project requiring the following will generally require customers to pay for a significant portion of these project components:

- Structures for master metering projects
- Easements through private property
- Internal plumbing modifications
- Water service installation outside of a public way or KWD owned easement area

ASSOCIATED DOCUMENTS:

KWD's Terms and Conditions

SUPERCEDED DOCUMENTS:

REVISION LOG:

Section	Page	Revision	Date	Description Of Change	Approved By
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Title: Policy for Correcting Non-Conforming Services with KWD Funds
Date of Original: 9/12/2025
Date of Revision:

SOP ID:
Revision:

APPENDICES:

Title: Policy for Correcting Non-Conforming Services with KWD Funds
Date of Original: 9/12/2025
Date of Revision:

SOP ID:
Revision:



MEMO

September 18, 2025

To: Kennebec Water District Board of Trustees

From: Matt Zetterman, Engineering Manager; Max Kenney, Senior Project Manager

Cc: Roger Crouse, General Manager

Subject: Request for Approval of Proposed *Subsidizing the Cost of New Water Service Installation* Policy

Need/Background:

Over the past several years, KWD has received 20-30 serious new water service inquiries annually from people and organizations interested in obtaining water service from KWD for properties that have not had water service in the past. Of these inquiries less than half proceed with installations and become customers.

While several factors may influence a customer's decision not to proceed with water service installation, KWD staff consistently hear that cost is a major barrier. Notably, customers often find installations in more rural areas of the system prohibitively expensive; areas where there are large amounts of developable land, and areas where increased water turnover would be beneficial to water quality.

Our proposed *Subsidizing the Cost of New Water Service Installation* policy looks to reduce the financial barrier for customers to obtain KWD water service without adding any direct cost to the existing ratepayers. The policy would remove the cost of KWD labor during regular business hours, idle equipment time, and material markups currently charged to customers when KWD services are rendered for service line installations.

The policy proposes subsidies based on whether the property is located within or outside of a Maine Department of Transportation (DOT) Urban Compact zone¹. Because Maine DOT does not issue highway opening permits to private property owners and contractors, the utility owner (KWD in this case) is required to obtain the necessary Maine DOT permits and is ultimately responsible for restoration within the right-of-way. As a result, KWD generally requires property owners to contract directly with KWD to complete the water service line installations from the water main to the property line.

For properties located within a Maine DOT Urban Compact zone, KWD generally requires property owners to contract with KWD to complete the tap at the KWD owned water main. This reduces risk for the property owner, their contractor, and KWD when handling often very old water mains. In these cases, the property owner is required to hire a contractor to complete the water service line installation from the water main to the establishment and obtain all necessary road opening permits from the municipality.

¹ Urban Compact Zone: Urban areas where state roads are maintained by the municipality instead of Maine DOT.

KWD expends resources on every service inquiry received, often several hours of customer communications, service sizing, cost estimating, site visits, and existing infrastructure investigation. KWD realizes no value if a property owner decides not to proceed with a service line installation. The proposed *Subsidizing the Cost of New Water Service Installation* policy seeks to gain more long-term KWD customers and improve water quality within the existing distribution system by having more turnover in the far-reaching areas of our communities served.

Request:

We are requesting Trustee approval of the proposed *Subsidizing the Cost of New Water Service Installation* policy.



Policy for Subsidizing the Cost of New Water Service Installation

PURPOSE: To encourage new water service installations in areas already served by KWD by reducing KWD costs assessed to the customer.

SCOPE: This policy applies to new customer requested water service installations associated with an existing KWD owned water main. This policy does not apply in situations where the new service is being installed as part of a public water main extension.

OWNER: Board of Trustees

RESPONSIBILITIES:

1. Senior Project Manager – The senior project manager is generally the lead point of contact with customers and develops estimated and actual cost summaries.
2. Distribution Manager – The distribution manager is responsible for ensuring accurate KWD labor, materials, inventory, equipment and third party cost tracking on service installations.
3. Finance Manager – The finance manager is responsible for invoicing customers and tracking payments.

DEFINITIONS:

1. Customer – The individual/entity requesting water service or their representative.
2. Urban Compact - Areas designated by Maine DOT where municipalities are responsible for road maintenance including the issuance of road opening permits. Areas outside of the urban compact are the responsibility of Maine DOT and are highlighted on the District's GIS.
3. Pipe Tapping/Tap - A connection made to an existing pressurized water main to provide a new water service to a property. This includes the labor to tap the main and the fitting (the corporation stop) that connects to the main.

POLICY/PROCEDURE:

General

All subsidies are at the sole discretion of KWD.

