

DISTRICT DIGEST

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BRUNSWICK SEWER DISTRICT *Protecting Maine's Environment*

DISTRICT OPERATIONS DURING THIS COVID-19 PANDEMIC

As with other municipal organizations, the District has taken the necessary precautions to protect our employees and the public. For the term of the governor's emergency proclamation we have closed our administrative office to the public. Our Board of Trustee monthly meetings are being conducted remotely. For anyone wishing to view the meetings, please access our website (www.brunswicksewer.org) for the instructions. Our website also provides the means to pay your sewer bill electronically, a feature we have had for many years now.

It is necessary for certain personnel to attend work to perform the duties required of their

positions. In these cases, the number of staff on hand is limited to the absolute minimum. We have assigned two staff members to the wastewater treatment facility to perform the required laboratory testing and process monitoring to make sure we stay in compliance of our regulatory permits, and to perform the basic task of solids removal. On the off days that these two staff members are not required to be at the Plant, other Plant personnel attend to the required facility and equipment maintenance.

We have two individuals conducting the day-to-day operations of the pumping stations and wastewater collection system.

Performing the required dig safe markings and meeting contractor and ratepayers needs for permits to repair or install new sewer lines. Other Collection Systems staff come in on a reduced schedule to perform the necessary system cleaning and inspection work to keep the lines operating. As such you will continue to see our vehicles throughout Brunswick and Topsham.

The office staff are performing most of their duties remotely from home. They have been set-up to access their workstations from home. And come into the office only when necessary to perform duties that cannot be accomplished remotely.

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NEW CREDIT CARD 3RD PAYMENT SERVICE PROVIDER & ASSESSMENT OF PROCESSING FEE

The District is in the process of changing to a new third-party payment service provider, AndroGov, for on-line credit/debit card transactions, as well as with payment by check—a new added feature. These payments will still be made at our website www.brunswicksewer.org. Select the "I Want To" tab then select "Make a Payment Online." Then follow the instructions to make your payment.

When the switch is made to AndroGov, the associated credit card processing fee will no longer be absorbed by the District. The card processing fee will now be assessed to the ratepayer. As a governmental entity, the District is permitted by Maine law (MRS Title 9-A, §8-509, 2.) to pass this fee onto the ratepayer.

Please note the following as a result of this change:

- VISA, MasterCard, Discover and American Express fees will be assessed at 2.75% of the transaction amount with a minimum transaction fee of \$1.95.
- **Credit/debit card payments over the phone will no longer be accepted.** In-person credit/debit card payments may be made at the District's administrative office, 10 Pine Tree Road.
- If you pay on-line with a check it will be a flat fee of \$1.00.

Don't want to pay a fee? Here are the other ways to pay your sewer bill without a processing fee:

- Pay in person (cash or check) at our administrative office;
- Mail a check to administrative office;
- Sign up for direct payment withdrawal from a checking or savings account. For the direct payment authorization form please go to our website www.brunswicksewer.org. Select the Billing Info tab. From the dropdown list select "Set up Direct Payment". Follow directions to complete and sign the "Authorization for Direct Payment" form. Mail the completed and signed form with a void check to Brunswick Sewer District, 10 Pine Tree Road, Brunswick, ME 04011.

Thank you for understanding the necessity of this change.

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With the investments in communications and remote monitoring and operations software and equipment the District has made over the past decade, we are able to monitor and conduct many of the treatment plant, pump stations, and

administrative operations remotely, thus allowing our staff to safely work from home.

Thank you for your understanding and support during this unfortunate and historic time.

REMINDER OF RATE & FEE CHANGE EFFECTIVE APRIL 1, 2020

Beginning April 1, 2020, the rate for metered service will be \$8.00 per 100 cubic feet (748 gallons). This is an increase of \$0.38 per 100 cubic feet. The minimum use remains at 800 cubic feet per quarter for both the metered (by your local public water provider or a private water meter) and unmetered use.

The Entrance Charge fee for new connections to the public sewer is now \$2,147 per connection.



FUN WASTE WATER FACTS WITH THE SEWER GUY

FACT: Sewers do not always stink! In fact, less than 5% of what is in the sewer line are solids. In the morning and evening hours it can smell quite sweet due to all the soaps, dish washing detergents, shampoos, and other personal care products.

FACT: The term flushable is very deceiving. Out of all the paper products deemed as flushable, only toilet paper is made to dissolve. When tissues, hand wipes, baby wipes or paper towels are flushed, they cause a lot of issues which, for the most part, are the property owners' responsibility.

FACT: Regardless of the outside weather or the depth of a line - a sewer line temperature typically stays about 55 +/- degrees F. Whether it is 18 or 4 feet deep or the temperature is 88 or -20 degrees it is still 55 degrees in the line.

Recognition

The following employees are celebrating an anniversary in the 2nd quarter of 2020:

Jason Prout
Lab Technician
23 years

Darcy Dutton
Customer Service and Billing Clerk
17 years

Brandon Elwell
Collection/Pumping Operator
1 year

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

REMINDERS

2020 OUTSIDE WATERING ADJUSTMENTS/CREDITS & AMENDMENTS EFFECTIVE JANUARY 1, 2020

Do you do substantial watering of a lawn or garden? Do you have a pool or hot tub to fill? You may be eligible for an outside watering credit. **TO REQUEST THIS ADJUSTMENT, PLEASE E-MAIL info@brunswicksewer.org or CALL 729-0148** to be placed on the list for the entire 2020 season. **Your e-mail or call to us must be received before bills are processed. The District will NOT process any late notifications.**

POLICY AMENDMENTS EFFECTIVE JANUARY 1, 2020

These two amendments require the installation of a sub-meter to receive an adjustment for outside water use. You may view the 'Sewer Use Billing Adjustment Policy' which can be found on our webpage (www.brunswicksewer.org) under the 'POLICY' tab.

New Construction/Connections:

All new residential and commercial connections to the public sewer system who wish to receive a billing adjustment for water not entering the public sewer **MUST use a sub-meter** per the requirements noted in

the "SUB-METERED use' section.

Property Ownership Transfers:

All new owners of public sewer connected residential and commercial properties who wish to receive a billing adjustment for water not entering the public sewer **MUST use a sub-meter** per the requirements noted in the "SUB-METERED use' section.

Please contact us should you have questions concerning these policy amendments.

OTHER REMINDERS

When experiencing a sewer system problem, please contact the District FIRST. The 24-hour emergency number is **207-729-0148**. Make sure your plumber calls Maine Natural Gas before any tools are placed in your line.

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.

Sign up to have your payment automatically deducted from your checking or savings account. Select the "I Want To" tab then "Set Up Direct Payment" from our website. Complete the form and mail it to us at 10 Pine Tree Road, Brunswick, ME 04011 to complete the set up.

Please like us on Facebook. Follow us on Twitter @brunswicksewer.