TOWNSEND WATER DEPARTMENT

540 Main Street West Townsend, Massachusetts 01474

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Michael MacEachern, *Chairman* Nathan Mattila, *Vice-Chairman* Todd Melanson, *Clerk*
(978) 597-2212 Email: *water@townsend.ma.us*

WATER COMMISSIONERS MEETING MINUTES
March 16, 2020 – 6:00 P.M.
Water Department 540 Main Street, Meeting Room

I. **PRELIMINARIES:**

1.1 MM called the meeting to order at 6:03 PM, 540 Main Street.

1.2 Roll call showed Members Present: Michael MacEachern (MM)-Chairman, Nathan Mattila (NM)-Vice Chair. Todd Melanson was absent.

1.3 MM announced that the meeting is being audio recorded.

1.4 Chairman's additions or deletions.

1.5 Approve meeting minutes of November 12, 2019. **NM made a motion to accept the meeting minutes of November 12, 2019. MM seconded. Unanimous vote.**

1.6 Review correspondence. Rebecca asked the board to review the Maher quote to repair/replace the pump. Ryan reported that Rebecca had called FW Sullivan to come and inspect the wellfield for cleaning. The cleaning will have to be done first before the pump is put back online.

II. **APPOINTMENTS**

2.1 None.

III. **MEETING BUSINESS VOTES MAY BE TAKEN:**

IV. Review/Revise Job Descriptions. The Board reviewed the revised job descriptions. Some of the following revisions were incorporated by Rebecca after meeting with employees. MM suggested that under judgement and complexity (foreman) that all problems and issues should be addressed by the superintendent first. NM feels as though everyone should be following the chain of command, which he feels has been bypassed frequently. The BOWC asked for the job title of the Office Assistant to stay the same. Also added is to alternate BOWC meetings and to receive supervision from the Office Administrator as previously voted on by the BOS. Apparently the issue of the Office Administrator supervision and custodian of locked confidential information does not appear on the job description. NM wanted to have the title remain as Office Administrator and add that she supervises the office assistant and other changes as noted. The Board agreed to the changes and authorized for the changes to be emailed to Carolyn to have updated by Dave Colton. **NM moved to accept all changes to the job descriptions as presented. MM seconded. Unanimous vote.**

V. **COMMISSIONERS UPDATES AND REPORT:**

4.1 None.

VI. **INTERIM SUPERINTENDENTS UPDATES AND REPORTS VOTES MAY BE TAKEN:**

5.1 Review CCR Report. The Board reviewed and approved the 2019 CCR report. Ryan requested that the language be revised before the final product is finalized. Ryan would like the wording fecal matter changed to bacteria with all the possible sources listed below that box. After a brief discussion the board requested Ryan discuss the change with Rebecca when they meet again. **NM moved to accept the CCR report pending the finalization between Ryan and the Interim Superintendent. MM seconded. Unanimous vote.**

VII. **OFFICE ADMINISTRATOR'S UPDATES AND REPORTS:**

7.1 The Board scheduled next BOWC meeting. For April 6, 2020.

7.2 The Board reviewed and signed the Bills Payable Warrants.

ADJOURNMENT:

MM adjourned the BOWC meeting at 7:05 P.M.

Respectfully submitted,

Brenda Boudreau

Brenda Boudreau

Office Administrator

Townsend Water Department

TOWNSEND WATER DEPARTMENT

540 Main Street West Townsend, Massachusetts 01474

Michael MacEachern, *Chairman* Nathan Mattila, *Vice-Chairman* Todd Melanson, *Clerk*

(978) 597-2212 Email: *water@townsend.ma.us*

WATER COMMISSIONERS MEETING AGENDA

March 16, 2020 - 6:00 P.M.

Water Department 540 Main Street, Meeting Room

I. **PRELIMINARIES:**

1.1 Call the meeting to order and announce meeting address.

1.2 Roll call.

1.3 Announce that the meeting is being audio recorded.

1.4 Chairman's additions or deletions.

1.5 Approve meeting minutes of November 12, 2019.

1.6 Review correspondence.

II. **APPOINTMENTS**

2.1

III. **MEETING BUSINESS VOTES MAY BE TAKEN:**

3.1 Review/Revise Job Descriptions.

IV. **COMMISSIONERS UPDATES AND REPORT:**

4.1

V. **INTERIM SUPERINTENDENTS UPDATES AND REPORTS VOTES MAY BE TAKEN:**

5.1 Review CCR Report.

VI. **OFFICE ADMINISTRATOR'S UPDATES AND REPORTS:**

7.1 Schedule next BOWC meeting.

7.2 Review and sign Bills Payable Warrants.

ADJOURNMENT:

WATER DEPARTMENT
WATER FOREMAN

DEFINITION
Responsible for coordinating and directing water treatment and distribution system construction and maintenance technicians, manual work, and operating equipment on projects; all other related work, as required. Updates Superintendent on all work needed and performed, required maintenance, repairs and inventory.

ESSENTIAL FUNCTIONS
The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Leads technicians engaged in the construction, maintenance, extension, alteration, and repair of the water & sewer systems, including the maintenance of hydrants, mains, services, pumps, tanks, meters, stations and valves; reads and interprets plans, requisitioning materials and equipment.

- Supervises employees operating heavy and light equipment, trucks and other equipment necessary for completion of projects, including excavating, shoring, and backfilling trenches; and restoring the paved surface. Operates heavy and light equipment and performs labor incidental to the work of operating assigned equipment or other laboring tasks, when necessary.

- Ensures compliance with all applicable internal and external policy, but not limited to, work site safety, OSHA Compliance , MUTCD Safety and Compliance, AWWA testing standards and environmental laws and regulations; MassDEP regulations; Completes Dig Safe requests as required.

- Instructs employees in the performance of work and makes field inspections of activities; Inspects work of private contractors on both public and private projects related to the water ~~& sewer~~ system generating inspection report to be submitted to ~~Engineering Division~~administration staff; aids private contractors engaged in work related to these systems.

- Responsible for ensuring proper preventative maintenance and care of vehicles, tools and other town assets involved in Water Operations is carried out in full. Arranges for repair and maintenance of town vehicles, equipment and tools outside of daily cleaning and preventative maintenance. Reports Vehicles and Tools out of service to the ~~Supervisor~~Superintendent.

- ~~Acts in the absence of the Supervisor in processing assigning personnel, overseeing~~ Overseeing operations, completing daily work reports and other forms and reports. Work requires regular contact with the public primarily to furnish information or to service complaints.

- Work involves direct supervision over a group of employees, responsible for developing work methods, assigning work, solving work problems, reviewing the work of subordinates, and maintaining work schedules.

- Responsible for accurately estimating material quantities required for daily work, seeking efficiency and avoiding waste.

- Responds to weather related emergencies and other emergencies as required.

- Be available for emergency on-call services, requiring responding to emergencies during nights, weekends, and holidays in rotation with Water Techicians.

- Submits recommendations for more efficient and economical operations.

- Prepares reports concerning activities of the department. Emergency overtime is mandatory when on call, scheduled overtime may also be necessary, and acceptance of overtime is expected.

- Performs similar work related to the repair and maintenance of the sewer system when necessary.

- Performs similar or related work, as required, or as situation dictates.

- Perform the duties and responsibilities of the Superintendnet in the Superintendent's absence.

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SUPERVISION RECEIVED

Under general direction, employee plans and prioritizes the majority of work independently, in accordance with standard practices. Employee is expected to solve most problems of detail or unusual situations by adapting methods or interpreting instructions accordingly. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with ~~supervisor~~Superintendent.

SUPERVISION EXERCISED

The employee, as a regular and continuing part of the job, leads other workers in accomplishing assigned work and also performs non-supervisory work that is usually of the same kind and levels as is done by the group led. The employee provides on-the-job training to new employees; reports to the ~~supervisor~~ Superintendent on disciplinary problems, performance and training needs.

JUDGMENT AND COMPLEXITY

~~The work~~ requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices and precedents which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions. Requires understanding, interpreting and applying federal, state and local regulations.