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Revision:

Estimated and final subsidies will be stated in the initial cost estimate and the final invoice, respectively.

KWD's subsidy for new water services depends on the size and location (inside or outside of the urban compact area) of the service. The breakdown of these scenarios is as follows:

Within the Urban Compact

KWD generally requires all taps 2-inches and smaller to be installed by KWD personnel. (Excavation work associated with the tap is completed by a KWD approved contractor hired by the customer.) KWD will develop flat rate tapping fees that includes the average cost of equipment and inventory for 1-inch, 1.5-inch, and 2-inch taps. The tapping fee will be reviewed annually and adjusted to reflect increases or decreases in costs. Exceptions to the 2-inch and smaller requirement may include circumstances in which the customer also needs a larger tap (e.g. a fire service tap).

Taps larger than 2 inches are to be installed by a KWD approved contractor hired by the customer.

For all tap sizes, the excavation for the tap and service line, as well as the installation of the service line will be done by a KWD approved contractor hired by the customer.

Subsidy

- When developing flat rate tapping fees, KWD will waive KWD labor costs incurred during normal business hours for labor associated with the tap installation.
- KWD will not charge for labor costs incurred during normal business hours associated with engineering inspection and testing of water services over 2 inches (including services 2 inches and smaller when done by a third-party contractor associated with a larger tap).
- There will be no markup on KWD purchased inventory and materials.

Conditions

- Flat rate tapping fees shall include the equipment costs for an average tap (not intended to include excavation equipment).
- Both for the purpose of calculating tapping fees, and for all other equipment charges, KWD equipment will be charged based on the time it is used, not the time it is on site. A minimum of one hour use shall apply to all equipment utilized to complete the work.
- KWD's tapping, inspection, and testing services do not include excavation, pavement/site restoration, or obtaining local road opening permits.

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Outside of the Urban Compact

Because customers and contractors generally cannot obtain Maine DOT road opening permits outside the urban compact, the responsibility for road opening permits and roadway restoration belongs to KWD. As a result, KWD generally performs all taps and service line installations (2-inches and smaller) from the water main to property line. Larger taps and service line installations are performed by a KWD approved contractor hired by the customer. (KWD staff perform inspection and bacteria testing services on taps and services installed by others.) Exceptions to the 2-inch and smaller installation requirement may include circumstances in which the customer also needs a larger tap (e.g. a fire service tap).

Subsidy

- KWD will waive the KWD labor costs incurred during normal business hours for labor or inspection time.
- KWD equipment will be charged based on the time it is used, not the time it is on site. A minimum of one hour use shall apply to all equipment utilized to complete the work.
- When District staff resources are available KWD may provide flagging services as required to complete the water service installation from the water main to the property line at no additional cost. (Customer will pay for all contracted flagging services.)
- There will be no markup on inventory and materials.
- Third party contractors or expenses incurred by KWD will be charged to the customer at cost with no markup.

Conditions

- All other expenses will be paid by the customer.

ASSOCIATED DOCUMENTS:

SUPERCEDED DOCUMENTS:

REVISION LOG:

Section	Page	Revision	Date	Description Of Change	Approved By

Title: Policy for Subsidizing the Cost of New Water Service Installation
Date of Original: 9/12/2025
Date of Revision:

SOP ID:
Revision:

APPENDICES:

Title: Policy for Subsidizing the Cost of New Water Service Installation
Date of Original: 9/12/2025
Date of Revision:

SOP ID:
Revision:



MEMO

October 2, 2025

To: Kennebec Water District Board of Trustees

From: Roger Crouse, General Manager

Subject: Request for Determination of Cost-of-Living Salary Adjustment for January 1, 2026

Need/Background:

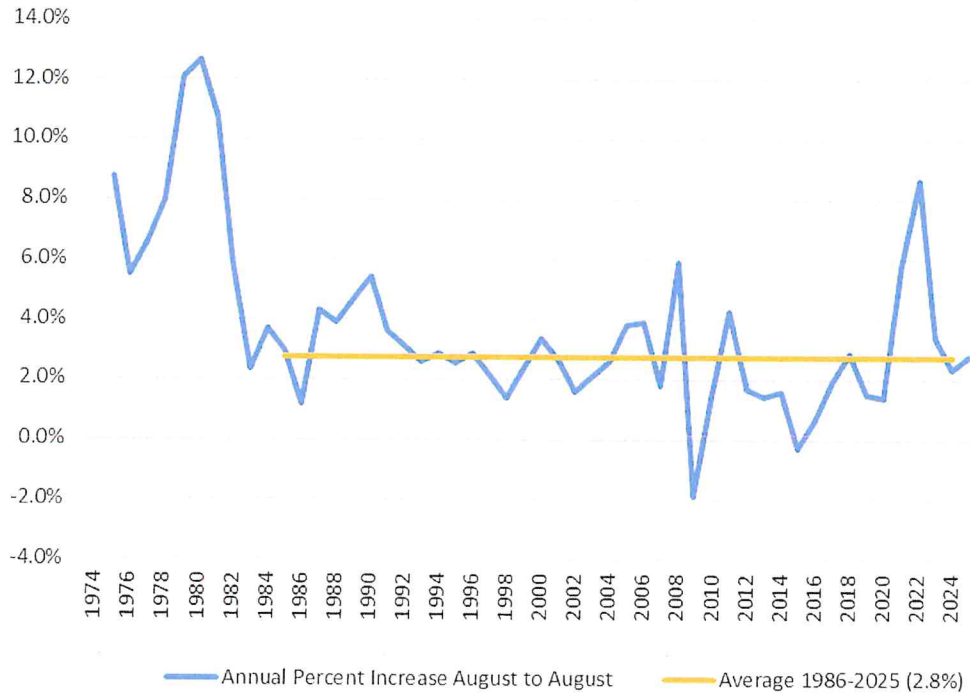
As detailed in KWD's Salary Administration Policy for All Positions (Revision B), the Board of Trustees is responsible for determining the annual cost of living adjustment (COLA) for all positions. Specific policy language includes:

Annually, the Board of Trustees will determine the COLA for all pay grades and salary ranges. The Board of Trustees will base the COLA on the CPI-W for one month as compared to the same month in the prior year (typically August). The Board of Trustees may take other factors into consideration when determining cost of living adjustments.

The Bureau of Labor Statistics (BLS) publishes the Consumer Price Index for Urban Wage Earners and Clerical Workers (CPI-W) monthly, with updates posted three to six weeks after the end of each reporting month. The complete CPI-W monthly indices dating back to 1974 can be found at: <https://www.ssa.gov/oact/STATS/cpiw.html>. The CPI-W is used by the Social Security Administration to establish the annual COLA for Social Security recipients.

From August 2024 to August 2025 the CPI-W index increased 2.8 percent. The figure below shows the variations in CPI-W (August to August) from 1974 to 2025.

Consumer Price Index for Urban Wage Earners and Clerical Workers (CPI-W)



A 2.8 percent COLA would be an increase of approximately \$77,000 over the 2025 budget (payroll, pension, FICA, etc.).

Request

I am requesting that the Board of Trustees approve a COLA for all positions and salary ranges to be implemented on January 1, 2026.



September 18, 2025
Trustee Meeting
General Manager Report

1. Notable accomplishments/successes since last report (including personnel commendations):

a. N/A

2. Progress report on items presented at the previous Trustee meeting:

- a. We have received notice of KWD's second payment amount from 3M under the PFAS settlement. The following is a summary of the schedule of payments. Most of our attorney fees are being withheld from this payment

Time Period	Gross Award	Payment
June 2025	\$544,588.48	\$451,603.89 (received)
Q2-Q3 2025	\$1,241,661.73	\$865,738.80 (pending)
Q2 2026	\$174,268.31	TBD
Q2 2027	\$130,701.24	TBD
Q2 2028	\$152,484.77	TBD
Q2 2029	\$136,147.12	TBD
Q2 2030	\$92,580.04	TBD
Q2 2031	\$92,580.04	TBD
Q2 2032	\$81,688.27	TBD
Q2 2033	\$76,242.39	TBD
	\$2,722,942.39	

Awards amounts from the settlement with Dupont, BASF, and Tyco are still pending. However, these amounts will be significantly smaller than 3M's.

- b. On September 26th we held a brief ceremony for Zach Noble as we celebrated his memory by placing a plaque on the vacuum truck. Along with most of the staff, Zach's parents and brother were in attendance.



- c. Under a law passed in the most recent legislative session, water utility customer information is no longer “public” information subject to Maine’s Freedom of Access Act (FOAA). This law became effective on September 24, 2025. This change will have little impact on KWD’s practices because we rarely receive FOAA requests for customer information.

