

DISTRICT DIGEST

Vol. 5 / Issue 2 / May - June 2017

BRUNSWICK SEWER DISTRICT *Protecting Maine's Environment*

WHY IS THE DISTRICT CONSIDERING A NEW OUTSIDE WATERING ADJUSTMENT POLICY BASED ON A SUB-METER REQUIREMENT?

The primary purpose of the outside watering adjustment program is to credit customers for water that does not enter the public sewer system. Under the existing program, the adjustment is calculated in one of two ways.

The most common adjustment starts with the customer notifying us each billing quarter of outside water use. Names and addresses are logged into a spreadsheet. When it is time to bill for the sewer usage, the current quarter's water consumption (in cubic feet) is manually logged into the spreadsheet and compared to the highest consumption of the previous three quarters. If the current usage is higher, the difference will be calculated and a credit is applied to the bill. The credit is not more than ½ of the current billing period usage and the total bill is not less than the 800 cubic feet minimum charge. Since there is no set definition or quantity for high usage relative to the previous three billing periods, there is no way of determining if the high usage is from outside water usage. This method is very subjective and imprecise.

The second type of adjustment is a sub-meter program. Under the current program, a sub-meter is purchased and installed. It records the water usage going outside the building/home. The District inspects the installation and records the meter serial number and initial reading. Customers call in the current reading each billing period. The prior quarter's reading is subtracted from the current reading. The difference is multiplied by the current meter use rate and the amount appears as a sub-meter credit on the quarterly bill. As with the first method, total bills are not less than the 800 cubic feet minimum charge.

The common adjustment is time consuming with large record keeping requirements. The log is set up and updated several times during the credit calculation process. There is no guarantee of an adjustment until all information is entered and reviewed. It is a time consuming and ineffective use of resources. The sub-meter type of adjustment is quick and accurate.

PLEASE NOTE:

Effective 2016, we no longer consider adjustments if a customer does not call in prior to the billing period.

The new watering adjustment proposal can be found on our website www.brunswicksewer.org. Please send your comments to Leonard Blanchette, general manager, at lblanchette@brunswicksewer.org. The District is looking to use wireless meters for the new program. The meters will send the usage directly to us. This means our customers will no longer have to call in a meter reading or call to be placed on the watering list. More importantly, each customer using the sub-meter will be credited one-to-one for the outside water use that does not enter the public sewer system. This process will save time and provide a better service to our customers.

Leonard Blanchette,
General Manager

Recognition

The following employees are celebrating an anniversary in the second quarter 2017:

Jason Prout	<i>Lab Technician</i>	20 years
Darcy Dutton	<i>Customer Service & Billing Clerk</i>	14 years

Thank you, Jason and Darcy, for your service to the District!

WANT TO KNOW MORE ABOUT WASTE WATER TREATMENT?

The Brunswick Sewer District (BSD) created an interactive poster and video of the “Water Treatment Cycle.” The video was filmed, edited, and narrated by staff. The video begins with the typical household plumbing system showing water going in and waste water going out. The viewer is then guided on the journey waste water takes through the public sewer system on its way to, and through, the treatment plant. The video covers various parts of the BSD collection system. Once the flow reaches the treatment plant, the viewer is shown the actual sequential processes the water goes through as it is treated at BSD’s 3.85 million-gallon-per-day treatment plant. Treated water then flows to the outfall at the Androscoggin River. A kiosk was constructed by the staff at the District’s Water Street Pumping Station that is next to the highly used walking path along the Androscoggin River.

Visit the Water Street kiosk on the Androscoggin River Bicycle and Pedestrian Path



To watch the video, scan the QR code



REMINDERS

OUTSIDE WATERING ADJUSTMENTS/CREDITS

When you are using water for your lawn, gardens, pools, or ice rinks you may be eligible for an outside watering credit. **TO REQUEST AN ADJUSTMENT, YOU MUST CONTACT US PRIOR TO THE END OF EACH QUARTERLY BILLING PERIOD.**



Since the quarterly billing periods vary with your location you may contact us to determine your specific billing schedule. Please call 729-0148 ext 110 or e-mail ddutton@brunswicksewer.org for more information. **PLEASE NOTE: Credits will no longer be given after the bill has been produced.** You may view the policy on our website or request a copy be mailed to you.

When experiencing a sewer system problem, please contact the District **FIRST**. The 24-hour emergency number is 729-0148.

THINKING OF DOING SOME YARD WORK?

Before your contractor digs, call DIG SAFE (1-888-344-7233). It's free and it's the law.



At the touch of a button you can skip the checks and stamps by paying your sewer bills online. This free service can be found at: www.brunswicksewer.org/odp.html.

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