NATURE AND PURPOSE OF CONTACTS

Relationships are constantly with co-workers, vendors, the public, groups and/or individuals such as peers from other organizations, and representatives of professional organizations. The employee serves as a spokesperson or recognized authority of the organization in matters of substance or considerable importance, including departmental practices, procedures, regulations or guidelines. May be required to discuss controversial matters where tact is required to avoid friction and obtain cooperation.

EDUCATION AND EXPERIENCE

High school diploma; five to seven years of experience in utility construction or maintenance, including heavy motor equipment operation; supervisory experience; or an equivalent combination of education and experience.

Special Requirements

~~Massachusetts Class B Commercial Driver's License~~
Excavation Safety Training
Confined Space Entry Training
Massachusetts Class 2A, 1B Hoisting Engineer's License
Certified Massachusetts Drinking Water Supply Facilities Operator Grade D2 and T1
OSHA 10 Certification

Class D. License
valid

8 HOUR OSHA CLASS II ASBESTOS TRAINING: ASBESTOS-CEMENT PIPE WORKER SAFETY

KNOWLEDGE, ABILITY, AND SKILLS

Knowledge: Thorough knowledge of practices, procedures, equipment, materials and tools relative to public works data collection and municipal water system construction and maintenance operations. Working knowledge of water system principles, practices and methods as applicable to a municipal setting. Working knowledge of town procurement procedures, and Massachusetts Public Ethics Laws.

Abilities: Ability to supervise workers operating light, heavy, and special motor equipment. Ability to supervise public works crews and projects. Ability to operate light, heavy, and special motor equipment associated in the operation, maintenance, and repair of the distribution system safely. Ability to make minor repairs and adjustments to equipment. Ability to accept and complete required training. Ability to work in confined spaces. Ability to establish and maintain effective working relationships with the public. Ability to communicate effectively orally and in writing. Ability to work for extended periods under adverse conditions.

Skills: Skill in the use and operation of all required tools, equipment, and software. Strong written and oral communication skills. Skill in handling public complaints tactfully and effectively.

WORK ENVIRONMENT

The nature of duties may involve continuous presence of unpleasant or irritating elements, such as considerable noise, odors, chemical fumes, dust, smoke, heat, cold, oil, dirt or grease. Work may be continually performed outdoors, regardless of weather conditions.

PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills

Work requires moderate intermittent physical strength and effort daily, such as lifting heavy objects, carrying the object(s) and stacking them or moving them. In addition, pulling, pushing, standing or walking for the full workday may also be involved. A great deal of physical effort must be exerted at this level.

Motor Skills

Duties may involve assignments requiring application of hand and eye coordination with finger dexterity and motor coordination.

Visual Skills

Visual demands require routinely reading documents for general understanding and analytical purposes.

DRAFT

WATER DEPARTMENT
WATER TECHNICIAN

DEFINITION
Performs skilled manual labor and operates a variety of equipment related to the construction, maintenance, and repair of public water infrastructure; inspects the equipment for proper operating condition; carries out preventive maintenance procedures; related work as required.

ESSENTIAL FUNCTIONS
The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Performs routine scheduled inspections and preventative maintenance of water treatment and distribution facilities and equipment; Reports malfunctioning equipment to the Foreman; Makes repairs or replaces equipment as required.
- Performs manual labor in the maintenance of the water treatment and distribution systems; Including hydrant, water meter, and valve maintenance, repair and replacement; Water main inspection and repair; clearing blockages; repairing leaks.
- Reads water meters; Records readings and troubleshoots meter problems; Collects weekly water samples for testing.
- Operates light, medium trucks ~~and Class B trucks.~~ May operate Class 2 and 4 hydraulic equipment normally assigned to a public works equipment operator. Type of equipment varies by the assigned task.
- Inspect equipment prior to operation to assure that all controls and safety devices are functioning properly. Lubricate and otherwise service the equipment as part of a programmed preventive maintenance schedule. Report malfunctions to the Foreman. Assists in making repairs.
- Performs preventative maintenance and minor repairs on vehicles and equipment.
- Clears/removes snow and ice from roadways, parking lots, walkways, ramps, and steps. Hydrants
- Operates equipment as directed during snow and ice events.
- Responds to weather related emergencies and other emergencies as required.
- Respond to emergencies such as inclement weather, infrastructure failures including water main breaks; ~~Emergency overtime is mandatory,~~ scheduled overtime may also be necessary, acceptance of overtime is expected.
- Provide on-call services on a rotating basis, requiring responding to emergencies during night, weekends, and holidays.
- Maintains digital and/or manual records of water quality data, pumping data, and daily work performed; Creates and revises as necessary diagrams of water services and mains.
- Attends seminars and training classes required to maintain various licenses.
- Performs similar or related work as required, or as the situation dictates.
- Assist in periodic flushing of mains

Emergency OT expected unless you have signed this

Revised

- Operate mowers,trimmers and brush cutters associated in the care and maintenance of Water Department properties

SUPERVISION RECEIVED

Under general supervision. The employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently. The supervisor provides additional, specific instruction for new, difficult or unusual assignments, including suggested work methods. The employee refers unusual situations to the supervisor for advice and further instructions.

JUDGMENT AND COMPLEXITY

The work involves numerous standardized practices, procedures, or general instructions that govern the work and, in some cases, may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline.

NATURE AND PURPOSE OF CONTACTS

Relationships are primarily with co-workers, vendors and the public, involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Other regular contacts are with service recipients and employees of outside organizations. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile, uncooperative or uninformed persons.

EDUCATION AND EXPERIENCE

High School diploma or equivalent; one to three years of related work experience or technical training to perform assigned duties at the journeyman level; or any equivalent combination of education and experience.

Special Requirements

Massachusetts D2 and T1 Drinking Water Licenses
~~Massachusetts Class B Commercial Driver's License~~
Massachusetts Class 2B/1C Hoisting Engineer's License
Excavation Safety Training
Confined Space Entry Training
OSHA 10 Certification.
~~Mass~~ State Class D Driver's License.

KNOWLEDGE, ABILITY, AND SKILLS

Knowledge: Thorough knowledge of practices, procedures, equipment, materials and tools relative to public works and municipal water system construction and maintenance operations. Working knowledge of water system principles, practices and methods as applicable to a municipal setting. General knowledge of the layout of the town; Knowledge of motor equipment

maintenance requirements.
Abilities: Ability to operate heavy construction and maintenance related equipment safely and effectively; Ability to apply knowledge and experience to various departmental functions; ability to work effectively as a member of a crew or independently. Able to be on-call 24 hours per day. Ability to work for extended periods under adverse conditions. Ability to read and understand maps, plans, technical manuals, and specifications. Ability to communicate effectively with the public.

Skills: Skill in the operation of all required tools, equipment, and software applications. Skill in handling public complaints tactfully and effectively.

WORK ENVIRONMENT

The nature of duties may involve continuous presence of unpleasant or irritating elements, such as considerable noise, odors, chemical fumes, dust, smoke, heat, cold, oil, dirt or grease. Work may be continually performed outdoors, regardless of weather conditions.

PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills

Work requires moderate intermittent physical strength and effort daily, such as lifting heavy objects, carrying the object(s) and stacking them or moving them. In addition, pulling, pushing, standing or walking for the full workday may also be involved. A great deal of physical effort must be exerted at this level.

Motor Skills

Duties may involve assignments requiring application of hand and eye coordination with finger dexterity and motor coordination.

Visual Skills

Visual demands require routinely reading documents for general understanding and analytical purposes.

NON-EXEMPT
ADMINISTRATIVE UNION

WATER DEPARTMENT
~~ADMINISTRATIVE~~ ADMINISTRATOR ~~ASSISTANT~~ WATER

DEFINITION
Responsible skilled administrative and clerical support work in the Water Department for the efficient and effective operation of the Water Department. Related work as required.

