

2022



WATERLINES

A Bangor Water Publication

Thomas Hill Standpipe Flag Flies with Reopening for Tours



It's been a busy year at Bangor Water's Thomas Hill Standpipe. The flag that flies atop the standpipe was missing for over a year, but was happily restored a few months ago. That was just in time for the restoration of tours of the standpipe which had been suspended during the COVID pandemic.

An inspection related to cell antenna installation noted the flagpole (which we believe is the original rod) was rusted with pitting at the joints. Concerns that the pole would bend or snap resulted in removal of the flag while repairs were considered.

The initial proposal suggested replacing the entire pole – which would have entailed approval by the Bangor

Historic Preservation Commission as well as the cost and complications of lifting the materials to the standpipe roof. We opted to have an ultrasonic scan performed on the pipe, which indicated the pole joints could be repaired. Contractor scaffolding went up in the fall of 2021, and repairs were completed several months later.

We have re-opened the standpipe for tours four times a year. Our 2022 winter tour will be on Dec. 14 from 1- 3 p.m. Our 2023 spring tour will be on May 17 from 3 – 6 p.m. Check our Facebook page for additional 2023 tours.

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Multi-Year Ozone Treatment Project Completed

Standpipe consolidation	2	<p>The multi-million-dollar upgrade of our ozone treatment facility was completed over the summer. Ozone is used for the disinfection of our water and to remove the natural color of Floods Pond, our source of supply. The upgrade included the use of a "temporary" disinfection system to provide treatment while the installation of new equipment was completed. Since our ozone system was not in use during the temporary process, ozone could not remove the color from the water. This resulted in yellow-tinged water for several months. We appreciate our customers' patience during the project. Work on the 25-year-old system included conversion to a liquid oxygen supply and a pre-mixing system for more efficient ozonation.</p> <p>A related project is replacement of the original 1957 five mile Bangor Water District-owned power line running from Route 9 in Eddington to the treatment and pump facilities at Floods Pond. The project has experienced cost increases and supply delays due to material shortages and the installation of a fiber optic line for more reliable communications between our treatment facility at Floods Pond and the standpipes and pump stations throughout our system.</p>
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Major System Upgrades Underway Near BIA

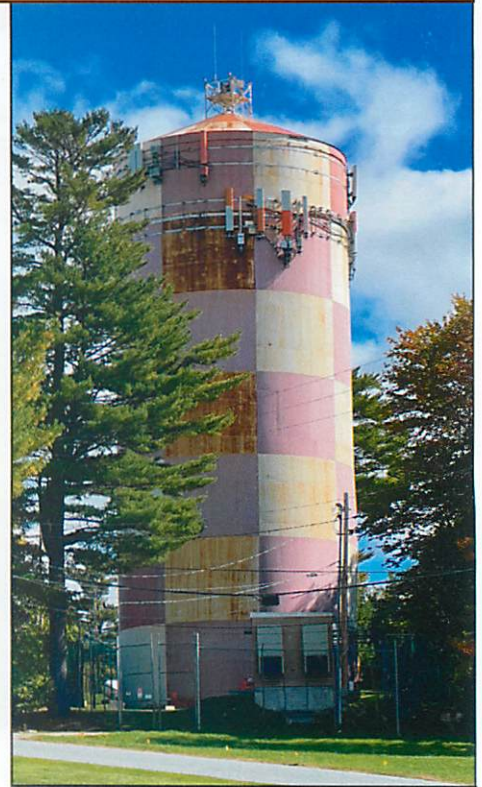
After several years of engineering design and evaluation, work has begun on standpipe and pump station replacements near the Bangor International Airport and on outer Hammond Street. The work will include

- Demolition of the 78-year-old standpipe on Venture Way
- Demolition of the 59-year-old standpipe on Hammond Street
- Decommissioning of a 79-year-old Maine Avenue pump station
- Replacement of old pipelines to improve fire flows

The two standpipes will be replaced by a single water storage facility, located near the existing tank on Venture Way, while the new pump station will be located on the corner of Corporate Drive and Texas Avenue. Consolidation of the tanks and upgrading the required pipelines will improve water quality by reducing the time that the water resides in the system.

Construction of the new pump station and pipeline work has started and should be complete and on line by 2023. The cost of this portion of the project is estimated at nearly \$5,000,000. Seventy percent of the project is funded by a low interest loan and 30% by an American Rescue Plan Act (ARPA) grant, a \$1,500,000 savings!

The demolition of the existing tanks and the construction of the new water storage facility is the second phase of the project starting in 2023 with an estimated cost of \$6,000,000. The funding for this will also include principal forgiveness of \$1,100,000 in savings.