3. New or upcoming items of significance:

- a. Robbie and I attended the New England Water Works Conference (held at the Samoset Resort in Rockport on September 22nd and 23rd). Robbie, along with our CDM Smith project manager, Anne Malafant, made a presentation summarizing our PFAS studies and design work to date.
- b. I have been asked to make a presentation to the Waterville Historical Society on the history of the Kennebec Water District. This presentation is on October 23rd at 6 pm.
- c. To prepare the Board of Trustees for a vote on the 2026 budgets, staff would like to hold a budget workshop with interested Board members. Assuming the regular board meeting on October 16th is canceled, we suggest holding the budget workshop on that morning.



**October 2, 2025
Trustee Meeting
Monthly Department Reports**

Department: Engineering

Submitted by: Matt Zetterman

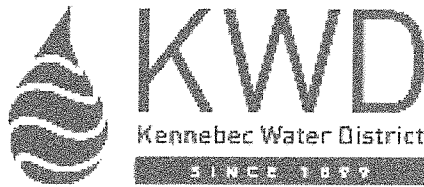
1. Notable accomplishments/successes since last report (including personnel commendations):
N/A

2. Progress report on items presented at the previous Trustee meeting:

- a. 2025 Summer Street Area Water Main Replacement Project – The water main on Preston Street has been installed. We are currently chlorinating and testing the pipe for bacterial contamination before connecting water services. Utilizing unspent funds from the contract with Eastwood Construction, we plan to proceed with replacing the main on Wilson Park. The existing main on Wilson Park is a 2-inch main from 1925, approximately 440 feet in length, and has reached the end of its useful life.
- b. PFAS Mitigation Project – We are scheduled to meet with the Maine Drinking Water Program on September 25 to discuss the grant funding already awarded and to explore a potential SRF funding request for the project in October.
- c. Evaluating Cellphone Carriers – We are finalizing the details of migrating our cellphone service from Verizon to T-Mobile, which is expected to occur within the next couple of weeks. This change is anticipated to provide moderately improved coverage, enhanced priority-level service during congested periods (e.g., storm events), and notable cost savings.
- d. Transmission Main ROW Survey – In collaboration with legal counsel at Verrill, we have developed a strategy to update our transmission main right-of-way (ROW) at the Kennebec County Registry of Deeds. This will require additional work from Sebago Technics to revise language on the survey and update property owner information. Once completed, the survey will be filed with the registry, allowing us to close out this multi-year effort.
- e. 2027 Sunset Heights Water Main Replacement Project – In anticipation of applying for funding for Drinking Water Program SRF funding in October, we have been working on design work for this project. This project is to replace cast iron water mains from the 1950s and 1960s in the Sunset Heights area of Winslow including Joe Avenue, Helen Street, Sam Street, Hemlock Street, and Paine Street. We have had numerous main breaks in this area and the Town of Winslow is working on replacing the storm and sewer lines in the near future.

3. New or upcoming items of significance:

- a. Huhtamaki PLC – In an effort to replace an aging PLC and provide more data to Huhtamaki, we recently replaced the PLC at Huhtamaki. Huhtamaki will now be able to monitor the water pressure signal at their plant and better react to large fluctuations that could be potentially damaging to both the KWD system and Huhtamaki's internal plumbing.

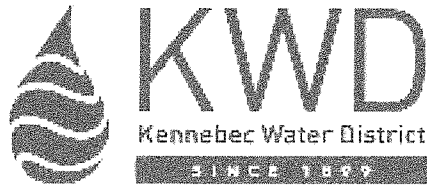


**October 2, 2025
Trustee Meeting
Department Reports**

Department: Finance Department

Submitted by: Amy Dyer

1. Notable accomplishments/successes since the last report (including personnel commendations):
 - a. We have successfully created an upload template to pay bills electronically through an automated clearing house (ACH). Our first batch of ACH payments will be in October.
2. Progress report on items presented at the previous Trustee meeting:
 - a. The auditors are continuing to work on the audit reports. We anticipate receiving complete reports in October.
 - b. I sent our request for proposals for audit services to five accounting firms.
 - c. I have begun working with department managers on their 2026 budgets. We anticipate holding a budget workshop with the Trustees on the third Thursday in October.
 - d. The Annual Report for the MPUC is on hold until I have final figures from the audit.
3. New or upcoming items of significance:
 - a. N/A



**October 2, 2025
Trustee Meeting
Department Reports**

Department: Water Quality

Submitted by: Robbie Bickford

1. Notable accomplishments/successes since last report (including personnel commendations):

- a. KWD and CDM Smith presented a training at the New England Water Works Association annual conference focusing on the PFAS mitigation full-scale pilot study.
- b. KWD hosted a training, in conjunction with Tom's Water Solutions, at the water treatment plant for Maine Drinking Water Program (MDWP) staff.

