



Maine Center for Disease  
Control and Prevention  
An Office of the  
Department of Health and Human Services

Paul R. LePage, Governor

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# Service Connection

THE DRINKING WATER PROGRAM NEWSLETTER  
"Working Together for Safe Drinking Water"

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Winter 2012-2013

## A Tale of Two Utilities: Anson & Madison Water District

*Daniel Piasecki, Field Inspector & SRF Project Manager*

It wasn't the best of times it wasn't the worst of times, but it was time for a change. In the fall of 2011, customers in Anson and Madison voted to merge their two neighboring water systems. This merger was the culmination of many years of effort to consolidate the Anson Water District with the Madison Water District. Prior to this vote, both utilities operated and governed themselves separately. The actual merger took place this past summer.

However, this tale is not your father's water system consolidation story! For many years, these two water systems shared the same source, the same treatment plant, and the same finished water transmission main. One crew would operate the plant for a week. And during the next week, operators from the other utility would run the plant. Treatment plant costs were divided through an agreement roughly based on usage by each community; Madison serves more customers than Anson; therefore Madison contributed more. Other utility-specific costs, such as those related to the distribution systems, were the responsibility of each utility and handled separately.

The driving factor in seeking consolidation was eliminating the redundancies needed to run two utilities as compared with one. Because of the merger, customers are realizing about a 10% savings on their water rates. In addition, one utility now oversees plant operations, responding to customer issues, and making future planning decisions. Another benefit from the merger is that the Anson & Madison Water District has consolidated the debt the two separated utilities previously held. Refinancing the combined debt has netted over \$1,200,000 in savings. The new Board of Trustees consists of four members from Madison and three members from Anson. Board decisions require a majority for approval.

The Madison Water District was created back in 1913 and Anson Water District formed two years later. Originally, each was independent of the other. Back then, both systems withdrew water from the Kennebec River. In the 1930s, a transmission main was installed from Hancock Pond in Embden in order to serve better quality water.

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*Hancock Pond in Embden*

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"Working Together for Safe Drinking Water"

## Service Connection

### Director's Corner

While attending a conference recently, I listened to a presenter describe the complex treatment processes at the Cincinnati Ohio Water Works treatment facility. Cincinnati receives most of its drinking water from the Ohio River. Upstream of Cincinnati, numerous discharges into the Ohio River from wastewater treatment plants take place, as well as runoff from urban storm water and agricultural activities. Additionally, the Ohio River is frequently polluted by spills of chemical and petroleum products. The treatment facility even ceases water production during times when a spill passes through the Cincinnati area. Because of the many contaminants found in the river, Cincinnati has developed a complex upstream monitoring network as well as a sophisticated water treatment system capable of removing many different contaminants. These complicated issues require many well trained and skilled operators to ensure the consumers are receiving safe drinking water.

In Maine, we do not face the same extreme issues endured by Cincinnati and other water systems along the Ohio River. However, the principals of safe water delivery remain the same – maintaining appropriate “barriers” to ensure the water delivered to the consumer meets all safety standards. Although we generally think of barriers in terms of physical barriers, such as source water protection or treatment processes, a well-trained, motivated and qualified workforce provides an essential barrier in the protection of public health. The men and women operating, maintaining and administering public water systems ensure the physical barriers remain effective.

The goal of safe drinking water is to protect public health by reducing the risk of acute and chronic diseases associated with contaminants in drinking water. Your work furthers this goal. Because safe drinking water is so fundamental to the protection of public health, your effective service provides great benefits to your community.

Your ability to protect public health will depend upon your knowledge and skill. As with any other barrier, the workforce barrier must be continually maintained and improved. This work includes ensuring you, and those you work with, demonstrate the proper education and training.

Whatever your role is in your public water system, your skilled and conscientious execution of your responsibilities will stand as a protective barrier to the customers you serve.

