



TOWNSEND WATER DEPARTMENT
540 Main Street West Townsend, Massachusetts 01474

Michael MacEachern, Chairman

Nathan Mattila, Vice-Chairman

Todd Melanson, Clerk

Paul Rafuse

(978) 597-2212

Water Superintendent

Email: water@townsend.ma.us

WATER COMMISSIONERS MEETING MINUTES

August 12, 2019 – 6:00 P.M.

Water Department 540 Main Street, Meeting Room

I. PRELIMINARIES:

- 1.1 Adjourn the meeting of August 5, 2019. TM moved to adjourn the meeting of August 5, 2019 held at the Selectmen's Chambers, 272 Main Street. NM seconded, Unanimous Vote (see attachment 1.1).
- 1.2 MM called the meeting to order at 6:00 P.M. at 540 Main Street.
- 1.3 Roll call showed Members Present: Chairman, Michael MacEachern (MM), Vice-Chair, Nathan Mattilla (NM) and Clerk, Todd Melanson (TM). Guests present: Andrea Wood and Kym Craven.
- 1.4 MM announced that the meeting is being audio recorded.
- 1.5 Chairman's additions or deletions.
 - 1.5.1 Discuss/Approve proposal from Underwater Solutions to clean and inspect the Highland Street and Fitchburg Road water tanks in the amount of \$ 8,685.00. TM moved to approve the proposal from Underwater Solutions (pending more information of the completion report of the recent cleaning of the Fitchburg Road Tank) for the inspection and cleaning of the Fitchburg Road and Highland Street water tank in the amount of \$8,685.00. NM seconded. Unanimous vote.
- 1.6 Approve meeting minutes of May 14, 2019, June 5, 2019, June 27, 2019 executive session, and July 2, 2019. TM made a motion to accept the meeting minutes of May 14, 2019, June 5, 2019, June 27, 2019 and both regular and executive session of July 2, 2019. NM seconded. Unanimous vote.
- 1.7 Review correspondence. Email from DEP to TM confirming Homeland Security will provide the Townsend Water Department with a Cyber Security Assessment.

II. APPOINTMENTS:

- 2.1 6:30 P.M. Kym Craven RE: to discuss Master plan. There was a lengthy conversation outlining the future needs of the Water Department and the water takers. Discussion included plans to maintain clean water, system expansion, and improvements. Items discussed: Update Water Main on Highland Street and Main Street near High School, replace and repair gates throughout the system, possible treatment plan at Cross Street Station, and Emery Road loop. TM reported that information could be found in the Source Water Assessment and Protection Report (SWAP).

III. MEETING BUSINESS:

- 3.1 Discuss/vote to hire an interim Water Superintendent. The BOWC reviewed the resume for Rebecca McEnroe. MM mentioned that Weston & Sampson would be talking to Ryan (Water Foreman) on Thursday August 15, 2019 as another possible Interim Superintendent option. NM motioned to accept Rebecca McEnroe as the Interim Water Superintendent then he withdrew his motion pending meeting both parties at the BOWC August 19, 2019 meeting.
- 3.2 Discuss/Approve replacing service truck. Funds will need to be reallocated at the fall town meeting and prior to the meeting we would need approval of the Capitol Plan Committee.
- 3.3 Discuss Sanitary Survey. The BOWC noted that the Sanitary Survey will be conducted on Wednesday, September 18, 2019.

3.5 Discuss water rates and fees. Todd suggested referencing the M36 Water Audit and the old 2010 Water Rate Study.

IV. COMMISSIONERS UPDATES AND REPORT:

- 4.1 Discuss procedure for contacting Superintendent while on leave. No one from the office or BOWC should be contacting the Superintendent directly.
- 4.2 Discuss protocol concerning contact with the town/BOS. NM & TM suggested moving forward to cc our water department liaison, Don Klein and to invite him to attend important water department meetings.

V. SUPERINTENDENTS UPDATES AND REPORTS:

- 5.1 Hydrant Maintenance and Low pressure on West Elm Street. MM believes that there was a Corrective Action Plan prepared by Stantec several years ago to address this situation. Ryan to research files.

VI. OFFICE ADMINISTRATOR'S UPDATES AND REPORTS:

- 6.1 Schedule next BOWC meeting. Review and sign Bills Payable Warrants. The Board scheduled the next BOWC meeting on Monday August 19, 2019.
- 6.2 Review and sign Schedule of Bills Receivable report.
- 6.3 Review Accounts Receivable Report.
- 6.4 Review year to date expenditures.

NM made a motion to review/sign reports and bills payable warrants out of session. TN seconded. Unanimous vote.

ADJOURNMENT:

MM adjourned the BOWC meeting at 8:26 P.M.

Respectfully submitted,



Brenda Boudreau

Office Administrator

Townsend Water Department

WATER DEPARTMENT MEETING

DATE August 12, 2019

NAME	ADDRESS	PH/EMAIL
Andrew Arnold	8 Old Appleton Rd.	Andrew.Arnold@verizon.net
Kym Craven	87 Lundenburg Road	KymCraven@aol.com

COPY

AGREEMENT

BETWEEN UNDERWATER SOLUTIONS INC. AND THE TOWNSEND WATER DEPARTMENT, TOWNSEND, MA FOR THE INSPECTIONS AND INTERIOR CLEANINGS (SEDIMENT REMOVAL) OF THE HIGHLAND STREET 1-MILLION GALLON CONCRETE AND THE FITCHBURG ROAD 500,000-GALLON STEEL WATER STORAGE TANKS AS FOLLOWS:

The Townsend Water Department, Townsend, MA agrees to have Underwater Solutions Inc. perform the above mentioned work as per the conditions/terms and costs stated on the proposal dated July 24, 2019 (copy attached).

