

# Service Connection

The Maine Drinking Water Program Newsletter

*"Working Together for Safe Drinking Water"*

Summer 2014 • Volume 22, Issue 2



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## Is Your Designated Operator Performing His or Her Duties? If the Answer is No, Your Water System Could be Out of Compliance

*Nathan Saunders, Field Inspection Team Leader*

A DWP Field Inspector may issue a Notice of Non-Compliance to a Public Water System when the inspector observes the Designated Operator (DO) fails to properly perform the duties of a designated licensed water operator. The following list identifies minimum expectations for DO's by the Drinking Water Program.

### The Designated Operator must:

1. Know where core drinking water components/equipment (source, tanks, pumps, treatment) are located;
2. Know the purpose of the (active) water treatment equipment (i.e., what contaminants are being removed);
3. Know how to adjust a chemical feed pump used in the operation of the water system\*;
4. Know how to properly create or mix chemical solutions used to treat the water\*;
5. Know how to add chemical(s) to the water system when needed\*;
6. Know how to measure quantities of treatment chemicals in water (e.g. Cl<sub>2</sub> residual)\*;
7. Know how to disinfect the well and/or water system\*;
8. Understand how to properly complete monthly operating reports;
9. Collect samples correctly and in a timely manner;
10. Provide written procedures and proper training to other individuals operating the water system;



## Our New Website Is Here!

The Drinking Water Program is proud to announce that we have a new website!

Our goal in creating the new website is to provide our users with a website that is more user-friendly in order to quickly and easily find the information and resources you are looking for.

Check it out at [www.medwp.com](http://www.medwp.com) and let us know what you think!

Please feel free to contact the webmasters Erika Bonenfant ([erika.bonenfant@maine.gov](mailto:erika.bonenfant@maine.gov)) or David Welch ([david.welch@maine.gov](mailto:david.welch@maine.gov)) with feedback or if you have any questions or concerns about the website.

*Continued on page 5*



Maine Center for Disease  
Control and Prevention

An Office of the  
Department of Health and Human Services

Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

## Service Connection

# DIRECTOR'S Corner



Close to the time you receive this newsletter, you will also receive your annual Drinking Water Fee invoice. The annual fee was established in 1993 by the Legislature to provide sufficient revenue to fund five full-time positions at the Drinking Water Program. During the May 2014 meeting of the Public Drinking Water Commission, the Commission members voted not to raise fees for the State Fiscal Year 2015 (July 1, 2014 – June 30, 2015) billing cycle. Therefore, if your population served is unchanged, your new bill will be the same as last year.

The use of fees to fund Drinking Water Program staff is not unique to Maine. Most states charge some kind of fee, and the fee formulas vary from state to state. States charge fees for the review of plans and specifications or construction permits (up to \$16,000 per request in Iowa, \$12,000 in New Jersey), conducting sanitary surveys (\$126 per hour in California), annual fees for an operating permit (up to \$7,500 per year in Florida), a per-connection or population fee (Iowa has a maximum fee of \$350,000 per year). Of course, these examples are the maximum amounts charged in each state. Most water systems pay significantly less.

While some states do not charge an annual fee, others charge fees that are significantly higher than Maine's. States that assess little or no fees have been granted other sources of revenue from their legislature, such as general fund, fees on mining/natural resource extraction or a portion of lottery revenue.

No state is able to effectively administer the Safe Drinking Water Act on the available federal grants alone. In fact, both of our federal grants (the Public Water System Supervision Grant ~\$950,000 per year and the Drinking Water State Revolving Fund ~ \$9 million per year) require some State financial investment. Maine's Legislature decided that an annual fee on each water system was the best method to fund the needed revenue. The Public Drinking Water Commission (a nine-member commission appointed by the Governor), created by the Maine Legislature, meets quarterly to review the financial and operational management of the Drinking Water Program.

For more information about the Drinking Water Commission, visit our website at [www.medwp.com](http://www.medwp.com), or, if you have any questions, feel free to contact us.

Yours for safe drinking water,

*Roger*

## Service Connection

The Maine Drinking Water Program Newsletter

The Department of Health and Human Services (DHHS) does not discriminate on the basis of disability, race, color, creed, gender, sexual orientation, age, or national origin, in admission to, access to, or operations of its programs, services, or activities, or its hiring or employment practices. This notice is provided as required by Title II of the Americans with Disabilities Act of 1990 and in accordance with the Civil Rights Act of 1964 as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975 and the Maine Human Rights Act. Questions, concerns, complaints, or requests for additional information regarding the ADA may be forwarded to DHHS's ADA Compliance/EEO Coordinator, State House Station #11, Augusta, Maine 04333, (207) 287-4289 (V), 711 (Maine Relay) (TTY). Individuals who need auxiliary aids for effective communication in program and services of DHHS are invited to make their needs and preferences known to the ADA Compliance/EEO Coordinator. This notice is available in alternate formats.