Yours for Safe Drinking Water,

*Roger*



## Service Connection

### THE DRINKING WATER PROGRAM NEWSLETTER

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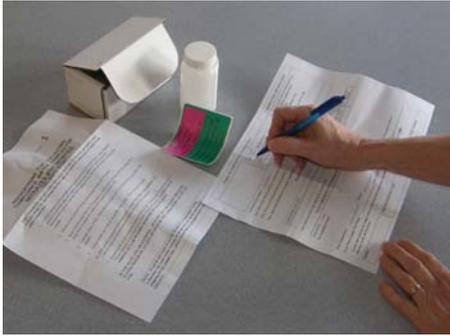
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## Providing Your PWSID# on Water Tests Can Help Prevent Problems

*Carlton Gardner, Compliance and Enforcement Team Leader*



It is very important that you, as a Public Water System (PWS), include your Public Water System Identification number (PWSID#) on the Chain-of-Custody Sheet (sample collection sheet) and inform your certified lab that: This sample is for compliance purposes and results need to be sent to the Maine Drinking Water Program. If your certified lab does not know your PWSID# (or the correct PWSID#), then your system will not receive credit for collecting the tests, and reporting the results. This oversight may result in a “Failure to Monitor/Report” violation.

Ensuring you provide the correct PWSID# proves even more important, as we move to electronic data transfer for laboratory results. All laboratories have submitted electronic test files and we continue to move closer to the goal of electronic laboratory results transfer by January of 2013.

### New Staff

#### **Doris Poirier**



Doris Poirier joins the Drinking Water Program as Clerk for the Board of Licensure of Water System Operators and the Maine Water

Well Drilling Commission. Doris has been working for the State of Maine for 10 years and is currently attending UMA, enrolled in the Business Administration program. Doris has 3 children; David age 21, Sara age 18, and Maria age 14. Her son David is in the U.S. Army, her daughter Sara is attending St. Joseph’s College in Standish, and Maria is a freshman in high school. Doris enjoys going to the rifle range, karate, crafts and shopping. In her spare time, Doris volunteers for Maine Army National Guard’s Family Readiness Group (FRG) to help support troops before, during, and after deployment. Doris transferred to the Drinking Water Program in September of this year and is enjoying every minute of it. You can contact Doris at 287-5699 or [doris.poirier@maine.gov](mailto:doris.poirier@maine.gov).

#### *Continued from Cover...*

This transmission supplied water to both Anson and Madison, beginning this unique relationship. Chlorination followed some years later. To meet the requirements of the Surface Water Treatment Rule, a slow sand filter plant was built in 1994.

The Anson & Madison Water District has a storied past as two separate but co-joined utilities. As a combined operation, they are now on the path to provide an equal or better level of service at a reduced cost to the customers.



*Anson and Madison Slow Sand Filter Treatment Plant*



## Thinking Ahead: CCR Delivery Methods

By July 1st of every year, all community water systems must develop and distribute a Consumer Confidence Report (CCR) to each customer and make a good faith effort to reach all consumers. (Posting the CCR on a website is a good way to reach consumers.)

Distribution of CCRs can be accomplished by mail, hand delivery, or small systems serving less than 10,000 populations can annually submit, a request for a mailing waiver. If the mailing waiver is granted, the system can publish the CCR in a local newspaper. Systems serving more than 100,000 or more people must also post CCRs on the internet.

Systems are reminded to send a copy of your CCR to the Maine Drinking Water Program by July 1st. October 1st is the deadline for each system to certify to the DWP that CCRs were distributed.



Want to receive this newsletter electronically? It's easy! Sign up on our website at [www.medwp.com](http://www.medwp.com)!

## Enforcement Corner

### A Success Story

*Dawn Abbott, Enforcement Specialist*



A Place To Eat, located in Oakfield, Maine, was a Transient Public Water Systems out of compliance with the Maine Drinking Water Program (DWP)'s regulations. This restaurant incurred a number of violations, including exceeding the Maximum Contaminant Level (MCL) under the Total Coliform Rule and failing to monitor or report results for Total Coliform and Inorganic contaminants. The Drinking Water Program offered to negotiate a settlement with this restaurant through an administrative consent order on October 23, 2012. The DWP asked that the owner contact them within 10 days. On October 26, 2012, the owner did contact the DWP to discuss requirements for bringing their business back into compliance with safe drinking water regulations.

On October 31, 2012, the DWP received the signed consent order, along with copies of completed public notices and certification for all outstanding violations. In addition, A Place to Eat sampled for total coliform and reported satisfactory results to the DWP. As of the date of this article, A Place To Eat remains in compliance with the DWP.