PERSONNEL:

Divers / Tenders

GEAR:

Complete Sanitized Inspection/Cleaning Dive Station

(All gear sanitized and utilized only in potable water.)

3" Pump	Volume Tank and Filter
3" Suction Hose	Communications Box
3" Discharge Hose	200 ppm Chlorine Solution
25 CFM Compressor	Camera
400' Dive Rig	Manifold
Ladder	Dry Suit
Bailout Bottle	SuperLite Helmet
Emergency Air	Miscellaneous Tools

SUBMITTALS:

Comprehensive reports and corresponding photographs to be submitted after completion of work.

COST:

While mobilized in *Massachusetts, Summer 2019:*

Inspect and clean (sediment removal) up to 4" of sediment, both tanks, one mobilization: **\$8,685.00***

The following add-on services can be provided for the cost listed below:

<input type="checkbox"/> Ultrasonic Thickness Testing:	\$390.00*	<input type="checkbox"/> Real-Time Video with DVD:	\$390.00*
<input type="checkbox"/> Filter bag(s) & capturing of sediment:	\$275./per bag	<input type="checkbox"/> Kasco® Active Mixer:	Inquire Within
<input type="checkbox"/> Disposal:	Cost + 15% Markup	<input type="checkbox"/> Installation of Mixer:	Inquire Within

**This cost is not based on prevailing wage rates, should prevailing wage rates be required for this project, additional costs may be incurred.*

**Upon completion of the above-referenced services, a report of findings will be prepared and provided via E-MAIL ONLY. Upon request, hard copies of the report can also be provided at an additional cost of \$3.00 per page.*

TERMS AND CONDITIONS:

**It is the responsibility of the customer to provide Underwater Solutions Inc. with a location for discharge for all cleaning projects (sediment removal). *All sites must be maintained to allow a truck and trailer to mobilize to within 25' of the tank, allowing access around the circumference of the tank, and have good, sound ladder access to the rooftop. *All entry hatches must function allowing internal access to each tank and personnel must be available to mobilize to site locations. If this structure or any structure to be inspected has only bolt-on entry hatches, these bolt-on entry hatches must be removed prior to our arrival and re-secured by the customer's personnel at the completion of this project. At the time this project is to be conducted, the water level within this structure must be as full as possible or within 10' of overflow. The term "cleaning" refers to the removal of accumulated precipitate. Services beyond the removal of precipitate in terms of cleaning may incur an additional cost*

Note: The term "one mobilization" refers to allowing Underwater Solutions Inc. access to all site(s) at all times throughout the project. Should operations not allow for complete access to all site(s) throughout the entire project, an additional charge shall be incurred.

**I understand that in the event that the above-referenced terms and conditions are not met upon Underwater Solutions Inc. arrival on-site, then an additional hourly rate of \$300.00/per hour shall be incurred until such time that the terms and conditions are met, and Underwater Solutions Inc. is able to commence operations.*

BY SIGNING BELOW, I AM ACKNOWLEDGING THAT I HAVE READ AND UNDERSTAND THE ABOVE STATED TERMS AND CONDITIONS OF THIS AGREEMENT.

PAYMENT TERMS: PAYABLE UPON RECEIPT OF INVOICE

*** ACH PAYMENTS PERFERRED (Please contact our office to make arrangements)**

IN ACCEPTANCE OF AFOREMENTIONED AGREEMENT:



Sue Lisio, Chairman Board of Selectmen

UNDERWATER SOLUTIONS INC.
Signature of Authorized Representative

TOWNSEND WATER DEPT., TOWNSEND, MASSACHUSETTS
Signature of Authorized Representative

Director of Operations July 24, 2019
Title Date

Title Date

Mr. Tom Orcutt
Townsend Water Department
July 24, 2019
Page 2

PROPOSAL FOR THE INSPECTIONS AND INTERIOR CLEANINGS (SEDIMENT REMOVAL) OF THE HIGHLAND STREET 1-MILLION GALLON CONCRETE AND THE FITCHBURG ROAD 500,000-GALLON STEEL WATER STORAGE TANKS

**TOWNSEND WATER DEPARTMENT
TOWNSEND, MASSACHUSETTS**

PERSONNEL & GEAR: Divers / Tenders
Complete Sterile Inspection/Cleaning Dive Station
(All gear sanitized and utilized only in potable water.)

3" Pump	Volume Tank and Filter
3" Suction Hose	Communications Box
3" Discharge Hose	200 ppm Chlorine Solution
25 CFM Compressor	Camera
400' Dive Rig	Manifold
Ladder	Dry Suit
Bailout Bottle	SuperLite Helmet
Emergency Air	Miscellaneous Tools

Comprehensive reports of our findings and corresponding photographs to be submitted after completion of work.