Published by the Drinking Water Program to provide technical and regulatory information on drinking water issues. Articles may be reprinted without restriction if credit is given to their source. To be added to the mailing or email list, contact:

Erika J. Bonenfant, Editor  
Drinking Water Program  
Division of Environmental Health  
Maine Center for Disease Control and Prevention  
Department of Health and Human Services  
11 State House Station, 286 Water Street, 3rd Floor  
Augusta, Maine 04333-0011  
TEL: (207) 287-5681 TTY users: Dial 711 (Maine Relay)  
FAX: (207) 287-4172  
E-mail: [erika.bonenfant@maine.gov](mailto:erika.bonenfant@maine.gov)  
Web Address: <http://www.medwp.com>



## Update! - New Emergency Bulk Water Transport Policy & Procedure

Nathan Saunders, Field Inspection Team Leader

The Drinking Water Program (DWP) recently reviewed its emergency bulk water transport policy and procedure and changed it to simplify the process, while maintaining practices to help ensure safe drinking water. The Emergency Bulk Water Transport Policy & Procedure captures these recent changes and is available on the DWP website ([www.medwp.com](http://www.medwp.com)) under Public Water Systems, Emergency Response Resources, Loss of Water. The major change to note is that a bulk water permit is no longer required for emergency bulk water transports. Instead of a permit for emergency bulk water transport, the bulk water transporter, the Public Water System (PWS) receiving the water, and the PWS supplying the water, must follow the requirements in the DWP's policy and procedure. A summarized list of these requirements include the following:



- ◆ The transporter must inform and provide details of the emergency bulk water transport to the DWP within three days of the emergency.
- ◆ The source of the water must exist as a regulated PWS. If the source is not a regulated PWS, then a drinking water order must be issued... please contact the DWP before transporting the water.
- ◆ Equipment dedicated for use with potable water must be used. The use of non-dedicated equipment requires cleaning and disinfection, (a procedure is available in the DWP document), and may require the issuance of a drinking water order... please contact the DWP before transporting the water.
- ◆ The transfer from the bulk tanker truck to the PWS must be completed using sanitary practices.
- ◆ Mobile bulk storage containers used in this process must be NSF/ANSI 61 certified or must be made of "food grade" compatible material, polyethylene plastic, or stainless steel.
- ◆ Any unsanitary conditions observed by the PWS, water hauler, the DWP or DWP designee may result in a drinking water order.

Please read the Emergency Bulk Water Transport Policy and Procedure (found on the DWP website at [www.medwp.com](http://www.medwp.com)) completely to fully understand the requirements involved with this process. If you have questions, please contact your field inspector or me at 287-5685 or [nathan.saunders@maine.gov](mailto:nathan.saunders@maine.gov).

### Drinking Water Order Notices Now Available in Arabic, French, Spanish, and Somali

Translated versions of all three Drinking Water Order postings (Boil Water Order, Do Not Drink Order, and Do Not Use Order) are now available on the Drinking Water Program website. The translations available are in Arabic, French, Spanish, and Somali. The postings are "fillable" PDF forms and are found in two different locations on our new website. They can be found on the "Emergency Response" page (<http://www.maine.gov/dhhs/mecdc/environmental-health/dwp/pws/emergencyResponse.shtml>) and on the "Drinking Water Orders" page (<http://www.maine.gov/dhhs/mecdc/environmental-health/dwp/pws/drinkingWaterOrders.shtml>).

If you have any questions about the translated Drinking Water Order postings, please contact Nathan Saunders at 287-5685 or [nathan.saunders@maine.gov](mailto:nathan.saunders@maine.gov).





# ENFORCEMENT CORNER

*Tera Pare, Enforcement & Rulemaking Coordinator*

## When a Public Water System is Required to Contact the Drinking Water Program

Formal enforcement often results in a time-consuming and expensive process for the Public Water System (PWS) Owner/Supplier. The following list encompasses the majority of times where a PWS is required to contact the Drinking Water Program (DWP). Following this list may help avoid enforcement.