ESSENTIAL FUNCTIONS
The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Provides administrative services to the Water Department by performing a variety of administrative, technical, fiscal and clerical responsibilities;
- Acts as staff liaison to Board of Water Commissioners; attends meetings and provides necessary administrative support;
- Prepares agendas and materials for all regular and special meetings (or hearings) of the Board;
- Attends and participates in all meetings of the Board; performs all necessary follow-up for decisions or inquiries made in those meetings and between those meetings;
- Oversees the issuance of various decisions, determinations, and permits under the jurisdiction of the Boards. Maintains public records and prepares reports as required.
- Provides extensive customer service in person, over the telephone and via e-mail; Interacts frequently with members of the public, vendors, Town departments and state and outside agencies.
- Enters new services and new water meters; Schedules and performs water meter reading using various systems; processes final water readings; issues demands and files liens as necessary;
- Coordinate with private vendor to process the mailing of water bills; download and record payments to customer accounts; ~~Apply~~ apply abatements and/or refunds to water accounts; balance water receivables with Accounting office.
- Prepares and processes departmental payroll and payables; receives and processes applications; deposits fees with the Treasurer.
- Maintains department records and documentation, updates department records, electronic and paper files;
- Responds to complaints and prepares reports of investigations and related material for possible Board or legal action; provides educational information to the general public;
- Interacts with Forman to coordinate meter replacement or other workorders requested by the public; → Foreman / Water Tech
- Update department's website as needed
- Provides customer usage upon request for title V inspections
- Process and schedule final readings and provide information to appropriate person prior to closing date.

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SUPERVISION RECEIVED

Under the general direction of the Water Superintendent, employee plans and prioritizes the majority of work independently, in accordance with standard practices. Employee is expected to solve most problems of detail or unusual situations by adapting methods or interpreting instructions accordingly. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor.

SUPERVISION GIVEN S
Office Administration give general direction to the Office Assistant
Administrator / manager

JUDGMENT AND COMPLEXITY

The work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices and precedents which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions. Requires understanding, interpreting and applying federal, state and local regulations.

NATURE AND PURPOSE OF CONTACTS

Relationships are constantly with co-workers, vendors, the public, groups and/or individuals such as peers from other organizations, and representatives of professional organizations. May be required to discuss controversial matters where tact is required to avoid friction and obtain cooperation.

CONFIDENTIALITY

Employee has limited access to confidential information in the performance of their duties.
Employee has access to sensitive information in the performance of their duties.

Commented [bm1]: Doesn't this position have access to personel files with social security numbers and job performance etc. I consider that info very sensitive.

EDUCATION AND EXPERIENCE

High school diploma or equivalent, Associates Degree preferred, and three to five years of related experience required, or any equivalent combination of education, training, certification and experience. Motor Vehicle Operator's License.

KNOWLEDGE, ABILITY, AND SKILLS

Knowledge: Thorough knowledge of municipal and municipal utility finance and budgeting. Working knowledge the Code of the Town of Townsend. Knowledge of related federal, state and local laws, rules and regulations Knowledge of software commonly utilized by municipalities for billing, word processing, financial analysis, and presentations. ~~Working knowledge of GIS mapping applications~~. Familiarity of office procedures and equipment. ~~Working knowledge of~~ Public Records, Open Meeting, Public Procurement, and Public Ethics laws. including Quick Books

Abilities: Ability to communicate effectively both orally and in writing. Ability to understand and explain various types of correspondence, reports and media. Ability to maintain good public relations and to maintain effective collaborative working relationships with Town departments, department heads, fellow employees, officials and the general public. Ability to be diplomatic, professional and courteous when dealing with others, especially in contentious or confrontational situations. Ability to meet deadlines. Ability to work independently and prioritize tasks. Ability to provide excellent customer service. Ability to keep accurate and detailed records; ability to use computers; ability to interact with the public in a professional and courteous manner; ability to handle multiple tasks in an effective manner.

Skills: Excellent organizational skills. Strong customer service skills. Strong research skills. Proficient in the use of computers and software applications for data management, word processing, mapping, and presentations. Detail orientated.

WORK ENVIRONMENT

The work is performed in a typical office environment.

PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills

The work involves sitting, standing, walking and stooping. May be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds.

Motor Skills

Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

Visual Skills

Visual demands require routinely reading documents for general understanding and analytical purposes.

WATER DEPARTMENT
~~DEPARTMENT ASSISTANT~~ - WATER
Office Assistant

DEFINITION
Responsible skilled administrative and clerical support services for the Water Department to ensure the efficient and effective operation of the department.

ESSENTIAL FUNCTIONS
The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Provides administrative services to the Water Department by performing a variety of administrative, technical, fiscal and clerical responsibilities;
- Assists in the preparation and administration of water billing; schedules final meter readings, prepares the lien list for transmittal to the Assessor's Office; Processes notices and payment plans for delinquent accounts; reconciles accounts receivable with the Town Accountant on a monthly basis.
- Provides extensive customer service in person, over the telephone and via e-mail;
- Interacts frequently with members of the public, vendors, and Town departments.
- Handles phone and email inquiries from ratepayers, members of the public, and businesses; Processes in-coming and outgoing mail.
- Assists and/or processes departmental payroll and accounts payable in a timely manner; posts to accounts payable and reconciles monthly with the Town Accountant.
- Processes work orders for action by operations personnel.
- Performs clerical tasks including but not limited to typing, filing, copying, and scanning;
- Maintains accurate records, files and correspondence;

SUPERVISION RECEIVED

Under the direct supervision of the ~~Water~~ Office Administrator and general direction of the Water Superintendent, employee plans and prioritizes the majority of work independently, in accordance with standard practices. Employee is expected to solve most problems of detail or unusual situations by adapting methods or interpreting instructions accordingly. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor.

JUDGMENT AND COMPLEXITY

The work involves numerous standardized practices, procedures, or general instructions that govern the work and, in some cases, may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline.

NATURE AND PURPOSE OF CONTACTS

Rotating Schedule:

Relationships are constantly with co-workers, vendors, the public, groups and/or individuals such as peers from other organizations, and representatives of professional organizations. May be required to discuss controversial matters where tact is required to avoid friction and obtain cooperation.

CONFIDENTIALITY

Employee has access to sensitive information in the performance of their duties.

EDUCATION AND EXPERIENCE

High school diploma or equivalent and one to three years of related experience required, or any equivalent combination of education, training, certification and experience. Motor Vehicle Operator's License.

KNOWLEDGE, ABILITY, AND SKILLS

Knowledge: Thorough knowledge of office practices and procedures. Thorough knowledge of departmental policies and practices regarding utility billing and payroll. Basic understanding of the Water Department operations. Working knowledge of public ethics, records, procurement and open meeting laws.

Abilities: Ability to communicate orally and in writing departmental policies, rules, and application procedures to the public. Ability to type, file, maintain records, and prepare reports. Ability to perform math. Ability to keep accurate and detailed records; ability to use computers; ability to interact with the public in a professional and courteous manner; ability to handle multiple tasks in an effective manner.

Skills: Skill in using a computer keyboard, typing, creating and using word processing and spreadsheet applications.

WORK ENVIRONMENT

The work is performed in a typical office environment.

PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills

The work involves sitting, standing, walking and stooping. May be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds.

Motor Skills

Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

Visual Skills

Visual demands require routinely reading documents for general understanding and analytical purposes.

Department Assistant

Required to alternate with the Office Manager on a rotating basis in preparing and attending Board meetings.

Approved by BOS 2018/2019

OFFICE ASSISTANT - WATER

Position Purpose:
To provide general office assistance and support in clerical duties, perform and produce professional routine clerical work and, services involving the performance of basic office tasks including typing, computer data entry, bookkeeping, billing, filing and working directly with customers and other municipal personnel. Performs all other related work as required.

Supervision:
Supervision Scope: Performs responsible functions requiring a basic working knowledge of departmental operations and the exercise of some judgment and initiative to complete assigned tasks. Must be able to work independently once trained.

Supervision Received: Works under the direct supervision of the Office Administrator, and general supervision of the Water Superintendent following department rules, regulations and policies, requiring the ability to perform routine operations, and to complete assigned specific tasks according to a prescribed time schedule. Consults with supervisor and/or superintendent on all questionable issues. Training will be provided until such time that the person is competent in their tasks.

Job Environment:
Work is performed in typical office environment, with frequent interruptions.

Operation of a computer, printer, typewriter, calculator, telephone, copier, facsimile machine, and all other standard office equipment.

Contacts are primarily in person, by telephone, and email and, involve discussing routine information; involves frequent contact with the public requiring considerable patience and courtesy.

Has access to confidential billing information requiring, the application of appropriate judgment, discretion and professional office protocols.

Errors could result in some confusion and delay, and time loss in redoing work; most errors would be detected in subsequent operations.