COST: While mobilized Massachusetts, Summer 2019:

Inspect and clean (sediment removal) up to 4" of sediment, both tanks, one mobilization: **\$8,685.00***

The following add-on services can be provided for the cost listed below:

<input type="checkbox"/> Ultrasonic Thickness Testing:	\$390.00*	<input type="checkbox"/> Real-Time Video with DVD:	\$390.00*
<input type="checkbox"/> Filter bag(s) & capturing of sediment:	\$275./per bag	<input type="checkbox"/> Kasco® Active Mixer:	Inquire Within
<input type="checkbox"/> Disposal:	Cost + 15% Markup	<input type="checkbox"/> Installation of Mixer:	Inquire Within

**This cost is not based on prevailing wage rates, should prevailing wage rates be required for this project, additional costs may be incurred.*

**Upon completion of the above-referenced services, a report of findings will be prepared and provided via E-MAIL ONLY. Upon request, additional hard copies of the report can also be provided at an additional cost of \$3.00 per page.*

**It is the responsibility of the customer to provide Underwater Solutions Inc. with a location for discharge for all cleaning projects (sediment removal). *All sites must be maintained to allow a truck and trailer to mobilize to within 25' of the tank, allowing access around the circumference of the tank, and have good, sound ladder access to the rooftop. *All entry hatches must function allowing internal access to each tank and personnel must be available to mobilize to site locations. If this structure or any structure to be inspected have only bolt-on entry hatches, these bolt-on entry hatches must be removed prior to our arrival and re-secured by the customers personnel at the completion of this project. At the time this project is to be conducted, the water level within this structure must be as full as possible or within 10' of overflow. The term "cleaning" refers to the removal of accumulated precipitate. Services beyond the removal of precipitate in terms of cleaning may incur an additional cost. It is the responsibility of the customer to provide Underwater Solutions Inc. with a location for discharge for all cleaning projects (sediment removal).*

*Note: The term "one mobilization" refers to allowing Underwater Solutions Inc. access to all site(s) at all times throughout the project. Should operations not allow for complete access to all site(s) throughout the entire project, an additional charge shall be incurred. *I understand that in the event that the above-referenced terms and conditions are not met upon Underwater Solutions Inc. arrival on-site, then an additional hourly rate of \$300.00/per hour shall be incurred until such time that the terms and conditions are met, and Underwater Solutions Inc. is able to commence operations.*

Brenda

From: Brenda <bboudreau@townsend.ma.us>
Sent: Wednesday, August 7, 2019 10:19 AM
To: 'Todd Melanson'
Subject: FW: Townsend (2299000) Cybersecurity Assessment

Importance: High

From: Divris, Kristin (DEP) [mailto:kristin.divris@state.ma.us]
Sent: Wednesday, August 7, 2019 10:05 AM
To: Todd Melanson <tmelanson@chelmsfordwater.com>; water@townsend.ma.us
Cc: Bostwick, Robert (DEP) <robert.bostwick@state.ma.us>; Stone, Marielle (DEP) <marielle.stone@state.ma.us>; DePeiza, Yvette (DEP) <yvette.depeiza@state.ma.us>
Subject: Townsend (2299000) Cybersecurity Assessment
Importance: High

Good morning Todd,

I spoke this morning with Townsend Water Department's office assistant, who informed me that in your role on the Townsend Board of Water Commissioners, you are coordinating the Department of Homeland Security (DHS) cybersecurity assessment requested through EPA Region 1. MassDEP's Drinking Water Program (DWP) requested observation of the DHS cybersecurity assessment as a training opportunity so that DEP can better support public water systems (PWSs), particularly with the upcoming cybersecurity requirements of the America's Water Infrastructure Act (AWIA). However, Ron Ford of DHS identified that in order for DEP staff to attend, s/he must have Protected Critical Infrastructure Information (PCII) certification, and permission from the PWS undergoing the assessment.

My current role in DEP is one of technical assistance to both drinking water and wastewater utilities, and I have been a PCII authorized user for several years. I am respectfully requesting permission from Townsend Water Department to attend the DHS cybersecurity assessment for observational purposes only. Would you please let me know if this is acceptable, and if so, the date/time/location scheduled?

Thanks very much and please feel free to let me know if you have any questions.

Kristin L. Divris, MassDEP
Water Utility Resilience Program (WURP)
 8 New Bond St.
 Worcester, MA. 01606
 (P) 508-849-4028
 (F) 508-791-4131

<https://www.mass.gov/guides/water-utility-resilience-program>

Brenda

From: Kathy Spofford <kspofford@townsend.ma.us>
Sent: Thursday, August 8, 2019 1:22 PM
To: Paul Rafuse; Brenda Boudreau
Subject: FW: Public Records Request

Hi Brenda,
Please see the below public records request and respond to me and I will send it on to the requestor.
Thanks,
Kathy

Kathleen M. Spofford, CMMC
Town Clerk
Town of Townsend
272 Main Street
Townsend, MA 01469
978-597-1704
FAX: 978-597-8135
Notary Public
Commissioner to Qualify
Justice of the Peace

This message (including any attachments) contains confidential information intended for a specific individual and purpose, and is protected by law. If you are not the intended recipient, you should delete this message. In Massachusetts, the term "public record" is broadly defined to include all documentary materials or data created or received by any officer or employee of any governmental unit, regardless of physical form or characteristics unless it falls under one of the statutory exemptions to the Public Records Law MGL c. 4, s. 7(26). Consequently, email is subject to the disclosure, retention and maintenance provisions as required by law. MGL c. 66.

From: Carolyn Smart [mailto:carolynsmart3@gmail.com]
Sent: Thursday, August 08, 2019 6:32 AM
To: rao@townsend.ma.us
Subject: Public Records Request

In accordance with Chapter 66 of the Massachusetts General Laws, I'm requesting to see the policies approved by the Water Commissioners related to the RTCR Assessment Reports for the coliform bacteria hits in our water supply detected November and December of 2018.

I'm also requested to see the corrective actions and all documentation related to the corrective action in relation to the latest Sanitary Survey.

I understand you may charge for these records, please let me know if there's cost as your earliest convenience.

