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Dear Customer,

I am writing to inform you of three situations that we are working on here at the Water District. They are all very important and deserve our community's attention. Some of these topics are likely to receive news coverage in the coming months. We are sharing this information now so that you feel informed and prepared to understand changes going forward. The Brunswick and Topsham Water District is working to ensure we provide the safest, highest quality water possible.

PFAS/PFOA also called "Forever Chemicals"

We have been voluntarily sampling for these chemicals since 2019 despite the lack of federal or state mandates. In 2019, laboratory methods improved, allowing us to track low levels of these chemicals that we couldn't find before. We have been sharing those results in our annual water quality report. In the summer of 2021, we detected some in the Jordan wellfield that is below the federal limit, but will exceed Maine's limit to be implemented by December 31, 2022. Upon receiving the results, we shut the treatment plant down.

We have been investigating the matter and have found that a few of the wells have water with what may be traces of firefighting foam. We shut off those wells, isolated the area, set up sentry wells for monitoring and ran the treatment plant to waste for a month to see if this addressed the issue. It did, and we plan to return the treatment plant to service when the next round of tests show the water quality to be good.

We are doing two things to further address this issue. First, we have established a monthly sampling protocol, which far exceeds the anticipated federal and state annual testing requirements. This will allow us to respond quickly should the water quality change again.

Secondly, we are engaging with the Maine State Drinking Water Program, Maine Department of Environmental Protection, USEPA Region 1 and the US Navy, to investigate and get to the bottom of the matter. It will take a couple of years to fully identify and understand (if possible) the cause. These are complex and difficult matters. Results from samples take time to get results and the COVID pandemic has added an additional layer of complexity to the supply chain for the resources we need.

As we investigate the source of this issue, we continue to closely monitor the safety of water throughout our system and to improve upon the stricter standards we anticipate being implemented by the state at the end of this year.

Galvanized Customer Services (The pipe that brings water into your home)

The District removed the lead pipes in our water distribution system nearly 40 years ago, but there are galvanized services (that are not lead) that were connected to these pipes that are still in service. By 2024 there will be a huge push to remove these services as they are no longer considered safe. Additionally, when the District encounters galvanized services, they always need replacement being at the end of their useful life.

We will be conducting a survey of customer service pipes by mail. When you receive the letter, PLEASE help by taking pictures and sending them to the District. This is for your health. Customers are responsible for their "side" of the service. That is from the edge of the right-of-way, where the service shutoff valve is, to the home. The District does not typically have these records as they were done by the contractor building the house.

Galvanized services were typically installed before 1960. There may be Federal funding to help offset the cost of the service replacement. The cost is variable depending on length and complexity. Home and property owners should prepare to bear some expense in these coming years. We will work with all affected customers to leverage outside funding sources, but we expect the availability to be limited, so customers should make plans now for what is likely to be a very busy year in 2024/2025.

New Treatment Facility in Topsham

After years of planning, construction on the new drinking water treatment facility began in 2020, at a cost of \$29.4 million. The general contractor is MWH Constructors, a worldwide firm that specializes in water and wastewater construction. MWH is headquartered in Bloomfield, Colorado with a regional office in Andover, Massachusetts. Even with the COVID-19 pandemic, the supply chain delays and labor shortages of the past couple of years the project is on schedule to wrap up on time in June of this year. The new treatment process will address iron, manganese and organics in the groundwater. This is the community's largest source of water, so this should make a significant improvement for many customers. We look forward to providing an open house and tours to the community to view the new treatment facility.

The Brunswick and Topsham Water District takes great pride in serving the community. Many of our employees have families here and we drink and use the same water, so we know how important safe, clean drinking water is. These important topics can be found in our annual water quality report, typically delivered in June (also available on our website www.btwater.org). As always, if you have any questions, we can be reached Monday thru Thursday 7am to 5pm at (207) 729-9956 or via email at info@btwater.org.

Very truly yours,



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