Venture Way Water Storage Tank

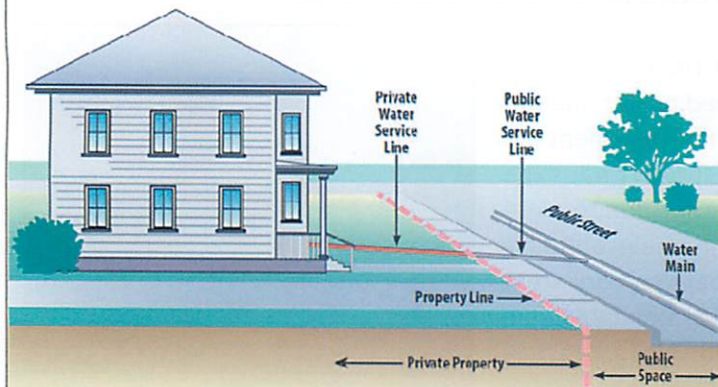
Developing a Customer Service Line Inventory

Every building that is served by Bangor Water has a “service line,” running from the water main in the street into the structure. That’s approximately 11,000 service lines in the seven communities we serve.

Bangor Water’s portion of the service line is from the water main to the external shut off valve or “curbstop” and the customer owns from the curbstop into the building.

Service lines may be constructed of various materials including copper, lead, and galvanized metal. During the 1970s and 1980s, Bangor Water invested heavily in locating and replacing its lead components and galvanized pipe.

New federal regulations now require that we compile a database which will be public information. This database will detail the service line material on both the customer’s portion and Bangor Water’s portion of the service line.



Bangor Water has some—but not all—information on the customers’ portion of the service line, so we will be reaching out for appointments to inspect the service line in your basement or utility room.

If your portion of the service line is not copper, you may want to consider having it replaced. A galvanized metal service line becomes brittle with age, and could break with even routine operation of the curbstop and may result in property damage.

Good News on PFAS and Lead/Copper Testing

We're happy to report that testing has shown **undetectable** levels of **PFAS** (otherwise known as "forever" chemicals) in Floods Pond.

This is due in large part to the isolated nature of the pond which is located in Otis. Over the years, forward-looking Trustees have approved purchase of lands around the pond as well as conservation easements with abutting landowners. Bangor Water owns or has agreements covering more than 98 percent of the watershed.

This has allowed us to control development around the lake (no homes or camps, only pumping and treatment plants owned by Bangor Water) as well as restrict activities on the lake (no boating, swimming, or fishing).

Test results from the spring of 2022 showed that our water is also **fully compliant with lead and copper regulations**. Since 1992, we have monitored "worst case scenario" homes with known lead solder or internal lead components to assess our corrosion control treatment. The treatment reduces the corrosivity of the water, reducing lead leaching from internal plumbing and into the water.

As a reminder, there is no lead in Floods Pond, no lead in the water when it leaves the treatment facility, and our piping materials and meters do not add lead to the water. Almost all lead found in drinking water is the result of lead solder or fixtures containing lead in use in the customer's building.



Floods Pond in Otis

Infrastructure Investment Spurs Rate Change

Continued investment in our water system has prompted a proposed 2023 rate change (our first since 2021). The change is necessary to fund major projects to improve the reliability of our system, address inflationary impacts on materials and labor, and maintain a quality workforce in a competitive labor market.

In line with our long-term capital investment program, the rate increase will address


- The final stage of a multi-year project to upgrade our ozone treatment plant
- Replacement of two aging standpipes and pump station with a single standpipe and new pump station
- Continued replacement of water mains
- The impact of inflation on supplies and services

Minimum Use Customers:

- 75 gallons of water a day for 61¢ per day
- A monthly cost of water of \$18.43

Average Use Customers:

- 150 gallons of water a day for 93¢ per day
- A monthly cost of water of \$28.30

	Proposed Rate for Bangor Water Residential Customers		
	Current Water bill	New Water bill	Increase Per day
QUARTERLY Minimum bill	\$50.36	\$55.30	5¢
QUARTERLY Average bill	\$77.32	\$84.90	8¢

Bangor Water is not funded by local tax dollars and was not eligible for COVID-relief monies. In addition to treatment facilities, standpipes, and pump stations, our system includes almost 200 miles of pipe, more than 20% is over 100 years old. Replacing one mile of pipe costs roughly \$2,000,000.



SAVE PAPER! Pay Your Bill On-line www.bangorwater.org



Bangor Water



PO Box 1129
Bangor, ME 04402

Presorted Std.
US Postage
PAID
Snowman Group

Paperless Water Bills and Payments

Did you know you can receive and/or pay your water bill through our website www.bangorwater.org?

The COVID pandemic of 2020-2021 caused many of our customers to rethink trips to the post office or stopping by our office (which was closed to the public for five months). In response, we saw an uptick in customers making payments through our website—either a one-time payment or registering the account for automatic payments.

Payments can be made with a credit or debit card (fee charged) or with a checking account (**NO** fee).

Customers can also opt for “paperless” delivery of their water bill, with email notification when a new water bill has been issued. Any customer can download copies of old or new invoices for recordkeeping or tax purposes.

Bangor Water uses a third-party vendor to process all on-line payments, ensuring that the security of customer data remains strong and up to date—and that our employees have limited access to customer financial information.

Board of Trustees

Ralph Foss John Hwalek Gerry Palmer
Patty Hamilton Michael Timpson
Robert Syptkowski Marc Edelman

Our website also provides information on water rates, Trustees’ meetings, employment opportunities, specifications for water line construction, meter installations, and other useful items.

Meets 3rd Tuesday of each month at 3:45 p.m.
at the District office: 614 State Street Bangor

Website: www.bangorwater.org

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