Thank you
Carolyn Smart

Brenda

From: Kathy Spofford <kspofford@townsend.ma.us>
Sent: Thursday, August 8, 2019 1:24 PM
To: Paul Rafuse; Brenda Boudreau
Subject: FW: Public Records Request

Hi Brenda,
Please see the below public records and respond to me and I will forward it to the requestor.
Thanks,
Kathy

Kathleen M. Spofford, CMMC
Town Clerk
Town of Townsend
272 Main Street
Townsend, MA 01469
978-597-1704
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From: Carolyn Smart [mailto:carolynsmart3@gmail.com]
Sent: Thursday, August 08, 2019 6:34 AM
To: rao@townsend.ma.us
Subject: Public Records Request

Hello,

I'm writing in accordance with Chapter 66 of the Massachusetts General Laws and requesting a copy of the report completely by Tom Orcott, Interim Water Superintendent that was mentioned at a recent Water Commissioners Meeting.

Thank you,
Carolyn Smart

Brenda

From: Kathy Spofford <kspofford@townsend.ma.us>
Sent: Tuesday, August 6, 2019 2:41 PM
To: Paul Rafuse
Cc: Brenda Boudreau
Subject: FW: Public Information Request

Please see the below public records request and send the response to me and I will forward to the requestor.
 Thank you,

Kathleen M. Spofford, CMMC
 Town Clerk
 Town of Townsend
 272 Main Street
 Townsend, MA 01469
 978-597-1704
 FAX: 978-597-8135
 Notary Public
 Commissioner to Qualify
 Justice of the Peace

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-----Original Message-----

From: Andrea Wood [mailto:andrea_wood1@verizon.net]
Sent: Tuesday, August 06, 2019 2:23 PM
To: Kathy Spofford; clerk
Subject: Public Information Request

Hello,

At the Water Department Meeting on July 30th, the Agenda lists the Superintendents updates and reports.?? I would like a copy of those updates and reports.

Thank you,

Andrea Wood

 This email has been checked for viruses by Avast antivirus software.
<https://www.avast.com/antivirus>

406 Sugar Road
Bolton, Massachusetts 01740

Phone 978-339-3731 (C)
E-mail:
becky@mcenroeconsulting.com

Rebecca L. McEnroe P.E.

Professional Experience

2009- Present McEnroe Consulting

Woman Business Enterprise (WBE) Certified in Massachusetts and RI Disadvantage Business Enterprise (DBE) in Massachusetts

- Startup assistance for surface water treatment plant in Peabody, MA including update of the O&M manual
- Startup assistance for Greensand filter plant at Chatham, MA and MCI Norfolk including production of the Facility O&M manual.
- Operations assistance for greensand filter plants at numerous groundwater facility in Massachusetts.
- Assisted with operations at the Taunton surface water treatment plant. Monitored water quality and made chemical modifications as required. Ensured that all MA DEP requirements were met relative to monthly reporting and sampling.
- Oversaw Upgrades to the Lowell WTP including new intake improvements as well as upgrades to various valves, chemical systems (chlorine dioxide) and control panels.
- Oversaw demo of an old water storage tank and construction of a new water storage tank in Lowell, Mass

2015- 2017 Sudbury Water District Sudbury, MA

Superintendent

- Manager of a groundwater system averaging 1.5 MGD for 6000 service connections with an operating budget of \$4,000,000. Oversee all aspects of facility operation including staff oversight (operations of two greensand WTPs, 8 well pump stations, maintenance, distribution, administrative), asset management, process optimization, energy conservation, safety, capital improvements and standard operating procedures.
- Prepare and oversee the annual capital and O&M plan and budget paying special attention to upgrades that may be required due to regulatory changes.
- Responsible for reviewing State and Federal regulations for current and future regulatory compliance issues. Continuously reviewing operations to ensure regulatory compliance. Review DEP monthly and annual reports.
- Attend meetings with Water Commissioners as required.
- Regularly Interface with local and state regulatory agencies as well as customers.

2011- 2015 Aquaria Water Dighton, MA

Project Manager

- Project Manager for a 5 MGD Reverse Osmosis/Ultrafiltration water treatment plant (WTP) with an operation budget of \$7,000,000. Oversee all aspects of facility operation including staff oversight (operations, maintenance, administrative and plant manager), asset management (using Infor MP2 software) process optimization, energy conservation, safety, capital improvements and standard operating procedures.
- Prepare and oversee the annual capital and O&M plan and budget paying special attention to upgrades that may be required due to regulatory changes.
- Responsible for reviewing State and Federal regulations for current and future regulatory compliance issues. Continuously reviewing operations to ensure regulatory compliance. Review DEP monthly and annual reports.
- Manage upgrades to the water supply system's controls system (programmable logic controllers) and Supervisory Control and Data Acquisition (SCADA) computer system.

2000- 2009 Pennichuck Water Nashua, NH

Water Supply Engineer/Program Manager

- Lead Engineer for a 30 MGD IDI Pulsator water treatment plant (WTP) operated by Pennichuck Water (PWW). Oversee all aspects of facility operation including process optimization, energy conservation, capital improvements and standard operating procedures.
- Program Manager for a \$30 million WTP upgrade. Oversee and responsible for all phases of the project from selecting the consulting engineering firm through planning, design construction and startup/training phases. Oversaw all process

selections and design decisions. Worked closely with designers and contractor to achieve the desired process outcomes. Lead engineer for all process startups and operator training.