Whether a public water system receives an Administrative Order or a Notice of Noncompliance or merely needs an answer, the DWP is available to help. The DWP's goal is to assist public water systems with compliance. Please feel free to call your Compliance Officer or Field Inspector to help you understand our regulatory requirements





## 2013 DWSRF Project Applications

*Norm Lamie, Chief Engineer*

Below is a draft Primary and Backup List for the 2013 DWSRF construction projects. A total of 34 project applications were received for a total of \$27.6 Million in requests. The 2013 draft Primary List includes 14 projects with a total loan value \$12.4 Million. The 2013 Intended Use Plan was distributed at the end of December, and a public comment meeting will be held on January 17, 2013. The funding for these projects is contingent upon the DWP obtaining the State Match needed to access federal funding. For questions or more information about the 2013 DWSRF, contact Norm Lamie at 287-2647 or [norm.lamie@maine.gov](mailto:norm.lamie@maine.gov).

### DWSRF 2013 PRIMARY LIST (draft 11-07-2012)

| Project Points        | Name                     | Description  | Requested Loan Amount |
|-----------------------|--------------------------|--|-----------------------|
| 108.0                 | Passamaquoddy            | Treatment Plant Upgrade  | \$ 326,320            |
| 103.0                 | Brewer Water Department  | Design & Install UV Treatment  | \$ 1,500,000          |
| 97.0                  | Waterboro Water District | Middle School to Elementary School - Eliminate PWS                       | \$ 402,594            |
| 92.0                  | Van Buren Water District | Treatment Plant Upgrade  | \$ 475,000            |
| 89.5                  | Old Town Water District  | Main Replacement - Stillwater Avenue                                     | \$ 1,463,048          |
| 88.5                  | Passamaquoddy            | Main Replacement - Dana, Middle, Shackford, Third and Vanesse            | \$ 1,021,200          |
| 88.5                  | Passamaquoddy            | Main Replacement - Green, Stevens, Soldier, Paispearl, Sullivan, Vanasse | \$ 979,350            |
| 85.5                  | Van Buren Water District | Replace two standpipes (one 0.5 MG and one 1.1 MG)                       | \$ 1,250,000          |
| 81.0                  | Old Town Water District  | Main Replacement - Davenport St/Milford & Veazie St/Old Town             | \$ 753,176            |
| 80.0                  | Bingham Water District   | Main Replacement - South Main Street                                     | \$ 650,000            |
| 77.5                  | Gray Water District      | Replace 0.6 MG Standpipe   | \$ 1,241,648          |
| 77.5                  | Dixfield Water District  | Main Replacement - High,North, Pine, Kidder and Dix Streets              | \$ 676,056            |
| 77.0                  | Southwest Harbor         | Main Replacement - Main Street   | \$ 1,623,000          |
| 77.0                  | Richmond Water           | Main Replacement - Main Street   | \$ 99,000             |
| <b>TOTAL PROJECTS</b> |                          |  | <b>\$ 12,460,392</b>  |

### DWSRF 2013 Backup List (draft 11-07-2012)

| Project Points | Name                        | Description  | Requested Loan Amount |
|----------------|-----------------------------|--|-----------------------|
| 76.5           | Gardiner Water District     | Remove Hayford Tank and install new 0.5 to 1.0 MG tank         | \$ 1,500,000          |
| 76.0           | Presque Isle Water District | Second Groundwater Source                                      | \$ 200,000            |
| 75.0           | Portland Water District     | Main Replacement - Central Street                              | \$ 428,800            |
| 72.5           | Bangor Water District       | Main Replacement - Union Street                                | \$ 304,230            |
| 71.0           | Hampden Water District      | Main Replacement - Main Road North                             | \$ 580,150            |
| 71.0           | Anson - Madison Water Dist  | Main Replacement - River Road                                  | \$ 2,326,000          |
| 69.1           | Portland Water District     | Main Replacement - Washington Ave.                             | \$ 428,800            |
| 66.6           | Portland Water District     | Main Replacement - Longfellow/Deblois                          | \$ 214,400            |
| 66.6           | Portland Water District     | Main Replacement - Morning Street                              | \$ 214,400            |
| 65.0           | Portland Water District     | Main Replacement - Broadway                                    | \$ 321,000            |
| 63.5           | Portland Water District     | Main Replacement - Island Avenue                               | \$ 321,000            |
| 61.5           | Boothbay Harbor Region      | New Coatings for Tank and new tank mixing                      | \$ 364,344            |
| 61.0           | Bangor Water District       | Main Replacement - State Street                                | \$ 100,587            |
| 59.0           | Bangor Water District       | Expanded Pressure Zone at BIA Study                            | \$ 56,010             |
| 56.5           | Dixfield Water District     | Pumping Station Upgrade  | \$ 151,215            |
| 51.5           | Bangor Water District       | Johnston Pumping Station Upgrade                               | \$ 3,566,940          |
| 50.0           | KK&W Water District         | Construct low-lift pumping station & high-lift pumping station | \$ 998,580            |
| 47.0           | Presque Isle Water District | Second Aroostook River Crossing                                | \$ 1,632,000          |
| 46.5           | Rangleley Water District    | New Parallel Transmission Main                                 | \$ 720,600            |
| 35.0           | Waterboro Water District    | Elementary School to Town Hall                                 | \$ 357,826            |
| <b>TOTAL</b>   |                             |  | <b>\$ 13,286,882</b>  |