### Contact the DWP:

- ✓ Whenever a PWS owner, manager or operator places his/her PWS on a Boil Water Order, Do Not Drink Order, or Do Not Use Order;
- ✓ Immediately upon a PWS owner, manager or operator discovering an act of potential or suspected tampering or vandalism directly impacting the PWS;
- ✓ Whenever a PWS closes or re-opens;
- ✓ Whenever a PWS changes ownership, the supplier must notify DWP within 60 days of the change;
- ✓ Whenever an emergency occurs, requiring the PWS to transport bulk water, the PWS must notify DWP within 3 days of its occurrence;
- ✓ To requests non-emergency Bulk Water Transport Permits prior to the transport;
- ✓ Whenever a substantial, significant change in the source or treatment or distribution system occurs, including, but not limited to:
  - ▶ Treatment failing (i.e. Chlorinator, UV Unit, etc.);
  - ▶ Surface Water Turbidity Exceedance;
  - ▶ Changes in well use, including plans to add new well, connect to an emergency well, or abandon an existing well;
  - ▶ Whenever a chemical leak or spill occurs;
  - ▶ Water quality results indicating unsatisfactory drinking water quality (i.e. positive total coliform, positive e. coli, contaminants exceeding the action level or Maximum Contaminant Level (MCL); or
  - ▶ New storage tanks, pump stations, or treatment was added, abandoned, or changed.
- ✓ Whenever a Designated Operator is hired or no Longer works for a PWS:
  - ▶ Operator quits, is fired, retires, or dies.
- ✓ If the PWS owner or manager accepts the DWP's offer to negotiate a settlement, it must be within 10 days of receiving an Administrative Consent Order;
- ✓ Whenever the PWS owner, operator or manager is required to contact the DWP according to a specific DWP deadline within a DWP report, order, email or letter. (Example: PWS owner, manager or operator must inform DWP of decision to address 3 Total Coliform Rule MCL Violations within 12 months: He or she must notify DWP as to whether they are abandoning the source or installing treatment).
- ✓ If the PWS owner or manager wants to appeal an Administrative Compliance Order and/or an Administrative Penalty Assessment, it must be in writing within 30 days.

Should you have any questions about this list or any other scenarios, contact the DWP. Remember, if you are wondering whether to contact DWP, err on the side of caution and call us!

### "Designated Operator Duties" Continued from Cover...

11. Properly operate and maintain the water system to prevent the creation of unsanitary conditions, such as unprotected cross connections and/or improper storage of non-treatment chemicals in close proximity to the water source\*.

(\*For larger water systems with multiple licensed staff, the Designated Operator may delegate some specific duties to others, however, the Designated Operator must demonstrate effective management of delegated staff to ensure these duties are properly performed.)

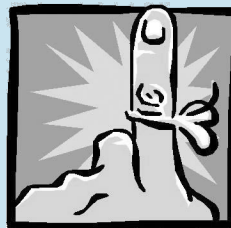
A Public Water System is responsible for hiring a Designated Operator who is capable and willing to perform the above duties. The water system owner and the designated operator should review the above list together to ensure these functions are properly performed.

Because the Board of Licensure of Water System Operators (Board) licenses the operator, when a Notice of Non-compliance is issued to a Public Water System for one of the items mentioned above, Drinking Water Program staff will be submitting a complaint form to the Board. The Board will then decide if an investigation of the Designated Operator should occur.

For more information about operator requirements, go to the Drinking Water Program website at [www.medwp.com](http://www.medwp.com) and type "Operator Requirements" in the search field. You can also contact me directly at 287-5685 or [nathan.saunders@maine.gov](mailto:nathan.saunders@maine.gov).

## Compliance Reminders

Jennifer Grant, Compliance Officer



✓ **Consumer Confidence Reports (CCRs)** are required to be distributed to consumers (and the DWP) by July 1st, 2014, and a signed certification form must be submitted to the DWP by

October 1, 2014.

- ✓ **SOC Waiver Applications** are due by July 31, 2014.
- ✓ Systems required to collect **annual or triennial Lead and Copper or Disinfection Byproducts (DBP)** samples in 2014 must collect between June 1 and September 30, 2014.
- ✓ **Schedule 4 (serving less than 10,000) unfiltered surface water systems** begin Stage 2 DBP monitoring in the 4th calendar quarter of 2014. You should be receiving a letter this summer from your Compliance Officer outlining your specific requirements.

Please contact your Compliance Officer with any questions.

