



Straight From The Tap

Fall 2020 | mainewater.com | CustomerService@mainewater.com

Water touches everything we **LOVE** about Maine and everything we **CARE** about.



Community



Family



Health



Safety



Environment

Continuous Investment in Infrastructure

This summer, we were hard at work across the state on a number of projects to improve water quality and reliability at your tap. Many of the projects will complete this fall, and offer a number of benefits including increased reliability, fire protection and improved water quality.

In **Rockport**, we've invested \$600,000 to replace 1,800 feet of water main in the Sea Street neighborhood to enhance water quality and fire protection in the area. The mains being replaced are up to 87 years of age. Working with the town of Rockport new water main was installed at the new Rockport Library and in the surrounding area.

In **Camden**, we coordinated with the Town of Camden on a project to replace 500-feet of 89 year-old water main on Norwood Avenue. By coordinating with Camden's sewer and drainage projects, the impact and costs of multiple road resurfacing are limited.

In **Oakland**, we're replacing 1,600 feet of water main along Old Alpine Street and South Alpine street.

And in **Hartland**, we're improving reliability through a water main replacement project on Main Street at the Hartland Bridge.

In **Bucksport**, we're investing \$350,000 to replace 1,400 feet of 92 year-old water main to increase flows for fire protection and improve reliability and quality.

Across the company, Maine Water invests nearly \$7million each year in critical infrastructure projects like these to make sure that our customers can count on safe, reliable water right at their taps 24 hours a day, 365 days a year.

Grassy Pond in Rockport

This was the view at Grassy Pond in Rockport after a rain event on a summer afternoon this year. Maine Water owns 1,300 acres of open space to protect your water sources like this one. And in the Grassy Pond and Mirror Lake area, this open space is available for recreation through our partnership with the Coastal Mountains Land Trust. Especially during the pandemic, protecting open spaces for water quality and much-needed safe outdoor recreation for our bodies and minds has never been more valuable.



OUR EMPLOYEES ARE PRACTICING SOCIAL DISTANCING TO KEEP US ALL SAFE



Please provide them with at least 6 feet of distance.

We understand the realities that COVID-19 has placed on many of our customers, and we're here to help. Our new H2O Customer Assistance Program provides forgiveness of a portion of a water bill for qualifying residential customers on approved payment arrangements. Please call us to learn more if you're having difficulty paying your bill.

It Takes a Team to Protect and Deliver Your Drinking Water

Delivering safe drinking water to our customers and communities is our highest priority. We invest in our water treatment and distribution systems and own 2,207 acres of land to protect our reservoirs and water sources.

We also are proud of our passionate, skilled employees who get safe drinking water from the source to your tap.

Field service technicians collect and verify meter readings, conduct inspections, troubleshoot customer issues and perform service work at homes and businesses.

Water treatment operators, certified by the State of Maine Centers for Disease Control, Division of Public Health (CDC DPH) implement treatment based on careful analysis of the chemistry of the water source.

The **water quality team** ensures that water samples are taken and tested from water sources, throughout the system and from customers' homes to confirm that the water is safe and meets state and federal drinking water standards.

Distribution system staff, certified by Maine CDC DPH, maintain the water mains for reliability and quality through the system.

Specialized **electronic control technicians** work with water analyzers, chemical feeders and computer control systems to maintain proper levels for safe water.

Watershed inspections of our watershed and aquifer areas are completed regularly to identify and prevent any risks to water quality. Our water quality team monitor local land use and development to ensure that there are no adverse impacts to our water sources.

All of these teams are supported by professionals in engineering, water resources, environmental compliance, regulatory compliance and cyber security to ensure the safety and security of the water delivered to customers!



DID YOU KNOW?



In the summer months a typical residential customer uses about 30% more water than in the other months of the year.

The enclosed bill includes a portion of your summer water use. Between watering plants and lawns, washing cars, filling pools etc., this can add up. You may be spending more time at home this year as well, due to COVID-19, adding to water use.

For tips on how to conserve, visit our website at mainewater.com/conservation



As we move forward in the 'new normal,' you can easily pay your bills online from the comfort of your own home.

Sign up for eBill – it's safe, secure and convenient. Visit mainewater.com and click on the 'Pay Your Bill' button to easily register.

Easier bill pay; the same high, quality-reliable water at your tap 24 hours a day, 365 days a year for about a penny a gallon!