Essential Functions:
(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Performs routine clerical and computer work for accounts receivable and accounts payable. Assists the public by providing routine billing information and services; assists customers with basic questions regarding bills and related documents. Performs all general clerical

duties including, typing, filing, answering the telephone, opening and delivering mail. Produces basic monthly reports utilizing standard computerized spreadsheet applications; prints reports. Performs the work of a receptionist, greeting visitors and explaining office and billing procedures. Performs other account maintenance duties.

- Responsible for, processing, and entering charges and payments into the customer accounts, as well as maintaining billing register, and receipts record books.
- Maintain correct account information;
- Open and sort daily mail. Apply payments to accounts received from Treasurer's Office and enter into control books.
- Assist in or prepares biweekly payroll warrants to be submitted to Treasurer/Collector's office.
- Assist the Office Administrator with preparation of lien list for Assessor's Office.
- Report on overdue accounts on customer complaints.
- Receive, record, process, and collect backflow testing invoices for backflow surveying and testing contractor.
- Check and appropriately respond to a variety of daily emails.
- Check emails for Dig Safe requests and post for operations personnel to attend to.
- Create Work Orders and post for operations personnel to attend to.
- Maintain and update information on the Departments website.
- Process and schedule final readings, and provide information to appropriate person; Attorney, Realtor, or home owner prior to closing date.
- Maintain inventory control records.
- Frequently verify, retrieve, and provide a variety of information pertaining to customer accounts to the Treasurer's Office resulting from the collection of water bill payments.
- Provide customer usage upon request for title V inspections.
- Process and mail certified mailings and prepare payment plan letters for such accounts and other delinquent debt collections.

- Maintains and updates, either manually or by computer, important departmental records requiring the careful recording, classification and compilation of information; posts and records information; update data; checks, sorts, records and files various materials.

- May assist customers by furnishing a variety of routine information and resolving minor problems and complaints; performs informational and referral services to the general public; answers the telephone and takes messages; directs calls to appropriate person.

- May type from copy, rough draft or general instructions a variety of documents which may include, but not be limited to, correspondence, memorandums, vouchers, purchase orders, permits, reports, etc.

- Asist water department staff with field information data entry.

- Performs similar or related work as required.

Recommended Minimum Qualifications:

Education, Training and Experience:
High school education; and one year of experience in general clerical and secretarial work; municipal experience preferred; or any equivalent combination of education and experience.

Knowledge, Ability and Skill:
Knowledge: General knowledge of office procedures, practices and terminology. Working knowledge of the use of office and data processing equipment, business arithmetic, business writing and spelling. Basic knowledge of bookkeeping techniques. Basic knowledge of local government and its operations helpful.

Ability: Ability to organize time and accomplish tasks. Ability to maintain detailed statistics, records, and clerical records. Ability to deal effectively and tactfully with the public. Ability to professionally, effectively and tactfully communicate with the public, co-workers, other employees, department heads, Town officials, and other agencies.

Skill: Excellent clerical, and customer service skills. Detail oriented with good organization skills. Basic expertise and skill in utilizing personal computers, popular word processing, database, and spreadsheet applications. Skill in all of the above listed tools and equipment. Competence in addition, subtraction, multiplication and division is required. Listening and assimilation of information is a necessity along with reading and writing of English.

Physical Requirements:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position requires the ability to operate a keyboard and calculator at efficient speed and to view computer screens for extended periods of time. The employee must occasionally lift and/or move objects weighing up to 15 pounds, such as supplies, folders, and books. Sitting, standing, reaching and pulling may also be required for extended periods.

(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)

2yrs 1yr

top 5 users 2018-2019	volume (100 cuft)	cost at existing rate	cost at new rate	increase cost per year
Sterilite	24,549	$ 73,647.00	$ 103,842.27	**$ 15,097.64**
Sterilite at 30 scales lane	1,941.00	$ 5,823.00	$ 8,210.43	**$ 1,193.72**
		$ -	$ -	**$ -**
total for all Sterilite meters		$ -	$ -	**$ 16,291.35**
		$ -	$ -	**$ -**
Bailey's Restarant	5,854.00	$ 17,562.00	$ 24,762.42	**$ 3,600.21**
		$ -	$ -	**$ -**
McDonalds	3,213.00	$ 9,639.00	$ 13,590.99	**$ 1,976.00**
		$ -	$ -	**$ -**
King Farm 15 scales lane	3,457.00	$ 10,371.00	$ 14,623.11	**$ 2,126.06**
		$ -	$ -	**$ -**

proposed income

	Town	Witches Brook	Year
FY 2019			
gallons		36,393,300.00	2019
cu. Ft.	15,338,565.00		2019
proposed rate/ volume	$ 4.23	$ 5.36	
dollars	$ 648,821.30	$ 195,068.09	
total meter revenue	$ 843,889.39		
unit charge	$ 382,900.00		2019
connection charges	$ 16,000.00		2019
Demand Charges	$ 19,496.00		2019
Backflow test charges	$ 9,150.00		2019
service and sprinkler charges	$ 31,549.00		2019
Total Proposed	1,302,984.39		
increase in total income	$ 244,330.44		

we should increase charge by
$10 to pay for administrative w

2019 income total
$ 1,058,654

top 5 users 2018-2019	volume (100 cuft)	cost at existing rate	cost at new rate	increase cost per year
Sterilite	24,549	$ 73,647.00	$ 103,842.27	**$ 15,097.64**
Sterilite at 30 scales lane	1,941.00	$ 5,823.00	$ 8,210.43	**$ 1,193.72**
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		$ -	$ -	**$ -**
King Farm 15 scales lane	3,457.00	$ 10,371.00	$ 14,623.11	**$ 2,126.06**
		$ -	$ -	**$ -**

TOWNSEND WATER DEPARTMENT ENTERPRISE FUND

CHAPTER 44 SECTION 53F ½

DIRECT & INDIRECT COSTS

PART 1

DIRECT COSTS – Costs clearly identifiable and readily attributable to the service being costed.

A. Health Insurance

The charge for health insurance will be based on the current plans that employees are signed up for after the open enrollment period at the rate for the upcoming fiscal year. The actual Health Insurance costs will be calculated at the end of the current fiscal year. The enterprise will either be charged the additional expense, or credited the difference in the upcoming fiscal year.

B. Medicare

The Town's share of Medicare will be charged to the enterprise. The calculation will be based on the percentage Medicare eligible wages from the most recently completed fiscal year divided by the gross wages. That percentage will be applied to the town manager recommended budget. For example, the Medicare eligible wages are $850,000 and the actual gross wages were $1,000,000. If the following year's payroll is $1,050,000, the Medicare calculation will be:

($850,000 / $1,000,000) x $1,050,000 x 1.45% = $12,941.25

The actual Medicare costs will be calculated at the end of the current fiscal year. Like health insurance, the enterprise will either be charged the additional expense, or credited the difference in the upcoming fiscal year.

C. Middlesex Retirement

Each year, the Town is charged a retirement assessment to pay for employee pensions. A portion of the assessment will be allocated to the enterprise funds. The most accurate way to assess the

retirement costs is to compare retirement withholdings from active employees. A report will be run by the Accountant and/or Treasurer that calculates the total Middlesex Retirement withheld from all town employees in the most recently completed fiscal year. A report will then be run that totals the Middlesex Retirement withholdings from the enterprise in the same fiscal year. The percentage of retirement withheld from the enterprise will be used to prorate the Town's Retirement Assessment. For example, if the total Middlesex Retirement employee withholdings are $2,000,000 for a year, and an enterprise had $60,000 in retirement withholdings, then the enterprise will be responsible for 3% of the pension assessment.

$60,000 / $2,000,000 = 3%

3% x $3,100,000 (Pension Assessment) = $93,000

The Enterprise's share of the retirement is $93,000

To project the future retirement costs, the percentage of retirement withheld in the prior fiscal year will be applied to the following year's assessment. For example, if the retirement assessment increases to 3,200,000, the enterprise in the scenario above will be charged 3% of that amount, or $96,000. Like health insurance, the enterprise will either be charged the additional expense, or credited the difference in the upcoming fiscal year.