- Design Engineer for water quality improvements for all small systems owned by Pennichuck Water (over 50 system). Design, startup and oversaw operations of numerous treatment systems including greensand filters, air stripping towers, arsenic treatment systems, radon removal, and softening systems. Responsible for the maintenance of a 1 MGD gravel packed well.
- Responsible for managing design and construction budgets, reviewing and approving invoices. Managed permitting issues related to design and construction.
- Responsible for reviewing State and Federal regulations for current and future regulatory compliance issues. Continuously reviewing operations to ensure regulatory compliance.
- Prepare and oversee the annual capital plan and budget for the Water Supply Department paying special attention to upgrades that may be required due to regulatory changes.
- Design, oversight, and management of outside service contracts providing cost control for maintenance and for upgrades to over 50 booster stations and community water supply facilities owned by PWW.
- Manage upgrades to the water supply system's controls system (programmable logic controllers) and Supervisory Control and Data Acquisition (SCADA) computer system and supervise the SCADA technical staff.

1997 - 1999

Littleton Water Department

Littleton, MA

Water Engineer

- Chief engineer and operator for the startup and operations of a 1.5 MGD Ozone/Ultrafiltration water treatment facility for the removal of iron and manganese.
- Oversaw operations of all water supply facilities including maintenance of 4 gravel pack wells (average total flow = 1.5 MGD).
- Maintain the Department's Supervisory Control and Data Acquisition (SCADA) computer system and programmable logic controllers
- Responsible for reviewing State and Federal regulations for current and future regulatory compliance issues. Continuously reviewing operations to ensure regulatory compliance. Reviewed state reports.
- Responsible for planning and implementing upgrades to the Water Department's distribution and treatment systems including 2 storage tanks, over 75 miles of pipe and 4 treatment system.

Education

M.S. Environmental Eng.	University of Massachusetts	Amherst, MA
Honors: Phi Kappa Phi		
B.S.	University of Massachusetts	Amherst, MA
Cum Laude. Major - Microbiology; Minor – Chemistry.		

Selected Professional Publications and Presentations

"RO Treatment of Brackish Waters in New England" *NEWWA November meeting*, November 20, 2013, Swansea, MA

"Retrofitting Filters in an Existing Plant: Making the Best of What You've Got", *NEWWA Water Quality Symposium*, May 17, 2007, Westford, MA

Professional Licenses and Certificates

Professional Engineer License #40140-MA

Water Operator, Grade IIID IVT-MA, Grade IIID IVT-NH

Wastewater Operator Grade III I MA OSHA 10

Backflow Tester (MA)

Professional Memberships

American Water Works Association

New England Water Works Association – Filtration Committee, Water for People Committee

Massachusetts Water Works Association

Phi Kappa Phi Honors Association

THE COMMONWEALTH OF MASSACHUSETTS

**EXECUTIVE OFFICE OF ENERGY &
ENVIRONMENTAL AFFAIRS
DEPARTMENT OF ENVIRONMENTAL
PROTECTION**

ONE WINTER STREET, BOSTON, MA



Request for Interest (RFI)

AWWA M36 Water Audits

Agency Document #: BWR 2019-02-AWWA-M36-WATER AUDITS

COMMBUYS #:

September 19, 2018

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1 RFI INTRODUCTION AND GENERAL DESCRIPTION

1.1 Description

The Commonwealth of Massachusetts Department of Environmental Protection (MassDEP) is soliciting interest from Water Management Act (WMA) registrants and permit holders to receive a free American Water Works Association (AWWA) M36 "Top-Down" Audit from a private consulting firm (the consulting firm has yet to be determined). For certain facilities that meet the outlined data criteria, a "Bottom-up Component Analysis" can also be done. The selected WMA public water suppliers (PWSs) are required to participate in the AWWA M36 Audit; however, the consulting firm hired by MassDEP will guide the audit and provide a report to the PWSs and MassDEP following its completion.

Based on the response to this Request for Interest (RFI), a list of WMA PWSs approved for the completion of a "Top Down" M36 Audit, or a "Top Down" M36 Audit with a "Bottom-up Component Analysis" will be included in a consulting services Request for Response (RFR) to be released by MassDEP later this year. The purpose of that RFR will be to select the consulting firm that will conduct the AWWA M36 Audits. A final list of WMA PWSs slated to receive an AWWA M36 Audit will not be available until after a consulting firm is selected by MassDEP (time and funding may constrain the number of AWWA M36 Audits that can be completed).

1.2 Background

The AWWA M36 Audit methodology has been successfully implemented in other state programs throughout the country. MassDEP is piloting the AWWA M36 Audit as a common methodology for public water systems (PWSs) throughout the Commonwealth to clearly articulate water loss needs and objectives. Developing uniform approaches for identifying and communicating water loss will allow PWSs and state agencies to work together to more efficiently set infrastructure and management goals that minimize costly non-revenue water production, prioritize the replacement of aging or failing infrastructure, and manage infrastructure assets. For WMA permittees that do not meet their Unaccounted for Water (UAW) Performance Standard of 10 percent or less, this AWWA M36 Audit will assist with meeting WMA permit conditions; a water audit is required when a permittee is not meeting the UAW standard.

1.3 Eligible Entities

Eligible entities are PWSs and municipalities with current WMA permits or registrations. "Top-Down" audits are available to PWSs that have not done an AWWA M36 water audit before, or have done a recent AWWA M36 audit but did not obtain a data validity score over 51. A "Bottom-up Component Analysis" will be available to PWSs that have recently completed an AWWA M36 audit, have obtained a validity score of 51 or greater, and have the detailed data necessary to perform the analysis.