## New Staff

### Christine Blais



Christine Blais has recently joined the Maine Laboratory Certification Program as the Assistant Laboratory Certification Officer. She holds a B.A. in Environmental Science and Biology from the University of Maine in Farmington. Christine has 14 years of laboratory experience

in environmental organic chemistry, beginning with analysis of soil and water for petroleum products, as well as PCBs and chlorinated pesticides. Over the last 10 years, her focus has been primarily on the analysis of drinking water for disinfection by-products as well as pesticides. You can contact Christine at 287-3220 or [christine.blais@maine.gov](mailto:christine.blais@maine.gov).

### Jeremiah Haws



Jeremiah Haws joins the Drinking Water Program as a Compliance Officer for Region C. Prior to joining the Drinking Water Program, he worked for Maine Inland Fisheries and Wildlife-Hatchery Division. He has also worked for Mote Marine Laboratory as a Research Biologist in the Center for

Aquaculture Research and Development. Jeremiah has worked in the Fisheries Science field for 20 years and earned his A.S. in Aquaculture & Aquatic Sciences from SUNY-Morrisville College and his B.S. in Biology from SUNY-Brockport College. You can contact Jeremiah at 287-8402 or [jeremiah.haws@maine.gov](mailto:jeremiah.haws@maine.gov).

# Water Operator Board News

*Teresa Trott, Licensing Officer*



## Water Operator Board Open Seats

The following positions on the Board of Licensure of Water System Operators are open to be filled by appointment by the Governor:

- 1) Seat representing a registered professional engineer;
- 2) Seat representing a manager of a water utility; and
- 3) Seat representing an owner or manager of a non-transient non-community public water system.

The Board meets 4 times per year and is authorized and responsible for assuring that persons operating a water system are qualified. This oversight entails reviewing the complexity of systems, assuring that exams cover appropriate system processes, and operators maintain their licenses in good standing. The Operator Licensing Officer and clerk perform the day-to-day tasks with guidance and policies developed by the Board. Appointments are for 3-year terms.

If you are interested in serving the water profession in the role of a Board member, please contact Terry Trott at 287-7485 or [teresa.trott@maine.gov](mailto:teresa.trott@maine.gov) or other Board members listed on the Drinking Water Program website at [www.medwp.com](http://www.medwp.com).

## Training

Keep your eyes open for more information on EPA funded training coming soon from the following providers:

- TEEX – Texas Engineering Extension Service – Trainings will be held July 15th and 17th in Houlton and Machias
- RCAP – RCAP Solutions – technical services and trainings
- EFC- Environmental Finance Center – training and outreach to systems
- MRWA – training classes

More information about available training is listed on the training calendar at [www.medwp.com](http://www.medwp.com).

## The Revised Total Coliform Rule (RTCR): Changes in Total Coliform Monitoring and Violations



Under the new RTCR, there will be changes in the attention given to positive bacteria samples. Until Maine revises the rules, the present TCR remains in effect. EPA has built transition processes into the rule to enable public water systems to prepare for the changes. One of the changes affects monitoring and violations for total coliform, described here:

- The total coliform maximum contaminant level (MCL) violation is being replaced with a Treatment Technique (TT) violation. This change will provide time for a PWS to find and correct the problem that caused the detection of total coliforms before a violation is issued. There will be more information on actions required in response to positive total coliform samples in future columns.

- The bacteriological MCL of concern will now be the detection of E. coli. When the detection of E. coli is confirmed, a water system will receive a violation which requires public notification and steps to protect public health.
- A sample collected for compliance must be analyzed for the presence or absence of both total coliform and E. coli within 30 hours of sample collection. Number counts are not necessary but all samples must undergo both tests.
- There are no changes to the number of samples a PWS is required to collect based on the population served.

Future articles will discuss sample siting plans; recheck sampling and system assessments for when total coliforms are detected. For more information on the RTCR, visit EPA's RTCR website at: [http://www.epa.gov/ogwdw/disinfection/tcr/pdfs/qrg\\_tcr\\_v10.pdf](http://www.epa.gov/ogwdw/disinfection/tcr/pdfs/qrg_tcr_v10.pdf).

## NOW is the time to plan for 2015

*Norm Lamie, Chief Engineer*



Summer has finally arrived! This is the time of year a water system operator's attention is drawn to water main replacements, tank repainting and completing improvements at the treatment plant. This is also the time of year superintendents should be thinking about next year. The request for project applications for 2015 DWSRF funding will be distributed around the end of July.

