

DISTRICT DIGEST

Vol. 14 / Issue 2 / Nov-Dec 2025

BRUNSWICK SEWER DISTRICT *Protecting Maine's Environment*

A FAREWELL, AND A LOOK AHEAD: EVOLVING COMMUNICATION AT BSD

As the Brunswick Sewer District continues to evolve its operations to better serve our community and maintain fiscal responsibility, we have made the difficult decision to transition away from the formal, quarterly publication of *The District Digest* in its traditional print format. This final edition marks a bittersweet moment, but one that is necessary as we pivot to more efficient and timely ways of sharing information.

First and foremost, we extend our deepest gratitude to the heart of the District: **our employees**. The daily work of protecting public health and the environment often goes unseen, yet it is your expertise, long-term dedication, and tireless commitment—rain or shine, twenty-four hours a day—that keeps our entire system running smoothly. The average tenure of our staff is a testament to the positive culture and profound commitment you bring to your roles, whether you are maintaining pump stations, treating wastewater, or managing the flow of administrative duties. Thank you for consistently upholding the District's mission with excellence.

We also wish to recognize the invaluable support of **our customers and the Board of Trustees**. To our customers, your understanding and cooperation during critical infrastructure projects, and your commitment

to responsible sewer use, are vital to our success. Your rate payments allow us to continually invest in a resilient system for the future. To our dedicated Board, we thank you for providing the essential governance and fiscal oversight needed to ensure the District remains an environmental and financial steward for the community. Your guidance is the compass that directs our mission.

While the formal, quarterly *District Digest* may be concluding its run, the Brunswick Sewer District remains deeply committed to keeping you informed. We will be prioritizing more immediate, digital, and cost-effective communication methods.

We encourage you to follow future updates, important notices, and project information through:

- **Our Official Website:** brunswicksewer.org (for policies, board minutes, and annual reports)
- **Bill Inserts and Mailings** (for official policy and rate changes)
- **Social Media Channels** (Facebook, X, Instagram)

Our mission remains clear: to protect the health and environment of the communities we serve. Thank you for being a partner in this vital work.

Our General Manager, Rob Pontau, has some reflection questions for our departing Finance Manager, Lorraine Caron:

Looking back over your 16 years with the District, what is one major accomplishment or change in the Finance Department that you are most proud of?

Our successful conversion to the Tyler ERP software. This transition was already a massive project, but it became a true test of adaptability when we kicked it off in March 2020, the same week the district went into COVID-19 lockdown. The entire conversion—from system settings and data work to comprehensive module training—was completed remotely. Having gone through several software conversions in my career, this was by far the most challenging.

What is the most valuable lesson you've learned about fiscal stewardship or public service during your time here?

Public service is built on public trust. Having previously worked in the for-profit sector, I quickly learned that the emphasis here is entirely different: it's not about generating a profit but about maintaining the faith and trust of the community. This means ensuring absolute transparency with public resources and demonstrating that every single expenditure is made in the most effective and efficient manner possible. This focus on maximizing *value* to the public, rather than just revenue, is the defining difference.

What are you most looking forward to doing in the next chapter of your life (hobbies, travel, family, etc.)?

The gift of unstructured time. I will no longer have a daily "work" schedule, leaving me to *crazily* fit everything else in. I will now have more time to spend with family and friends, to enjoy the simple pleasures of reading and learning, and to do some traveling. It's about trading the rigid work week for a more relaxed life.

Is there a specific memory or interaction with a coworker, customer, or Board member that stands out as a highlight of your career?

While 16 years has yielded countless significant memories, the overarching highlight is simply the privilege of working here. If I have to pick one type of interaction, it's the memory of successfully tackling our 2020 software conversion alongside our amazing accounting staff. Those moments of intense teamwork, where we pulled together to achieve a more robust and modern platform for the District's financial operations, truly stand out. Thank you to God, our customers, vendors, my colleagues, General Manager, and Board of Trustees; you all made it a pleasure to come to work every day.



Lorraine Caron

5 QUESTIONS TO NEW EMPLOYEES



Collin Lamb - Operator Collection & Pumping Division

Change often brings fresh energy, and that's certainly the case here at the District! Due to recent departures and a retirement, we've been busy bringing on board three new team members. We're excited for the unique talents and perspectives they bring. Get ready to meet them and learn a few fun facts about their lives outside the office.

Questions for our three new employees:

1. What is your favorite food or meal to cook/eat?

Collin: My favorite meal is to make and eat tacos.

Evan: I love all foods. But if I had to pick it'd be hot dogs and burgers.

Jordan: I love my comfort foods, especially in the fall! Can't beat Mom's homemade chili or baked mac n' cheese with a good salad.

2. If you could only listen to one album for the rest of your life, what would it be?

Collin: Florida Georgia's Here's To The Good Times



Evan Meiler - Operator Treatment Plant

Evan: Luke Combs' What You See Is What You Get

Jordan: Vault: Def Leppard's Greatest Hits

3. Do you prefer the mountains or the ocean, and why?

Collin: The mountains. I love being in the woods – hiking, camping and seeing the animals.

Evan: The mountains. I love to go skiing.

Jordan: Definitely the mountains. I've got a dog who lives for the trails. There's something about the fresh air, the views, and watching her go full hound mode with every scent, watching her living her best life. It's our thing... keeps us both happy and tired in the best way!

4. What is the best piece of advice you've ever received?

Collin: I will say that it is to stop worrying so much about what everyone else thinks you should be and be yourself.



Jordan Drouin - Accounts Specialist Administrative Division

Evan: Best advice I ever received was one that everyone has heard: Treat people the way you want to be treated.

Jordan: You will continue to face bumps and challenges along the way. Don't let those get you down, learn and grow from them.

5. What is your favorite thing about working at the BSD, so far?

Collin: The best thing about working here is the people.

Evan: My favorite thing about working here is my coworkers and protecting the environment and public health of the community.

Jordan: One of my favorite things so far is the people. There's a real sense of teamwork and support. It makes a big difference day to day. It's motivating to be around others who are not only good at what they do but are also willing to help each other grow. It creates an environment where you enjoy showing up and doing your best.

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.