

DISTRICT DIGEST

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BRUNSWICK SEWER DISTRICT *Protecting Maine's Environment*

NEW ONLINE PORTAL FOR BILL PAYING & ACCOUNT VIEWING

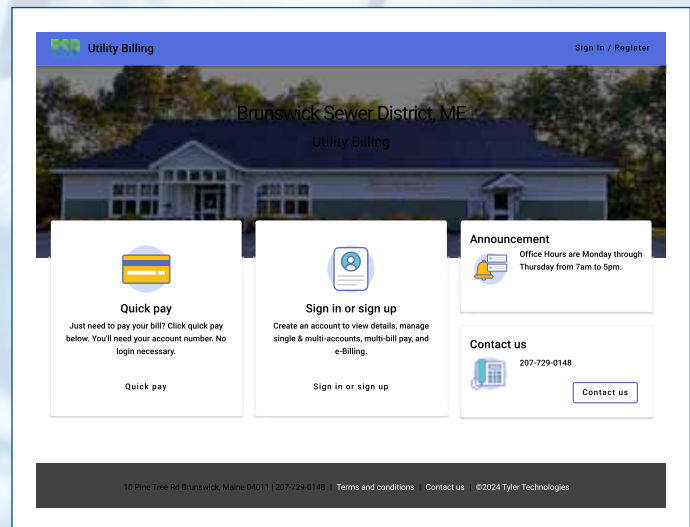
In August 2021, the Administrative Division successfully transitioned to Tyler Technologies Munis ERP as the District's comprehensive accounting software. Due to the COVID-19 pandemic, this migration and all associated training were conducted remotely via Zoom. While this presented unique challenges, our dedicated staff embraced the process with tenacity and perseverance. We commend their exceptional efforts in navigating this less-than-ideal transition and successfully completing this vital project.

We value our customers' feedback and have heard your requests for enhanced online account management features. In response, we are pleased to announce the availability of the following new features:

- **Online Account Viewing:** Conveniently access and review your account details online.
- **Electronic Bill Access:** Obtain copies of your individual bills or a full year's worth of bills electronically.
- **Email Billing:** Opt to receive your bills directly via email.
- **Recurring Payments:** Set up automated payments using your preferred credit/debit card.
- **Payment Options:** Choose from various payment methods, including online, mail, in-person, or automatic ACH payments.

How to Access the Portal:

1. Visit our website: www.brunswicksewer.org
2. Click on the "Billing" dropdown menu.
3. Select "Online Payments."
4. Enter your Customer Number (from line 1 of your bill) and Account Number (from line 2).
5. Choose "Quick Pay" to access your latest bill directly.
6. For full portal features, select "Sign in or sign up" and create your account using your preferred method (Google, Apple, Microsoft, Facebook, or email).
7. Set up two-factor authentication (email or text) for added security.



Fees:

- **Credit/Debit Card Payments:** 2.95% fee on the balance due, with a minimum charge of \$2.50.
- **E-check Payments:** \$0.95 fee per payment.

Fee-Free Payment Options (Not Available Through the Portal):

- Mail a check: BSD, 10 Pine Tree Rd, Brunswick, ME 04011.
- Pay in person: 10 Pine Tree Road.
- ACH Payments: Automatic withdrawals from your account on the due date. Contact the BSD office or visit our website to sign up.

We encourage you to explore the new portal and take advantage of its convenient features. We are committed to continuously improving our services and providing our customers with the tools they need to manage their accounts effectively.

ERNEST BERGERON II CELEBRATES 40 YEARS OF SERVICE

On Monday July 29th the district's staff had a luncheon to honor our longest tenured employee, Ernest Bergeron. Ernie worked part-time and as summer help starting in 1982. His first day as a full-time employee was July 16, 1984. He currently serves as our Collections Director.

Congratulations Ernie on your 40 years of great service!

Here are a few interesting facts about Ernie:

- **Favorite food:** Grilled cheese & chili
- **Hobbies:** Drag racing, working on old cars and hunting
- **Favorite sports team:** Boston Red Sox
- **Favorite music/band:** Any band from the 1980's
- **Favorite thing about working at BSD:** Every day's work is different. He likes the variety of job tasks. He gets to work with great people.



Ernie working part-time in 1982.



Ernie receiving his 40 yr certificate from GM Rob Pontau.

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.

Sewer bills may be paid by:

- Credit card or by e-check online, with a fee charged. (Fee is 2.95% of transaction amount with a \$2.50 minimum. Fee for e-check \$1) Please visit our website, www.brunswicksewer.org, click the "Billing" dropdown menu, and select "Online Payments."
- Automatic deduction from your checking or savings account (No fee charged). Go to our website, select the "Billing" tab, and select "Direct Payments". Complete the form and email it to us at info@brunswicksewer.org.

Please like us on Facebook. Follow us @brunswicksewer on X and Instagram.

PLEASE NOTE

Effective January 1, 2025 our Sewer Billing Adjustment (outside watering) policy has been updated/changed. Visit our website, www.brunswicksewer.org, and click on the "Policy" dropdown menu. Select "NEW Sewer Use Billing" for details.



FUN FACTS FROM THE SEWER GUY

- **Sewer Science:** Wastewater treatment involves a fascinating mix of biology, chemistry, and engineering. It's a complex process that requires skilled professionals to ensure that wastewater is treated safely and effectively.
- **Supersized Systems:** The largest wastewater treatment plant in the world is in Chicago, Illinois. It can treat a staggering 1.2 billion gallons of wastewater per day!

Check out One Water Spotlight: Stickney Water Reclamation Plant - US Water Alliance.

- **Hidden Cities:** Sewer systems are like underground cities, with a complex network of tunnels and chambers. In Paris, you can even take a tour of the city's sewers, which have inspired artists, writers, and filmmakers for centuries.

Check out The Paris Museum of Sewers (Musée des Égouts de Paris).

- **Environmental Heroes:** Wastewater treatment plants play a vital role in protecting our environment by removing pollutants from wastewater before it is discharged back into rivers and streams. They are essential for maintaining water quality and protecting aquatic life.

Check out Wastewater Treatment Water Use | U.S. Geological Survey - USGS.gov