2 ESTIMATED CALENDAR

EVENT	DATE
RFI Release Date	September 19, 2018
RFI Close Date	November 16, 2018
Consulting Firm RFR Release Date	November 30, 2018
Consulting Firm RFR Close Date	December 14, 2018
Estimated Notification of Successful Bidder(s)	December 18, 2018
Estimated Consultant Contract Start Date	January 1, 2019
Consultant Contract End Date	June 30, 2019

3 DATA NEEDS

All applicants must gather and have readily available the following detailed system information for the calendar year 2017 or 2018 by April 12, 2019 for inclusion in this AWWA M36 Audit grant program:

- production metering and error,
- distribution system pressures,
- reservoir or tank storage numbers,
- water imported,
- leak detection and repair,
- customer metering and billing and potential errors,
- authorized consumption from flushing, fire-fighting and related activities,
- water conservation activities,
- water rates and production costs, and
- infrastructure rehabilitation.

Applicants must make a prospective commitment to submit the required 2017 or 2018 data listed above. For applicants who wish to have a "Bottom-Up Component Analysis" done, the applicant must gather and have readily available the following detailed system information for the calendar year 2018 by April 12, 2019 for inclusion in this AWWA M36 Audit grant program:

For all leaks and breaks (Either reported or found during a leak detection survey):

- total number of failures by main size that were reported to and repaired
- total length of mains for each mains size group
- average duration of locating and containing reported failure events by mains size
- total number of failures by distribution system appurtenance type that were reported to and repaired
- total number of appurtenances for each system appurtenance group
- average awareness duration for reported failure events by system appurtenance type
- average duration of locating and containing reported failure events by system appurtenance
- total number of failures by service connection size (<1" or >=1") that were reported to and repaired the water utility
- total number of service connections for each service connection size group
- average awareness duration for reported failure events by service connection size group
- average duration of locating and containing reported failure events by service connection size group

The AWWA M36 Audit data manual can be downloaded at www.awwa.org for more information on these data needs.

From data collection through the completion of the AWWA M36 Audit, MassDEP estimates that it will take the applicant approximately 100 hours to complete all work.

4 EVALUATION CRITERIA

Applicant responses will be used to rank applicants and will determine who will be eligible for the completion of an AWWA M36 Audit by the consulting firm hired by MassDEP.

4.1 Evaluation Components

A MassDEP selection committee will review applications from responding PWSs. Applications will be evaluated based, at a minimum, upon the following criteria:

- Commitment made by the applicant to actively participate in the AWWA M36 Audit and provide documentation to MassDEP of in-kind services rendered. MassDEP estimates that approximately 100 hours will be required by the PWS to complete this audit.
- Ability of the applicant to provide the necessary data to perform and complete a "Top-Down Audit" or a "Top-Down Audit" with a "Bottom-Up Component Analysis."
- PWSs with recent DEP-approved high unaccounted for water (UAW) rates. Recent UAW rates are available at: <https://www.mass.gov/service-details/public-water-supply-tools-resources-performance-standards>
- WMA permittees that have received an Interim Allocation from the Department of Conservation and Recreation instead of Final Water Needs Forecast because of high UAW or other accounting concerns.
- PWSs that have recently done work to try and improve UAW rates.
- Quality and responsiveness of the proposal including: completeness, organization, and conciseness.

4.2 Proposal Format

Proposal shall be limited to 2 pages (single-spaced, 8-1/2" by 11" sheet with 0.5" margins) and shall include the following sections:

- Proposals should include a short statement detailing how the applicant will benefit from the completion of an AWWA M36 Audit.
- A discussion of the AWWA M36 audit requested. If a "Bottom Up" Component Analysis audit is requested, please be prepared to include a copy of the final report from your most recent AWWA M36 audit.
- A discussion of available data and data gaps.
- A discussion of recent MassDEP-approved UAW values, as well as work that has been undertaken by the applicant to improve those values.
- A commitment to providing in-kind services sufficient to allow for data to be provided and validated for a complete and accurate AWWA M36 Audit and validation to be performed in the timeframe allowed.
- A commitment to work with a consulting firm to complete the AWWA M36 Audit by June 30, 2019.
- A contact list including PWSs contacts' email and telephone numbers.

5 HOW TO SUBMIT A PAPER RESPONSE

INSTRUCTIONS—SUBMIT YOUR RESPONSE IN A SEALED ENVELOPE THAT IS CLEARLY MARKED WITH THE WORDS "M36 AUDIT – 2018", BY THE RESPONSE DEADLINE, TO THE FOLLOWING ADDRESS:

Massachusetts Department of Environmental Protection
One Winter Street
Boston, MA 02108
ATTN: Jennifer D'Urso
Telephone: 617-654-6591
Fax: 617-292-5696
E-Mail: jen.durso@mass.gov

Proposals must be submitted in a sealed envelope and include **one (1)** original signed copy, and **four (4)** duplicate copies.

Response Deadline— Responses are due no later than **November 16, 2018 at 5 pm** and **MUST** be mailed or hand delivered to the address listed above. **LATE RESPONSES WILL NOT BE CONSIDERED.**



Commonwealth of Massachusetts
Executive Office of Energy & Environmental Affairs

Department of Environmental Protection

One Winter Street Boston, MA 02108 • 617-292-5500

Charles D. Baker
Governor

Karyn E. Polito
Lieutenant Governor

Matthew A. Beaton
Secretary

Martin Suuberg
Commissioner

**REQUEST FOR INTEREST
STATEWIDE WATER MANAGEMENT ACT PERMIT AND REGISTRATION HOLDERS
WATER AUDIT
RFI #BWR 2019-02-AWWA M36 AUDIT**

The Commonwealth of Massachusetts Department of Environmental Protection (MassDEP) is soliciting interest from Water Management Act (WMA) registrants and permit holders to receive a free American Water Works Association (AWWA) M36 "Top-Down" Audit from a private consulting firm (the consulting firm has yet to be determined). For certain facilities that meet the outlined data criteria, a "Real-Loss Component Analysis" can also be done. The selected WMA public water suppliers (PWSs) are required to participate in the AWWA M36 Audit; however, the consulting firm hired by MassDEP will guide the audit and provide a report to the PWSs and MassDEP following its completion.