## New Compliance Report

The Board of Licensure of Water System Operators licenses water system operators. To obtain a license, a person must demonstrate education and experience, as well as pass an appropriate level exam. Continuing education is then required to maintain the license. The licensing task does not end with these processes. As with other licenses, appropriate performance is required to maintain a license in good standing. The Board is responsible for disciplining licensed operators through suspension or revocation of a license.

Operators are first line protectors of public health. The Board strives to assure operators understand the importance of this task. A Code of Ethics has been distributed to all operators. The Code of Ethics is also available by going to the website at [www.medwp.com](http://www.medwp.com) and clicking on "Licensing" and then "Board of Water System Operators." The Board also has an established process to receive complaints about an operator's actions. Within this policy is a list of offenses that may result in suspending, revoking, or refusing to renew a license (also on website).

Complaints concerning an operator's proficiency generally are only received for grave actions that put the public's safety in jeopardy. The conditions that trigger these complaints

might be from the affected public or a regulatory agency.

Over the past few months, the DWP has been working with the Board on creating a process of regularly notifying the Board on the compliance status of public water systems operated by licensed operators. This report will give the Board an objective view into one facet of licensed operator performance.

The Board will use the data in this report to determine which if any operators are failing to meet the professional expectations of a licensed operator. DWP Field and Compliance staff will review and annotate the reports before it is sent to the Board to help the Board identify issues that are related to operator performance.

The Board will develop criteria to identify which issues warrant further investigation. If further investigation is needed, the operator will be contacted. Although the vast majority of operators have a very high level of professionalism and strive to perform their duties consistent with the protection of public health, occasionally instances arise that necessitate the Board to take enforcement action against an operator.

Computerized Water Operator Exams now available in Holden and Portland. Make appointments through [www.goamp.com](http://www.goamp.com).



## You Ask, We Answer: Your FAQs Answered

**Q:** *Why did the DWP not know (or credit me) when I sent in my monthly Monitoring Operating Report (MOR)?*

**A:** Did you check to see that you included your water system's PWSID (Public Water System Identification) number on your MOR? Did you double check that you provided the **correct PWSID number**? The DWP relies on the PWSID number to identify water systems. It is important that you **provide your PWSID number on all your correspondence** with the DWP. If you don't know your PWSID, give DWP a call at 287-2070 and we'll be happy to provide it to you.

**Q:** *Where can I get a copy of my Required Testing Report?*

**A:** Required Testing Reports are sent annually to

public water systems, usually by February or March of each year. For seasonal water systems, the Required Testing Report is sent when the public water system opens for the season. This report will outline the water tests that are required for your water system during that year. You can also access your required testing report online at <http://www.maine.gov/dhhs/mecdc/environmental-health/water/rts/index.shtml>. You can also call your Compliance Officer to obtain your Required Testing Report or if you are unsure or have questions about the Report.

*Have any questions you want answered? Send them to [erika.bonenfant@maine.gov](mailto:erika.bonenfant@maine.gov). Your question might even be featured in a future newsletter! If you don't know, just ask!*





## ***A Summary of Regulatory Authority to Protect Drinking Water in Maine***

*Andy Tolman, Assistant Director*

### **History**

Public water systems have worked to protect drinking water for over 100 years in Maine. The earliest efforts involved locating sources of drinking water that were better protected than the large rivers, which often contained cholera from upstream sewage discharges. Most early public water systems located aquifers, lakes, and ponds with good water quality and worked to protect them from human influence, particularly sewage. Systems worked with both local government and the State legislature to enact private and special laws (charters) and ordinances that reduced their risk of contamination.