D. Debt- The department will be charged the debt for borrowing that is specific to the department.

PART 2

INDIRECT COSTS – Costs not readily attributable to a service or department, because they are shared with other services or departments.

Auto Insurance

Those department will be charged for auto insurance coverage. The Town pays for auto insurance out of the general fund. Therefore, a portion of the expense must be charged back to the enterprises. Records are kept of all vehicles in Town in order to go out to bid on insurance each year. If readily available, the insurance cost per vehicle is provided on a spreadsheet which will be provided in the direct and indirect cost analysis.

A. Comprehensive Liability Insurance

The Town keeps records for insurance purposes of the assessed value of all town owned buildings and property. The enterprise will be charged a percentage of the comprehensive liability insurance based on the assessed value of the property versus the total property held by the Town. For example, the if the total value of the Town owned property is $200,000,000, and the Water Enterprise is in custody of $10,000,000 of that property, they will be charged 5% of the overall comprehensive liability bill.

B. General Liability Insurance

The charge for general liability will be calculated in the same manner as comprehensive liability.

C. Excess Umbrella Liability

Umbrella insurance provides additional protection for the Town over what the comprehensive and general liability insurances provide. The calculation will be as follows:

$$\frac{\text{Enterprise Operating Budget (Net of Direct/Indirect Costs) x Umbrella Liability}}{\text{Total Operating Budget (Net of Direct/Indirect Costs)}}$$

D. Worker's Compensation Insurance

The billing for worker's compensation is based on percentage of payroll. Therefore the charge to the enterprise will be as follows:

$$\frac{\text{Enterprise Personnel Budget x Worker's Compensation Charge}}{\text{Total Town Personal Services}}$$

E. Unemployment Insurance

The billing for unemployment insurance is based on percentage of payroll. Therefore the charge to the enterprise will be as follows:

$$\frac{\text{Enterprise Personnel Budget x Unemployment Charge}}{\text{Total Town Personal Services}}$$

F. Public Officials Liability

Public Official Liability is based on percentage of payroll. Therefore the charge to the enterprise will be as follows:

Enterprise Personnel Budget x Public Officials Liability

Total Town Personal Services

PART 3

INDIRECT ADMINISTRATIVE COSTS – Shared costs of management and policymaking that cannot be assigned to individual services of departments.

A. Departments

- **Accounting**
- **Assessor**
- **Board of Selectmen/Human Resources**
- **Legal**
- **Technology**
- **Treasurer/Collector**

For the departments listed above, the enterprises will be charged for a portion of personal services which will be based on percentage of operating budget. The calculation below will use the 123 Town Manager budget as an example. The enterprises will be charged for each department listed above.

$$\frac{\text{Enterprise Budget (Net of Direct/Indirect)}}{\text{Total Operating Budget (Net of Direct/Indirect)}} \times \text{[INSERT GENERAL FUND BUDGET HERE]}$$

As with the calculation for health insurance, the above indirect administrative costs charged above are subject to a cost analysis at the end of the fiscal year to determine the actual expense incurred by the department. The purpose is to protect the enterprise. For example, if one of the above positions is vacant for a portion of the year, the enterprise should not have to pay for those services during that time.

1.6

Brenda

From: Beth Faxon <bfaxon@townsend.ma.us>
Sent: Monday, March 9, 2020 3:45 PM
To: Brenda Boudreau
Subject: Invitation to Townsend MVP Core Team Meeting #1

Dear Water Department superintendent,

Townsend has received funding to complete the Municipal Vulnerability Preparedness (MVP) Planning Grant process and update the Town's Hazard Mitigation Plan (HMP).

- The MVP grant program provides technical and financial support for cities and towns across the Commonwealth to plan for, and mitigate the impacts from, climate change.
- The HMP is part of a FEMA program that identifies the risks and vulnerabilities associated with natural disasters, and develops long-term strategies for protecting people and property from future hazard events.

By completing a combined HMP-MVP report, Townsend will be eligible for FEMA Grant programs and MVP Action Grants for implementing priority adaptation projects.
This process requires the support of a Core Team made of municipal department staff, an invite-only stakeholder workshop following the Community Resilience Building Workshop Guide, and a public listening session. The Core Team will:

- convene to establish the goals for the project;
- provide data and local expertise on assets and vulnerabilities;
- participate in the stakeholder workshop; and
- finalize priority actions for the final report.

As a staff member whose areas of expertise and experience can contribute significant value to this project, I'd like to invite you to be a member of the Core Team. The first meeting will occur at 11:00AM on March 24th in Selectmen's Chambers, Memorial Hall.

If you have any questions, they can be directed towards me or our MVP certified support staff:

- Steve Roy, Project Manager, RoyS@wseinc.com
- Adria Boynton, Resiliency Specialist, BoyntonA@wseinc.com.

Thank you,

Beth Faxon
Planning and Zoning Board of Appeals Administrator, Town of Townsend
bfaxon@townsend.ma.us
Land Use Department
272 Main St.
Townsend, MA 01469
978-597-1722
Office Hours: Mon. – Thur. 9am - 4pm
www.townsend.ma.us

If this email is received by a multi-member public board, commission or committee please take care to never "respond to all" as you may inadvertently create a violation of the open meeting law. Thank you.

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

Massachusetts Department of Environmental Protection
Source Water Assessment and Protection (SWAP) Report
for

Townsend Water Department

What is SWAP?

The Source Water Assessment Program (SWAP), established under the federal Safe Drinking Water Act, requires every state to:

- inventory land uses within the recharge areas of all public water supply sources;
- assess the susceptibility of drinking water sources to contamination from these land uses; and
- publicize the results to provide support for improved protection.

Susceptibility and Water Quality

Susceptibility is a measure of a water supply's potential to become contaminated due to land uses and activities within its recharge area.

A source's susceptibility to contamination does *not* imply poor water quality.

Water suppliers protect drinking water by monitoring for more than 100 chemicals, disinfecting, filtering, or treating water supplies, and using source protection measures to ensure that safe water is delivered to the tap.

Actual water quality is best reflected by the results of regular water tests. To learn more about your water quality, refer to your water supplier's annual Consumer Confidence Reports.

Table 1: Public Water System Information

PWS Name	Townsend Water Department
PWS Address	540 Main Street
City/Town	Townsend , Massachusetts
PWS ID Number	2299000
Local Contact	Paul Rafuse
Phone Number	(978) 597-2212

Introduction

We are all concerned about the quality of the water we drink. Drinking water wells may be threatened by many potential contaminant sources, including storm runoff, road salting, and improper disposal of hazardous materials. Citizens and local officials can work together to better protect these drinking water sources.

Purpose of this report:
This report is a planning tool to support local and state efforts to improve water supply protection. By identifying land uses within water supply protection areas that may be potential sources of contamination, the assessment helps focus protection efforts on appropriate best management practices (BMPs) and drinking water source protection measures.

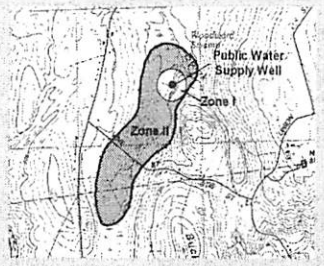
Refer to Table 3 for Recommendations to address potential sources of contamination. Department of Environmental Protection (DEP) staff are available to provide information about funding and other resources that may be available to your community.

This report includes the following sections:

1. Description of the Water System
2. Land Uses within Protection Areas
3. Source Water Protection Conclusions and Recommendations
4. Appendices

What is a Protection Area?

A well's water supply protection area is the land around the well where protection activities should be focused. Each well has a Zone I protective radius and a Zone II protection area.



Glossary

Aquifer: An underground water-bearing layer of permeable material that will yield water in a usable quantity to a well.

Hydrogeologic Barrier: An underground layer of impermeable material (i.e. clay) that resists penetration by water.

Recharge Area: The surface area that contributes water to a well.

Zone I: The area closest to a well; a 100 to 400 foot radius proportional to the well's pumping rate. This area should be owned or controlled by the water supplier and limited to water supply activities.

Zone II: The primary recharge area for the aquifer. This area is defined by hydrogeologic studies that must be approved by DEP. Refer to the attached map to determine the land within your Zone II.