Now is the time to be thinking about replacing that section of water main that seems to break every other winter. Has it really been twenty years since that steel storage tank was painted? Should we finally get that treatment plant upgrade completed next year? Maybe even gaining on energy efficiencies with upgrading to premium efficiency motors and pumps with variable frequency drives. A system-wide meter replacement program will certainly enhance your metered revenue stream.

I believe it's a perfect time to invest in your infrastructure. Interest rates remain low. DWSRF loans in 2014 are under 1% for a loan with a 20-year term. Contractor bid pricing

remains very competitive. The 2014 DWSRF project applications included water main replacement projects, treatment plant upgrades, finished water storage tank replacement or painting, pump station upgrades, new wells, as well as a system-wide meter replacement. In 2014, we received requests for \$24 Million worth of projects and had \$17 Million available. In 2015, I expect available DWSRF funding will exceed \$17 Million.

Let me know if you need help thinking through a project. Your field engineer or I would be happy to help you walk through a project need, prepare a preliminary project estimate or help answer questions on the application process. The deadline for submitting applications for 2015 funding will be Friday September 26, 2014. That's just around the corner, just like next winter.

Call me at 287-2647 or email me at [norm.lamie@maine.gov](mailto:norm.lamie@maine.gov) if you have any questions.

## Celebration Held for \$200 Million DWSRF Milestone

A celebration to mark the milestone of \$200 Million dollars invested through the Drinking Water State Revolving Fund (DWSRF) was held on May 5th in Gardiner, coinciding with National Drinking Water Week. Gardiner Water District's 2013 DWSRF project to replace its aging and undersized water storage tank pushed the total dollars loaned through the DWSRF since 1997 over the \$200 Million mark.

On hand to celebrate this milestone were Curt Spaulding, Administrator for the New England Region of the Environmental Protection Agency, Maine Department of Health and Human Services Commissioner Mary Mayhew, Maine CDC Director Dr. Sheila Pinette, Maine Department of Environmental Protection Commissioner Patricia Aho, legislators, local representatives from Maine's congressional delegation, local water district representatives and representatives from the Maine CDC's Drinking Water Program.

Maine received the first DWSRF grant award from the U.S. Environmental Protection Agency in December 1997. The first loan was made to Madawaska Water District in March 1998. Since that first project, the DWSRF has helped water



*Pictured at the celebration from left to right: Jeffrey Kobrock, Gardiner Water District Board Chair; Curt Spaulding, EPA Region 1 Administrator; Roger Crouse, Drinking Water Program Director; Paul Gray, Gardiner Water District Superintendent; Mike Goodwin, Executive Director Maine Municipal Bond Bank; Mary Mayhew, Maine DHHS Commissioner*

systems find new sources of water, install and upgrade treatment processes, replace many miles of aging and deteriorating water pipe, increase or replace storage, as well as many other projects to improve the safety and reliability of Maine's public water systems.



Department of Health  
and Human Services

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Mary C. Mayhew, Commissioner