Based on the response to this Request for Interest (RFI), a list of WMA PWSs approved for the completion of a "Top-Down" M36 Audit, or a "Top-Down M36 Audit with a Real Loss Component Analysis" will be included in a consulting services Request for Response (RFR) to be released by MassDEP later this year. The purpose of that RFR will be to select the consulting firm that will conduct the AWWA M36 Audits. A final list of WMA PWSs slated to receive an AWWA M36 Audit will not be available until after a consulting firm is selected by MassDEP (time and funding may constrain the number of AWWA M36 Audits that can be completed). Funding for this program is contingent upon appropriation by the Massachusetts legislature.

PROJECT ELIGIBILITY CRITERIA

Responses to the RFI may be submitted by any Massachusetts public water supplier or municipality with a valid Water Management Act permit or registration. Public water suppliers must be able to commit significant personnel time as an in-kind match to produce accurate audit results and validation.

APPLICATION PROCESS

Applications are reviewed and recommended by a screening committee at MassDEP.

EVALUATION CRITERIA

Special consideration will be given to public water suppliers that have had a consistently high DEP-accepted Unaccounted for Water (UAW) percentage, or have been unable to receive a final water needs forecast from the Department of Conservation and Recreation because of high UAW or other accounting issues. Please see <https://www.mass.gov/service-details/public-water-supply-tools-resources-performance-standards> for a current list of public water suppliers and their DEP-approved UAW values.

ADDITIONAL INFORMATION

Please see <https://www.mass.gov/service-details/water-management-act-grant-programs-for-public-water-suppliers> for details on how to respond to this RFI.

This information is available in alternate format. Contact Michelle Waters-Ekanem, Director of Diversity/Civil Rights at 617-292-5751.

TTY# MassRelay Service 1-800-439-2370
MassDEP Website: www.mass.gov/dep

Printed on Recycled Paper



Commonwealth of Massachusetts
Executive Office of Energy & Environmental Affairs

Department of Environmental Protection

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MassDEP Website: www.mass.gov/dep

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6.3

**TOWN OF TOWNSEND
WATER DEPARTMENT**

NO. 20.01

7/31/2019

SCHEDULE OF BILLS RECEIVABLE

To the Accountant: Lauri Plourde

The following bills, amounting in the aggregate to

THREE HUNDRED NINETY EIGHT DOLLARS AND 00/100

are herewith committed for collection.

<u>DATE</u>	<u>USER CHARGES</u>	<u>SERVICE CHARGES</u>	<u>CONN CHARGES</u>	<u>BACK FLOW</u>	<u>TOTAL</u>
07/31/19	226,280.00	5,872.25	4,000.00	-	236,152.25

BOARD OF WATER COMMISSIONERS

Michael MacEachern, Chairman

Nathan Mattila, Vice-Chairman

Todd Melanson, Clerk

6.4

FISCAL YEAR 20 SUMMARY
TOWNSEND WATER DEPARTMENT - ACCOUNTS RECEIVABLE
 July 31, 2019

UNCOLLECTED FROM JUNE 30, 2019

\$ 89,610.77

<u>CHARGED</u>	07/01/19	07/31/19	7/31/2019	Previous Balance	Total	
USER CHARGES			226,280.00	0.00	226,280.00	
SERVICE CHARGES			5,872.25	0.00	5,872.25	
CONNECTION CHARGES			4,000.00	0.00	4,000.00	
LATE CHARGES			1,839.72	0.00	1,839.72	
BACKFLOW			0.00	0.00	0.00	
SUBTOTAL			237,991.97			
TOTAL CHARGES						<u><u>237,991.97</u></u> <u>327,602.74</u>
<u>RECEIVED</u>	07/01/19	07/31/19	<u>7/31/2019</u>			
USER CHARGES			175,792.37	0.00	175,792.37	
SERVICE CHARGES			6,007.99	0.00	6,007.99	
CONNECTION CHARGES			4,000.00	0.00	4,000.00	
LATE CHARGES			1,422.75	0.00	1,422.75	
BACKFLOW			450.47	0.00	450.47	
SUBTOTAL			187,673.58			
TOTAL RECEIPTS						187,673.58
SENT TO LIEN						
LIENS COLLECTED						
ABATEMENTS						
ADJUSTMENTS						-1,744.12
AJD TO MASTER						
UNCOLLECTED						<u><u>141,673.28</u></u> <u>327,602.74</u>

OUTSTANDING:

USER CHARGES	\$ 130,724.48
SERVICE CHARGES	3,103.51
CONNECTION CHARGES	0.00
LATE CHARGES	7,683.07
BACKFLOW	162.22
TOTAL OUTSTANDING	\$ 141,673.28