Section 1: Description of the Water System

Zone II #: 473 — *Susceptibility: Moderate*

Well Names	*Source IDs*
Well #1 (Main Street)	2299000-01G

Zone II #: 408 — *Susceptibility: Moderate*

Well Names	*Source IDs*
Well #2 (Cross Street)	2299000-02G

The wells for Townsend Water Department are located in two Zone IIs. Well #1 is a tubular wellfield located south of Route 119 near the Ashby town line, and Well #2 is located north of Highland Street. Well #1 has a Zone I of 250 feet and Well #2 has a Zone I of 400 feet. The wells are located in an aquifer with a high vulnerability to contamination due to the absence of hydrogeologic barriers (i.e. clay) that can prevent contaminant migration. Please refer to the attached map to view the boundaries of the Zone IIs.

All the wells have potassium hydroxide added for corrosion control. For current information on monitoring results and treatment, please contact the Public Water System contact person listed above in Table 1 for a copy of the most recent Consumer Confidence Report. Drinking water monitoring reporting data are also available on the web at http://www.epa.gov/safewater/ccr1.html.

Section 2: Land Uses in the Protection Areas

The Zone IIs for Townsend are mainly residential with forested areas (refer to attached map for details). Land uses and activities that are potential sources of contamination are listed in Table 2, with further detail provided in the Table of Regulated Facilities and Table of Underground Storage Tanks in Appendix B.

Key Land Uses and Protection Issues include:

1. Inappropriate activities in Zone I
2. Residential land uses
3. Transportation corridors
4. Oil or hazardous material contamination sites
5. Comprehensive wellhead protection planning

The overall ranking of susceptibility to contamination for the system is Moderate, based on the presence of only moderate threat land uses within the water supply protection areas, as seen in Table 2.

1. **Inappropriate Activities in Zone Is** – Massachusetts drinking water regulations (310 CMR 22.00 Drinking Water) requires public water suppliers to own the Zone I, or control the Zone I through a conservation restriction. The two (2) Zone Is for the wells are owned and controlled by the public water system. Only water supply activities are allowed in the Zone I. However, many public water supplies were developed prior to the Department's regulations and contain non water supply activities such as homes and public roads. The two Zone Is for Townsend contain private homes and Route 119 (Main Street).

Zone I Recommendations:

- ✓ To the extent possible, remove all non water supply activities from the Zone Is to comply with DEP's Zone I requirements.
- ✓ Use BMPs for the storage, use, and disposal of hazardous materials such as water supply chemicals and maintenance chemicals.
- ✓ Do not use or store pesticides, fertilizers or road salt within the Zone I.
- ✓ Keep any new non water supply activities out of the Zone I.

2. Residential Land Uses – Approximately 5% of the Zone II consists of residential areas. None of the areas have public sewers, and so all use septic systems. If managed improperly, activities associated with residential areas can contribute to drinking water contamination. Common potential sources of contamination include:

- **Septic Systems** – Improper disposal of household hazardous chemicals to septic systems is a potential source of contamination to the groundwater because septic systems lead to the ground. If septic systems fail or are not properly maintained they can be a potential source of microbial contamination.
- **Household Hazardous Materials** - Hazardous materials may include automotive wastes, paints, solvents, pesticides, fertilizers, and other substances. Improper use, storage, and disposal of chemical products used in homes are potential sources of contamination.
- **Heating Oil Storage** - If managed improperly, Underground and Aboveground Storage Tanks (UST and AST) can be potential sources of contamination due to leaks or spills of the fuel oil they store.
- **Stormwater** – Catch basins transport stormwater from roadways and adjacent properties to the ground. As flowing stormwater travels, it picks up debris and contaminants from streets and lawns. Common potential contaminants include lawn chemicals, pet waste, and contaminants from automotive leaks, maintenance, washing, or accidents.

Benefits of Source Protection

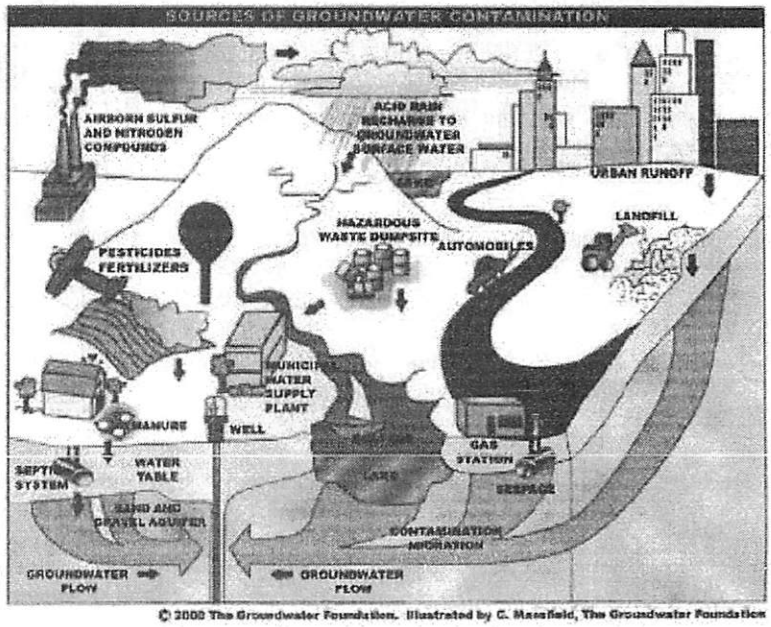
Source Protection helps protect public health and is also good for fiscal fitness:

- Protects drinking water quality at the source
- Reduces monitoring costs through the DEP Waiver Program
- Treatment can be reduced or avoided entirely, saving treatment costs
- Prevents costly contamination clean-up
- Preventing contamination saves costs on water purchases, and expensive new source development

Contact your regional DEP office for more information on Source Protection and the Waiver Program.

Residential Land Use Recommendations:

- ✓ Educate residents on best management practices (BMPs) for protecting water supplies. Distribute the fact sheet "Residents Protect Drinking Water" available in Appendix A and on www.mass.gov/dep/brp/dws/protect.htm, which provides BMPs for common residential issues.
- ✓ Work with planners to control new residential developments in the water supply protection areas.
- ✓ Promote BMPs for stormwater management and pollution controls.



3. Transportation Corridors – Route119 runs through the Zone II for Well #1. Local roads are common throughout the Zone IIs. Roadway construction, maintenance, and typical highway use can all be potential

sources of contamination. Accidents can lead to spills of gasoline and other potentially dangerous transported chemicals. Roadways are frequent sites for illegal dumping of hazardous or other potentially harmful wastes. De-icing salt, automotive chemicals and other debris on roads are picked up by stormwater and wash in to catchbasins.

Transportation Corridor Recommendations:

- ✓ Identify stormwater drains and the drainage system along transportation corridors. Work to better manage stormwater by pre-treating contaminated stormwater and/or redirecting stormwater outside of the Zone II.
- ✓ Work with the Town and State to have catch bas ins inspected, maintained, and cleaned on a regular schedule. Street sweeping reduces the amount of potential contaminants in runoff.
- ✓ Work with local emergency response teams to ensure that any spills within the Zone II can be effectively contained.
- ✓ If storm drainage maps are available, review the maps with emergency response teams. If maps aren't yet available, work with town officials to investigate mapping options such as the upcoming Phase II Stormwater Rule requiring some communities to complete stormwater mapping.

What are "BMPs?"

Best Management Practices (BMPs) are measures that are used to protect and improve surface water and groundwater quality. BMPs can be structural, such as oil & grease trap catch basins, nonstructural, such as hazardous waste collection days or managerial, such as employee training on proper disposal procedures.

4. Presence of Oil or Hazardous Material Contamination Sites – The Zone II for Well #2 contains a DEP Tier Classified Oil and/or Hazardous Material Release Site indicated on the map as Release Tracking Numbers 213008. Refer to the attached map and Appendix 3 for more information.

Oil or Hazardous Material Contamination Sites Recommendation:

- ✓ Monitor progress on any ongoing remedial action conducted for the known oil or contamination sites.

For More Information

Contact Josephine Yemoh-Ndi in DEP's Worcester Office at (508) 849-4030 for more information and assistance on improving current protection measures.

Copies of this report have been provided to the public water supplier, board of health, and the town.