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## Service Connection

Newsletter of the Maine Drinking Water Program

Maine CDC

286 Water Street, 3rd Floor

11 State House Station

Augusta, Maine 04333-0011

Dawn Abbott	287-6471	Enforcement Specialist	<a href="mailto:dawn.abbott@maine.gov">dawn.abbott@maine.gov</a>
Michael Abbott	287-6196	Hydrogeologist	<a href="mailto:michael.abbott@maine.gov">michael.abbott@maine.gov</a>
Glenn Angell	592-2084	State Site Evaluator	<a href="mailto:glenn.b.angell@maine.gov">glenn.b.angell@maine.gov</a>
Christine Blais	287-3220	Assistant Laboratory Certification Officer	<a href="mailto:christine.blais@maine.gov">christine.blais@maine.gov</a>
Erika Bonenfant	287-5681	Education & Outreach Coordinator	<a href="mailto:erika.bonenfant@maine.gov">erika.bonenfant@maine.gov</a>
David Braley	441-5324	Wellhead Protection Coordinator, SWP	<a href="mailto:david.braley@maine.gov">david.braley@maine.gov</a>
Darren Brann	287-5545	Compliance Officer	<a href="mailto:darren.brann@maine.gov">darren.brann@maine.gov</a>
Haig Brochu	592-0954	Field Inspector	<a href="mailto:haig.brochu@maine.gov">haig.brochu@maine.gov</a>
vacant	287-1979	Compliance Officer	
Roger Crouse	287-5684	Drinking Water Program Director	<a href="mailto:roger.crouse@maine.gov">roger.crouse@maine.gov</a>
Denise Douin	592-2165	Field Inspector & SRF Project Manager	<a href="mailto:denise.douin@maine.gov">denise.douin@maine.gov</a>
Greg DuMonthier	592-1674	Field Inspector	<a href="mailto:greg.dumonthier@maine.gov">greg.dumonthier@maine.gov</a>
Sara Flanagan	287-5678	Capacity Development & Security Coordinator	<a href="mailto:sara.m.flanagan@maine.gov">sara.m.flanagan@maine.gov</a>
Robin Frost	287-8411	SDWIS Administrator	<a href="mailto:robin.frost@maine.gov">robin.frost@maine.gov</a>
Carlton Gardner	287-8403	Compliance and Enforcement Team Leader	<a href="mailto:carlton.gardner@maine.gov">carlton.gardner@maine.gov</a>
Larry Girvan	592-7386	Field Inspector & SRF Project Manager	<a href="mailto:larry.girvan@maine.gov">larry.girvan@maine.gov</a>
Jennifer Grant	287-3962	Compliance Officer	<a href="mailto:jennifer.grant@maine.gov">jennifer.grant@maine.gov</a>
Jeremiah Haws	287-8402	Compliance Officer	<a href="mailto:jeremiah.haws@maine.gov">jeremiah.haws@maine.gov</a>
James Jacobsen	287-5695	Project Manager/Webmaster	<a href="mailto:james.jacobsen@maine.gov">james.jacobsen@maine.gov</a>
Jennifer Jamison	287-1929	Laboratory Certification Officer	<a href="mailto:jennifer.jamison@maine.gov">jennifer.jamison@maine.gov</a>
Doris Labranche	287-5699	Operator Certification/ Well Drillers Board Clerk	<a href="mailto:doris.labranche@maine.gov">doris.labranche@maine.gov</a>
Norm Lamie	287-2647	Assistant Director & Chief Engineer	<a href="mailto:norm.lamie@maine.gov">norm.lamie@maine.gov</a>
Brent Lawson	592-7376	State Plumbing Inspector	<a href="mailto:brent.lawson@maine.gov">brent.lawson@maine.gov</a>
Rychel McKenzie	991-2383	Field Inspector & SRF Project Manager	<a href="mailto:rychel.mckenzie@maine.gov">rychel.mckenzie@maine.gov</a>
Martha Nadeau	287-5683	Assistant Information Analyst	<a href="mailto:martha.nadeau@maine.gov">martha.nadeau@maine.gov</a>
Tera Pare	287-5680	Enforcement & Rulemaking Coordinator	<a href="mailto:tera.pare@maine.gov">tera.pare@maine.gov</a>
McKenzie Parker	557-2255	Field Inspector & SRF Project Manager	<a href="mailto:mckenzie.parker@maine.gov">mckenzie.parker@maine.gov</a>
Jason Pushard	287-8487	Compliance Officer	<a href="mailto:jason.pushard@maine.gov">jason.pushard@maine.gov</a>
Nathan Saunders	287-5685	Field Inspection Team Manager	<a href="mailto:nathan.saunders@maine.gov">nathan.saunders@maine.gov</a>
Fran Simard	287-8074	Secretary	<a href="mailto:fran.simard@maine.gov">fran.simard@maine.gov</a>
Amilyn Stillings	287-6472	Information Coordinator	<a href="mailto:amilyn.stillings@maine.gov">amilyn.stillings@maine.gov</a>
Daniel Thompson	287-2070	Receptionist	<a href="mailto:daniel.thompson@maine.gov">daniel.thompson@maine.gov</a>
Teresa Trott	287-7485	Operator Licensing/Environmental Review Coord	<a href="mailto:teresa.trott@maine.gov">teresa.trott@maine.gov</a>
Kate Tufts	215-0624	Field Inspector	<a href="mailto:kate.tufts@maine.gov">kate.tufts@maine.gov</a>
David Welch	287-3056	Data Management Specialist	<a href="mailto:david.welch@maine.gov">david.welch@maine.gov</a>
Scott Whitney	592-0578	Field Inspector	<a href="mailto:scott.whitney@maine.gov">scott.whitney@maine.gov</a>
Jim Willis	287-5694	Office Clerk	<a href="mailto:james.willis@maine.gov">james.willis@maine.gov</a>

(207) 287-2070 • TTY users: Dial 711 (Maine Relay) • Fax: (207) 287-4172  
after hours emergency: (207) 557-4214 • visit us on the web: [www.medwpp.com](http://www.medwpp.com)