### **Protecting Public Water Systems**

Most public water systems possess limited resources to reduce their risks. The most effective tool is to purchase the land that provides the water. For most systems, acquiring the entire aquifer or watershed proves well beyond their means. The next, most common, option is to work with entities holding regulatory authority, to manage specific activities and development patterns in helping keep water clean. Most land use decisions are made at the town level; therefore, municipalities have the best opportunity to keep drinking water safe.

### **Regulatory Authority**

With the passage of the Federal Safe Drinking Water Act, Maine adopted new laws to implement drinking water protection at the State level. One of the provisions explicitly authorized municipalities to adopt ordinances that protect public water sources. There are about 380 community water systems. Of those, 80 larger ground water systems and most of the 45 surface water systems have worked with one or more towns to adopt some municipal protection. For surface water systems, shore land zoning in resource protection is the most common measure. Many smaller community systems, and nearly all non-community systems, rely on State-level protections to reduce risks to their drinking water. As noted in the table on the reverse, most of these barriers are aimed at specific activities that pose a threat to water quality. These protections have evolved over time, mostly in response to specific contamination issues. Many focus on fuel storage and use, which has required significant investments in clean-up efforts, as well as developing new water systems that serve areas contaminated by gasoline and oil products. The regulations, coupled with technical assistance, have started to reduce spill response costs and keep drinking water clean.

### **Impact from Farming & Forestry**

On a broader scale, farm and forest owners' management choices significantly impact drinking water quality. Well-managed agriculture and silviculture provide better drinking water, as well as better results for the landowner. State level standards for farming and forestry set a baseline. Voluntary, incentive-based programs encourage landowners to implement practices that benefit both their lands and drinking water. When these land uses are supported by the community and prove economically viable, unplanned development is also less likely.

### **Summary Table Available**

A table that summarizes the legislative authority for drinking water protection, organized by type of threat to drinking water source is available on the DWP website by going to [www.medwp.com](http://www.medwp.com), clicking "DWP Services" in the right hand navigation column, then on "Drinking Water Source Protection" and lastly on the document titled "A Summary of Regulatory Authority to Protect Drinking Water in Maine." It is a distributed system, with responsibilities and authority at many levels. Ongoing communication and coordination between water systems and state and local agencies facilitate safer and more secure drinking water.





Department of Health  
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# Maintaining Treatment Systems

## *A Guide for Public Water Systems*

Maine CDC Drinking Water Program • 11 SHS Augusta, ME 04333 • 287-2070 • [www.medwp.com](http://www.medwp.com)

### The Importance of Maintaining Your Treatment System

Treatment systems are an important part of delivering safe drinking water for many public water systems throughout the State. However, treatment only works when the proper chemicals are used in the right amounts and treatment is maintained and monitored. Failure to regularly and effectively maintain and monitor your treatment system puts the health of your customers at risk. This document is intended to provide essential guidelines for the proper maintenance and monitoring of water treatment systems.

### Chemicals and Products Used in Treatment

All chemicals used for treating drinking water must be certified to NSF/ANSI Standard 60 and all products that come in contact with drinking water (tanks, piping, fittings, etc) must be certified to NSF/ANSI Standard 61. There are a few exemptions that the Rules allow (consult the DWP for details), but generally, anything added to, or coming in contact with water, needs to be certified to these Standards. This requirement ensures that only products that have been tested and certified to be safe are used. Agencies that certify to Standard 60 and 61 include NSF International (NSF), Underwriters Laboratories (UL), and Water Quality Association (WQA). The easiest way to ensure compliance is finding a label on the product or package. However, not all chemicals are labeled as certified even if they have the certification. In these cases, it is necessary to do further investigation. This may include reviewing documentation that came with the product shipment, such as a packing slip or bill of lading, looking up the product online with the certifying agencies, or even contacting the manufacturer. You should then be prepared to provide proof that the products you are using in your treatment system (and throughout the rest of your water system) are certified.