2. Progress report on items presented at the previous Trustee meeting:

- a. China Lake (Lake Elevation: 170.0 feet or 18 inches below spillway)
 - i. China Lake Section 319 Grant:
 - 1. Final closeout, including regulatory reporting, of the grant is underway and must be completed for the end of 2025.
 - ii. The water transparency within China Lake continues to be better than average with Secchi readings greater than 6m.
 - iii. CRLA has completed the 2025 Courtesy Boat Inspection (CBI) program helping to protect the region's waterbodies from invasive species.
 - 1. A total of 3209 inspections completed on China Lake (2263 inspections), Threemile pond (439 inspections), and Webber Pond (507 inspections).
 - a. One invasive plant fragment was found exiting China Lake
 - 2. Total Program Cost: \$62,814 including volunteer hours
- b. PFAS Mitigation Project:
 - i. Samples continue to be collected, analyzed, and trended to review the effectiveness of the new GAC within our existing gravity filters.
 - ii. Potential modifications to the existing infrastructure to facilitate PFAS treatment were presented to the MDWP engineering team.
- c. Lagoon Discharge Project:
 - i. The construction of the Outfall Structure started September 18, 2025 and is scheduled to be completed September 30, 2025. Several delays were experienced due to limited staff and contractor availability.

3. New or upcoming items of significance:

- a. N/A



**October 2, 2025
Trustee Meeting
Monthly Department Reports**

Department: Distribution

Submitted by: Jared Bragdon

1. Notable accomplishments/successes since the last report (including personnel commendations):

- a. On September 23, 2025, the Distribution team successfully replaced three malfunctioning water valves on Halifax Street in Winslow. This included two 8-inch valves for Halifax St and one 6-inch valve that services the Mar Val Terrace residential complex. With the replacement of the three valves on Halifax Street, we now have better control over water flow in the area. These improvements enhance our ability to respond quickly, minimize water loss, and reduce the impact on customers.
- b. On September 16, 2025, the Distribution team replaced an 8-inch valve at the intersection of Benton Avenue and Kennebec Drive in Benton. This work was completed in advance of the MaineDOT paving project scheduled for that section of Benton Avenue. By completing the valve replacement before the paving, we avoid disturbing newly paved surfaces and the associated moratorium restrictions. This proactive approach also supports our planned water main replacement on Kennebec Drive in 2027, ensuring we won't need to reopen the roadway after it's paved.

2. Progress on items presented in previous monthly department reports:

- a. Hydrant Painting- The hydrant painting project is still in progress and remains an ongoing effort. The freshly painted hydrants are highly visible and greatly improve the overall appearance of our system. The fresh paint improves visibility for emergency responders and field crews, especially during low-light conditions or inclement weather. It's a simple but important step in maintaining system readiness and public safety.
- b. Hydrant Flushing is scheduled for 9/29/2025-10/31/2025

3. New or upcoming items of significance:

- a. NA

4. Main Break Summary:

DATE OF LEAK	LOCATION (STREET)	MUNICIPALITY	PIPE SIZE	PIPE/SERVICE INSTALLED DATE	MATERIAL	TYPE OF LEAK
9/14/25	West River Rd	Waterville	12"	1971	Ductile Iron	1.5" hole
9/16/25	China Rd @ Belanger St	Winslow	8"	1958	Cast Iron (Lined)	4" Longitudinal Split



**October 2, 2025
Trustee Meeting
Monthly Department Report**

Department: Service

Submitted by: Benny LaPlante

1. Notable accomplishments/successes since last report (including personnel commendations):

- a. Sensus has recently updated its software to support the creation of custom reports. Our vendor, Core & Main, will assist us with developing these reports and provide training to ensure our team can fully utilize the new capabilities.

2. Progress on items presented in previous monthly department reports:

- a. Our Safety and Health Award for Public Employers (SHAPE) inspection was conducted on September 2, 2025. Michael Mellville from the Maine Department of Labor visited KWD's Operations and Administration Facilities, as well as the Water Treatment Plant.

Identified hazards include:

- Missing safety data sheets for paint and brake cleaner.
- Unsecured pressure vessels (CO2 bottles).
- Damaged extension cord.
- Rooms requiring photoluminescent exit signs.
- Absence of capacity labels on pallet racks.
- Expired calibration gas.
- Updates needed to safety program and policy documentation.

We have 60 days to address these findings; however, most of the issues have already been corrected.

- b. We have received two of the three 6" Cordonel water meters, the largest meters used in our distribution system. Coordination is underway with customers to schedule these replacements.

3. New or upcoming items of significance:

- a. N/A