6.5

12:02 PM
08/07/19
Accrual Basis

Townsend Water Department
Budget vs. Actual
July 2019

	<u>Jul 19</u>	<u>Budget</u>	<u>\$ Over Bud...</u>
Ordinary Income/Expense			
Income			
5000 cost of goods	95.35	0.00	95.35
Service	0.00	0.00	0.00
Total Income	<u>95.35</u>	<u>0.00</u>	<u>95.35</u>
Gross Profit	21.57	0.00	21.57
Expense			
061.000 · General Operations 000			
061.001 · Personal Services 1			
5100 · Salaries & Wages-Water Super	0.00	89,129.00	-89,129.00
5110 · Salary & Wages-Oper Staff	0.00	175,227.00	-175,227.00
5112 · Salary & Wages-Support Staff	0.00	63,821.00	-63,821.00
5130 · Additional Gross	0.00	14,240.00	-14,240.00
5134 · Additional Gross-Reg&SpecOnc...	0.00	19,770.00	-19,770.00
5190 · Other Stipened-Longevity	0.00	2,700.00	-2,700.00
5191 · Other - Stipend BOWC	0.00	3.00	-3.00
5192 · Other-Certification/Stipend	0.00	1,500.00	-1,500.00
5193 · Retirement Benefit	0.00	2,000.00	-2,000.00
5195 · Other-Clothing Allowance	0.00	600.00	-600.00
5197 · Vehicle Allowance -Super	0.00	6,000.00	-6,000.00
5198 · Snow Storm Stipend	0.00	4,000.00	-4,000.00
Total 061.001 · Personal Services 1	<u>0.00</u>	<u>378,990.00</u>	<u>-378,990.00</u>

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08/07/19
Accrual Basis

Townsend Water Department
Budget vs. Actual
July 2019

	Jul 19	Budget	\$ Over Bud...
061.002 · Purchased Services 2			
5210 · Energy	0.00	70,000.00	-70,000.00
5240 · Repair & Maint Building	0.00	5,000.00	-5,000.00
5245 · Repair & Maint Equipment	4,139.49	20,000.00	-15,860.51
5245100 · Repair & Maintain Equip SC...	4,505.00	10,000.00	-5,495.00
5270 · Rentals	0.00	1,000.00	-1,000.00
Total 061.002 · Purchased Services 2	8,644.49	106,000.00	-97,355.51
061.003 · Purchased Services 3			
5300-02 · Proff Legal Expense	0.00	12,000.00	-12,000.00
5300 · Professional Services	3,287.00	60,000.00	-56,713.00
5300100 · Proff Service Backflow	0.00	6,000.00	-6,000.00
5340 · Communication	917.20	17,600.00	-16,682.80
5380 · Other Services	0.00	2,600.00	-2,600.00
Total 061.003 · Purchased Services 3	4,204.20	98,200.00	-93,995.80
061.004 · Purchased Supplies 4			
5420 · Office Supplies	276.63	5,000.00	-4,723.37
5430 · Building Supplies	0.00	1,500.00	-1,500.00
5435 · Equipment Maint Supplies	0.00	1,500.00	-1,500.00
5460 · Groundskeeping Supplies	0.00	500.00	-500.00
5480 · Vehicular Supplies	0.00	8,000.00	-8,000.00
Total 061.004 · Purchased Supplies 4	276.63	16,500.00	-16,223.37
061.005 · Purchased Supplies 5			
5530 · Public Works Supplies	2,669.54	35,000.00	-32,330.46
5531 · Chemicals	3,098.26	23,000.00	-19,901.74
5580 · Other Supplies	0.00	1,000.00	-1,000.00
5585 · Clothing Allowance	0.00	5,000.00	-5,000.00
Total 061.005 · Purchased Supplies 5	5,767.80	64,000.00	-58,232.20

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08/07/19
Accrual Basis

Townsend Water Department
Budget vs. Actual
July 2019

	<u>Jul 19</u>	<u>Budget</u>	<u>\$ Over Bud...</u>
061.007 · Other Charges & Exp 7			
5710 · Travel/mileage-in state	0.00	1,100.00	-1,100.00
5720 · Out of State Travel	0.00	100.00	-100.00
5730 · Dues and Memberships	5,777.00	2,000.00	3,777.00
5780 · Other Charges	0.00	500.00	-500.00
5785 · Water Assessment D.E.P.	0.00	2,000.00	-2,000.00
5850 · New Equipment	0.00	10,000.00	-10,000.00
Total 061.007 · Other Charges & Exp 7	<u>5,777.00</u>	<u>15,700.00</u>	<u>-9,923.00</u>
061.400 · Special Projects 400			
5012 · System Enhancement	0.00	0.00	0.00
Total 061.400 · Special Projects 400	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>
061.500 · Special Articles 500			
5600 · Prior Year Encumbrance	0.00	11,611.30	-11,611.30
5805-15 · Water Meter Replacements	0.00	0.00	0.00
Total 061.500 · Special Articles 500	<u>0.00</u>	<u>11,611.30</u>	<u>-11,611.30</u>
Total 061.000 · General Operations 000	<u>24,670.12</u>	<u>691,001.30</u>	<u>-666,331.18</u>
061.009 · Debt Service 9			
5910 · Long Term Debt-East Side Phase1	0.00	37,210.00	-37,210.00
5911 · Long Term Debt-East Side Ph 2	0.00	53,008.00	-53,008.00
5920 · Long term Interest-Phase1	0.00	5,163.86	-5,163.86
5921 · Long Term Int East Side Ph2	0.00	8,575.67	-8,575.67
5925-01 · Int Temp Loans/Bond Iss Fee	0.00	23,300.27	-23,300.27
Total 061.009 · Debt Service 9	<u>0.00</u>	<u>127,257.80</u>	<u>-127,257.80</u>
Total Expense	<u>24,670.12</u>	<u>818,259.10</u>	<u>-793,588.98</u>
Net Ordinary Income	<u>-24,648.55</u>	<u>-818,259.10</u>	<u>793,610.55</u>

12:02 PM
08/07/19
Accrual Basis

Townsend Water Department
Budget vs. Actual
July 2019

	Jul 19	Budget	\$ Over Bud...
Net Income	-24,648.55	-818,259.10	793,610.55