



INFLOW : a message from the Portland Water District



Your Opinion Counts!

We recently sent a customer satisfaction survey out to a random selection of 1,200 customers. If you received a survey in the mail, please take a moment to complete it. Our customers are very important to us and the feedback provided will help shape our efforts and guide resource allocation. The results will be shared on our web site.

INCREASED INVESTMENTS PAY OFF

Nearly 10 years ago, a Portland Water District study pointed out that aged water mains needed to be replaced in order to avoid an enormous wave of expensive and untimely repairs. The Portland Water District has since doubled the amount invested in water main renewals.

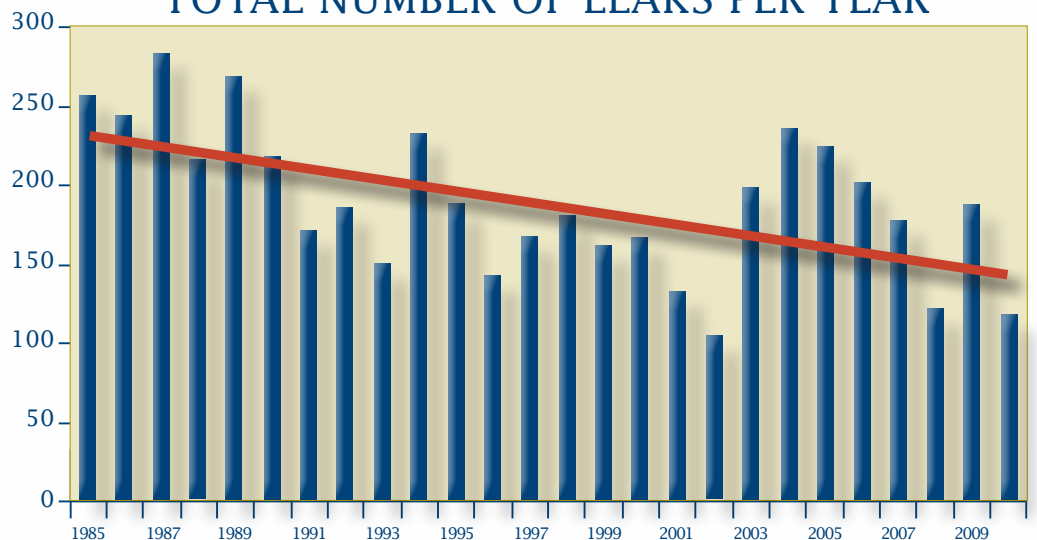


To further extend the life of water mains, workers wrap them in plastic before installing pipe on Casco Street in Portland.

This construction season, the Portland Water District replaced two and a half miles of old water mains, some dating back to 1886, and expects to renew the same or more next year.

The increased investments have proven successful in reducing emergency repairs. As seen by the chart below, water main leaks have steadily decreased since 1985. For more information on water main projects, visit our web site at www.pwd.org.

TOTAL NUMBER OF LEAKS PER YEAR



Portland Water District
 225 Douglass Street
 Portland, Maine 04102
 207.761.8310

customerservice@pwd.org

www.pwd.org



PLAN AHEAD TO REFILL AND REFRESH BEFORE YOUR NEXT FLIGHT

The Portland Water District and the Portland Jetport have teamed up to offer a new service to travelers:

Water Bottle Filling Stations.

Since security rules were tightened several years ago, airline passengers are not allowed to take bottles of water through security. This has been a nuisance for the travelling public, as many people have to purchase a bottle of water after security to replace the one left behind.

Passengers now have the ability to bring empty water bottles through security and fill them with tap water at the dispenser while waiting for their flight.



Water bottle filling stations, equipped with sensors that activate the flow of water for a hands-free, sanitary operation, are located near the traditional water fountains.



A family visiting from San Francisco quickly filled their empty water bottles before flying out.



Representatives from the consumer wipes industry study the material collected from the \$2.5 million screening system that was installed at the Cottage Place Pump Station in Westbrook to remove wipes that are flushed into the wastewater system.

Local Wastewater Facilities Get National Attention

The Portland Water District's plight with flushed disposable wipes dates back to 2007. It began in an isolated area, clogging one small pump station, and has grown to affect various components of the collection system.

Over the years, more and more wastewater utilities have come forward with similar problems, and the flushing of disposable wipes has elevated to a statewide and national issue.

Now, in partnership with our national and state wastewater associations, the Portland Water District is working closely with representatives of the consumer wipes industry to document and identify the problem.