5. Protection Planning – Currently, the Town does have water supply protection controls that meet DEP's Wellhead Protection regulations 310 CMR 22.21(2). Protection planning protects drinking water by managing the land area that supplies water to a well. A Wellhead Protection Plan coordinates community efforts, identifies protection strategies, establishes a timeframe for implementation, and provides a forum for public participation. There are resources available to help communities develop a plan for protecting drinking water supply wells.

Protection Planning Recommendations:

- ✓ Establish a protection team, and refer them to http://mass.gov/dep/brp/dws/protect.htm for a copy of DEP's guidance, "Developing a Local Wellhead Protection Plan".
- ✓ Coordinate efforts with local officials to compare local wellhead protection controls with current MA Wellhead Protection Regulations 310 CMR 22.21(2). If there are no local controls or they do not meet the current regulations, adopt controls that meet 310 CMR 22.21(2). For more information on DEP land use controls see http://mass.gov / dep/brp/dws/protect.htm.

(Continued on page 6)

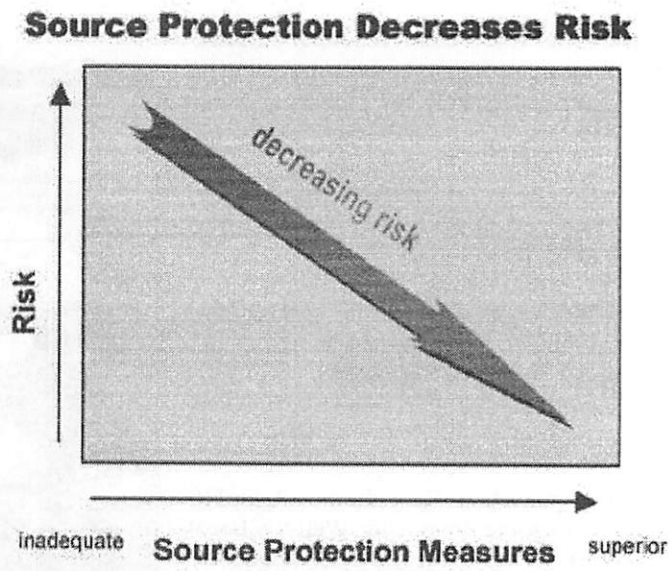


Figure 2: Risk of contamination decreases as source protection increases. This is true for public water systems of any susceptibility ranking, whether High, Moderate, or Low.

Potential Source of Contamination vs. Actual Contamination

The activities listed in Table 2 are those that typically use, produce, or store contaminants of concern, which, if managed improperly, are potential sources of contamination (PSC).

It is important to understand that a release may never occur from the potential source of contamination provided facilities are using best management practices (BMPs). If BMPs are in place, the actual risk may be lower than the threat ranking identified in Table 2. Many potential sources of contamination are regulated at the federal, state and/or local levels, to further reduce the risk.

Table 2: Land Use in the Protection Areas (Zones I and II)

For more information, refer to Appendix B: Regulated Facilities within the Water Supply Protection Area

Land Uses	Quantity	Threat	Potential Contaminant Sources*
Residential			
Fuel Oil Storage (at residences)	Several	M	Fuel oil: spills, leaks, or improper handling
Lawn Care / Gardening	Several	M	Pesticides: over-application or improper storage and disposal
Septic Systems / Cesspools	Several	M	Residential Hazardous chemicals: microbial contaminants, and improper disposal
Miscellaneous			
Aboveground Storage Tanks	Several	M	Residential Materials stored in tanks: spills, leaks, or improper handling
Aquatic Wildlife	Few	L	Microbial contaminants
Road And Maintenance Depots	One	M	Well #2 only; Deicing materials, automotive fluids, fuel storage, and other chemicals: spills, leaks, or improper handling or storage
Stormwater Drains/ Retention Basins	Few	L	Debris, pet waste, and chemicals in stormwater from roads, parking lots, and lawns
Very Small Quantity Generator	2	L	Hazardous materials and waste: spills, leaks, or improper handling or storage
Transmission Line Rights-of-Way - Type	One	L	Corridor maintenance pesticides: over-application or improper handling; construction
Transportation Corridors	One	M	Fuels and other hazardous materials: accidental leaks or spills; pesticides: over-application or improper handling
Oil or Hazardous Material Sites	One	- - -	Tier Classified Oil or Hazardous Material Sites are not ranked due to their site-specific character. See Appendix B

Notes:

1. When specific potential contaminants are not known, typical potential contaminants or activities for that type of land use are listed. Facilities within the watershed may not contain all of these potential contaminant sources, may contain other potential contaminant sources, or may use Best Management Practices to prevent contaminants from reaching drinking water supplies.
2. For more information on regulated facilities, refer to Appendix B: Regulated Facilities within the Water Supply Protection Area information about these potential sources of contamination.
3. For information about Oil or Hazardous Materials Sites in your protection areas, refer to Appendix C: Tier Classified Oil and/or Hazardous Material Sites.

* **THREAT RANKING** - The rankings (high, moderate or low) represent the relative threat of each land use compared to other PSCs. The ranking of a particular PSC is based on a number of factors, including: the type and quantity of chemicals typically used or generated by the PSC; the characteristics of the contaminants (such as toxicity, environmental fate and transport); and the behavior and mobility of the pollutants in soils and groundwater.

Other land uses and activities within the Zone IIs that are potential sources of contamination are included in Table 2. Refer to Appendix B for more information about these land uses. Identifying potential sources of contamination is an important initial step in protecting your drinking water sources. Further local investigation will provide more in-depth information and may identify new land uses and activities that are potential sources of contamination. Once potential sources of contamination are identified, specific recommendations like those below should be used to better protect your water supply.

Section 3: Source Water Protection Conclusions and Recommendations

Current Land Uses and Source Protection:
As with many water supply protection areas, the system Zone IIs contain potential sources of contamination. However, source protection measures reduce the risk of actual contamination, as illustrated in Figure 2.

Source Protection Recommendations:
To better protect the sources for the future:

- ✓ Continue to inspect the Zone I regularly, and when feasible, remove any non-water supply activities.
- ✓ Educate residents on ways they can help you to protect drinking water sources.
- ✓ Work with emergency response teams to ensure that they are aware of the stormwater drainage in your Zone II and to cooperate on responding to spills or accidents.
- ✓ Monitor progress on any ongoing remedial action conducted for the known oil or contamination sites.
- ✓ Develop and implement a Wellhead Protection Plan.

Top 5 Reasons to Develop a Local Wellhead Protection Plan

❶ Reduces Risk to Human Health

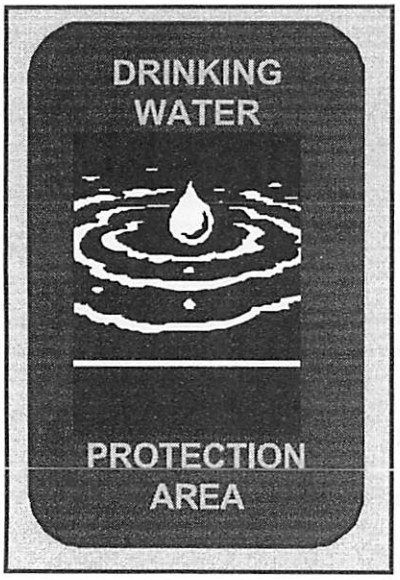
❷ Cost Effective! Reduces or Eliminates Costs Associated With:

- Increased groundwater monitoring and treatment
- Water supply clean up and remediation
- Replacing a water supply
- Purchasing water

❸ Supports municipal bylaws, making them less likely to be challenged

❹ Ensures clean drinking water supplies for future generations

❺ Enhances real estate values - clean drinking water is a local amenity. A community known for its great drinking water in a place people want to live and businesses want to locate.



Conclusions:
These recommendations are only part of your ongoing local drinking water source protection. Additional source protection recommendations are listed in Table 3, the Key Issues above and Appendix A.

DEP staff, informational documents, and resources are available to help you build on this SWAP report as you continue to improve drinking water protection in your community. The Department's Wellhead Protection Grant Program and Source Protection Grant Program provide funds to assist public water suppliers in addressing water supply source protection through local projects. Protection recommendations discussed in this document may be eligible for funding under the Grant Program. Please note: each spring DEP posts a new Request for Response for the grant program (RFR).