### Monthly Operating Reports (MORs)

All public water systems that add a chemical(s) to their water must submit a Monthly Operating Report (MOR) to DWP. MORs help track the amount of chemical used, daily production of the water system, and the amount of chemical (residual) present in the distribution system. These measurements ensure that the treatment system is operating properly and providing protection in the drinking water supply.

There are essentially two types of MORs submitted to the DWP. The “Small System Chlorination Report Forms” as the name implies, is only for small systems such as mobile home parks, restaurants, motels and campgrounds. This report is 8 ½” x 5 ½” and is designated as MOR-012. The rest of the MORs submitted to the DWP are 8 ½” x 11” and designated MOR-001 through 011. All of the MOR forms are available online at [www.medwp.com](http://www.medwp.com) in either Excel format or Adobe Acrobat (pdf) and can be submitted electronically to the designated e-mail address for MOR submittals: [DWPMOR@maine.gov](mailto:DWPMOR@maine.gov). It is important to remember that for those water systems required to have a Designated Operator (DO), the DO must sign every MOR before it is submitted. For those MORs submitted electronically, the MOR is considered signed by the DO if the MOR is submitted directly by the DO through e-mail.

Also note that all MORs must be **submitted by the 10th of the month** following the month being reported on the MOR.

#### **Keep Your Drinking Water Safe:**

- ✓ Protect Your Source
- ✓ Take Your Samples
- ✓ Maintain Your Treatment
- ✓ Inspect Your Pipes & Tanks

*Keep Your Drinking Water Safe: Special Insert 3 of 4*

## Cross Connections and Bypasses

While cross connections within the entire water system should be avoided whenever possible, or properly protected when they can't, it is especially important to pay attention to cross connections within the treatment system. Cross connections that are not properly protected can result in serious and dangerous consequences of adding too much of a chemical to the system. Make-up water lines (or feed lines) should have either an air gap or a proper testable backflow prevention device installed. Hoses should never be kept attached to the feed lines or spigots in the treatment system. Remember, a closed valve is NOT a backflow prevention device.



*A testable backflow prevention device on a treatment feed line*

Additionally, a **bypass cannot be installed** on any treatment systems that are required by the DWP. The potential for operating a valve incorrectly, or even a leaking valve, can result in contaminated water entering the distribution system, posing a risk to the safety of the water for your customers.

## Standard Operating Procedures (SOPs) and Maintenance

Written Standard Operating Procedures (SOPs) are important and valuable for all operations in every water system to ensure consistency, efficiency, best practices, and continued operations during emergencies or personnel changes. Written SOPs that outline specific instructions and procedures for operating, maintaining, checking, and monitoring treatment systems are particularly important. Every treatment system process should be clearly documented and outlined in a SOP. This enables operations to remain consistent no matter which staff are on duty and also helps to serve as a resource during emergencies when an operator, or person who usually oversees the treatment system, is absent.

Along with a written SOP, a maintenance log should be recorded and kept onsite for all treatment systems to keep track of when the treatment system is serviced or changes are made. Essential spare parts should be onsite or immediately available, such as a working spare chemical feed pump. Being prepared for an emergency can help save time, money and ensure you are always able to provide safe drinking water to your customers.

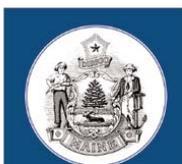
## Addition, Removal, or Changes to Treatment Systems

Changes in treatment processes which involve the addition or deletion of any chemicals require prior approval by the DWP. No new construction, addition, or alteration involving the source, treatment, or storage of water in any system shall be commenced until the plans and specifications have been submitted to and approved in writing by the DWP. If you wish to add, remove, or make changes to a treatment system, you should contact your field inspector or compliance officer and allow 30 days for approval.

## Treatment Failures



If your treatment system fails or malfunctions, you must take immediate action. For treatment failures of disinfection systems, such as continuous chlorination or UV systems, a Boil Water Order will be necessary. When other types of treatment fail such as an Arsenic Removal or a Corrosion Control treatment system, the failure may cause unsafe levels of contaminants to be present in the drinking water and may cause an immediate health risk to anyone who drinks the water. In such cases, a Do Not Drink Order or a Do Not Use Order may be necessary in order to protect the health and safety of your water system's consumers. **With any treatment failure, call the DWP immediately at 287-2070 or after hours at 557-4214.**



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