Other grants and loans are available through the Drinking Water State Revolving Loan Fund, the Clean Water State Revolving Fund, and other sources. For more information on grants and loans, visit the Bureau of Resource Protection's Municipal Services web site at: http://mass.gov/dep/brp/mf/mfpubs.htm.

Table 3: Current Protection and Recommendations

Protection Measures	Status	Recommendations
Zone I		
Does the Public Water Supplier (PWS) own or control the entire Zone I?	**NO**	Follow Best Management Practices (BMP's) that focus on good housekeeping, spill prevention, and operational practices to reduce the use and release of hazardous materials.
Is the Zone I posted with "Public Drinking Water Supply" Signs?	**YES**	Additional economical signs are available from the Northeast Rural Water Association (802) 660-4988.
Is Zone I regularly inspected?	**YES**	Continue daily inspections of drinking water protection areas.
Are water supply-related activities the only activities within the Zone I?	**NO**	Continue monitoring non-water supply activities in Zone Is.
Municipal Controls (Zoning Bylaws, Health Regulations, and General Bylaws)		
Does the municipality have Wellhead Protection Controls that meet 310 CMR 22.21(2)?	**YES**	The Town "Aquifer Protection District" bylaw does not DEP's best efforts for wellhead protection. Refer to www.state.ma.us/dep/brp/dws/ for model bylaws and health regulations, and current regulations.
Do neighboring communities protect the Zone II areas extending into their communities?	—	Does not extend into neighboring community.
Planning		
Does the PWS have a Wellhead Protection Plan?	**NO**	Develop a wellhead protection plan. Follow "Developing a Local Wellhead Protection Plan" available at: www.state.ma.us/dep/brp/dws/.
Does the PWS have a formal "Emergency Response Plan" to deal with spills or other emergencies?	**YES**	Develop a joint emergency response plan with fire department, Board of Health, DPW, and local and state emergency officials. Coordinate emergency response drills with local teams.
Does the municipality have a wellhead protection committee?	**NO**	Establish committee; include representatives from citizens' groups, neighboring communities, and the business community.
Does the Board of Health conduct inspections of commercial and industrial activities?	**YES**	For more guidance see "Hazardous Materials Management: A Community's Guide" at www.state.ma.us/dep/brp/dws/files/hazmat.doc
Does the PWS provide wellhead protection education?	**YES**	Aim additional efforts at commercial, industrial and municipal uses within the Zone II.

The assessment and protection recommendations in this SWAP report are provided as a tool to encourage community discussion, support ongoing source protection efforts, and help set local drinking water protection priorities. Citizens and community officials should use this SWAP report to spur discussion of local drinking water protection measures.

The water supplier should supplement this SWAP report with local information on potential sources of contamination and land uses. Local information should be maintained and updated periodically to reflect land use changes in the Zone II. Use this information to set priorities, target inspections, focus education efforts, and to develop a long-term drinking water source protection plan.

Section 4: Appendices

A. Protection Recommendations
B. Regulated Facilities within the Water Supply Protection Area
C. Table of Tier Classified Oil and/or Hazardous Material Sites within the Water Supply Protection Areas
D. Additional Documents on Source Protection

What is a Zone III?

A Zone III is the land beyond the Zone II from which surface and ground water may drain to the Zone II.

The Zone III includes the Zone II and the additional recharge area that could contribute water to the Zone II.

Land uses within the Zone III that are located outside of the Zone II were not assessed for this report.

This area was not assessed due to either or both of the following:

1. The low permeability of underground water bearing materials in this area significantly reduces the rate of contaminant transport through the groundwater.

2. An assessment has been made that groundwater in this area probably discharges to surface water features rather than traveling directly toward the well.

Additional Documents:

To help with source protection efforts, more information is available by request or online at mass.gov/dep/brp/dws including:

1. Water Supply Protection Guidance Materials such as model regulations, Best Management Practice information, and general water supply protection information.
2. MA DEP SWAP Strategy
3. Land Use Pollution Potential Matrix
4. Draft Land/Associated Contaminants Matrix

APPENDIX B:
REGULATED FACILITIES WITHIN THE WATER SUPPLY PROTECTION AREA
FOR TOWNSEND WATER DEPARTMENT

DEP Permitted Facilities

DEP Facility Number	Facility Name	Street Address	Town	Permitted Activity	Activity Class
213783	TOWNSEND HIGHWAY DEPT	12 DUDLEY RD.	TOWNSEND	Generator of Hazardous Waste	Very Small Quantity Generator of Hazardous Waste
301011	MA HIGHWAY SITE 46	26 NEW FITCHBURG RD.	TOWNSEND	Fuel Dispenser	Fuel Dispenser
	MA HIGHWAY SITE 46	26 NEW FITCHBURG RD.	TOWNSEND	Generator of Hazardous Waste	Very Small Quantity Generator of Hazardous Waste

For more information on underground storage tanks, visit the Massachusetts Department of Fire Services web site: http://www.state.ma.us/dfs/ust/ustHome.htm

Note: This appendix includes only those facilities within the water supply protection area(s) that meet state reporting requirements and report to the appropriate agencies. Additional facilities may be located within the water supply protection area(s) that should be considered in local drinking water source protection planning.

APPENDIX C – Table of Tier Classified Oil and/or Hazardous Material Sites within the Water Supply Protection Areas

DEP's datalayer depicting oil and/or hazardous material (OHM) sites is a statewide point data set that contains the approximate location of known sources of contamination that have been both reported and classified under Chapter 21E of the Massachusetts General Laws. Location types presented in the layer include the approximate center of the site, the center of the building on the property where the release occurred, the source of contamination, or the location of an on-site monitoring well. Although this assessment identifies OHM sites near the source of your drinking water, the risks to the source posed by each site may be different. The kind of contaminant and the local geology may have an effect on whether the site poses an actual or potential threat to the source.

The DEP's Chapter 21E program relies on licensed site professionals (LSPs) to oversee cleanups at most sites, while the DEP's Bureau of Waste Site Cleanup (BWSC) program retains oversight at the most serious sites. This privatized program obliges potentially responsible parties and LSPs to comply with DEP regulations (the Massachusetts Contingency Plan – MCP), which require that sites within drinking water source protection areas be cleaned up to drinking water standards.

For more information about the state's OHM site cleanup process to which these sites are subject and how this complements the drinking water protection program, please visit the BWSC web page at http://www.state.ma.us/dep/bwsc. You may obtain site -specific information two ways: by using the BWSC Searchable Sites database at http://www.state.ma.us/dep/bwsc/sitelist.htm, or you may visit the DEP regional office and review the site file. These files contain more detailed information, including cleanup status, site history, contamination levels, maps, correspondence and investigation reports, however you must call the regional office in order to schedule an appointment to view the file.

The table below contains the list of Tier Classified oil and/or Hazardous Material Release Sites that are located within your drinking water source protection area.

Table 1: Bureau of Waste Site Cleanup Tier Classified Oil and/or Hazardous Material Release Sites (Chapter 21E Sites) - Listed by Release Tracking Number (RTN)

RTN	Release Site Address	Town	Contaminant Type
2-0013008	CROSS STREET	TOWNSEND	Oil

For more location information, please see the attached map. The map lists the release sites by RTN.

Townsend Water Department

~~Department~~ Assistant-Water

The Townsend Water Department is seeking qualified candidates for the position of Department Assistant-Water. This is a part-time 30 hour per week position providing general office and clerical assistance. The position requires excellent customer service and social skills in effectively communicating with the public and, other municipal employees and Town officials in a courteous respectful manner. The applicant must possess the ability to effectively work with co-workers as a team to maintain and promote a healthy productive working environment but, also be self-motivated and be able to work independently. The position requires performing basic office tasks including but, not limited to, typing, computer data entry, analysis and reporting, bookkeeping, billing, filing. Candidates must have knowledge and experience working with QuickBooks. Municipal accounting experience is highly preferred. Applications can be obtained at the Water Department office located at 540 Main Street in West Townsend or on the Town's website @ www.townsend.ma.us. Applications can also be emailed upon request. To request an application please email your request to water@townsend.ma.us. This is a union position subject to collective bargaining, with a full benefit package.

The Town of Townsend is an equal opportunity employer

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