

**TOWN OF HARWICH
2010 REPORT OF THE HARWICH WATER DEPARTMENT
FOR TOWN REPORT**

From the Harwich Board of Water Commissioners and the Superintendent, we respectfully submit our Annual Report to the Honorable Board of Selectmen and to the citizens of the Town of Harwich for the year ending 2010.

NEW ONLINE BILL PRESENTMENT AND PAYMENT

The Harwich Water Department is excited to offer our customers an easy and secure way to view, print and pay your water bill online. We're sure you will find it more convenient and better for the environment. You will find this quick link on our website at www.harwichwater.com or you can go directly to <http://www.mcc.net/html/loginregister.html>.

WATER USER SURVEY AND POTENTIAL TO PAY MORE FOR LESS

The Department of Environmental Protection (DEP) is contemplating mandating water use restrictions of 65 gallons per day per capita which may restrict outside watering to 2 days per week from May-September each year regardless of pond levels or rainfall. DEP is using a UMASS Dartmouth study that only reached 9% of the water users as their basis. There is no scientific data justifying the implementation of this program which is what prompted our survey. If water use decreases, water rates will have to increase to meet fixed costs, therefore, a customer will pay more for less.

Surveys were mailed to all 9,800 of our water customers. We are happy to report that we have received approximately 4,000 surveys so far! For those who have responded, thank you for your support! If you have not completed your survey, we ask that you help us help you! Be sure to complete your survey and get it back to us or visit our website and follow the quick and easy survey link.

Survey statistics will be available on our website at www.harwichwater.com at the completion of our survey which is anticipated for late spring 2011.

NEW CELL TOWER REVENUE

The Harwich Water Department is proud to announce that we have recently completed contracts with Verizon Wireless and T-Mobile in leasing space for cell equipment on both the Pleasant Lake Avenue and Route 39 water tanks. This will be a new revenue source of \$130,000 per year per tank. We plan to also seek bidders for the Lothrop Avenue tank.

CONSTRUCTION OF THE NEW BRUCE CAHOON WATER TREATMENT FACILITY AT THE DEPOT ROAD WELLFIELD HAS BEGUN

In the spring of 2010 the transmission main portion of the project was installed and completed by Bortolotti Construction. Weston and Sampson, the winning bidder for the construction project, began construction of the new treatment facility November 1, 2010. They will complete the project on or before November 1, 2011.

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The new treatment plant will use a process known as Green Sand filtration that will remove the iron and manganese from the raw water from our main well field on Chatham Road which supplies about 60% of our water. The new facility will have a flow capacity of 6.5 Million Gallons per Day. The overall cost is projected to come in just under \$3.3 Million.

WATER STORAGE TANKS

The Town presently maintains three water storage tanks that have capacities ranging from 1 million gallons to 1.5 million gallons. During the spring of 2011 we plan to take the tank located on Route 39 off line for approximately two months to make some structural repairs and to repaint the tank interior and exterior. The estimated cost for these repairs is \$1,500,000. The Department will use \$500,000 of its retained earnings and borrow \$1.1 million dollars which will be paid from the enterprise fund account. We plan to make the same type of repairs to the tank located on Lothrop Avenue in FY14.

WATER MAIN IMPROVEMENTS

During 2010 the Water Department continued our water main upgrade and replacement program by replacing or relining the older water mains in our system. As part of this effort, we are closely coordinating our water main replacement program with the Highway Department by scheduling our construction activities to occur in the same streets that the Highway Department is resurfacing. This coordinated approach to our construction activities therefore results in a large savings to our rate payers.

THE DEPARTMENT WEBSITE

www.harwichwater.com and www.harwichgis.com

If you haven't visited our Department website, we would like to invite you to do so. Our Department is very technically driven, and as we move to the future we strive to continue to enhance our services in this fashion. All of our Department forms and reports are available as well as up-to-date meeting minutes of the Board of Water Commissioners. In addition there are many informational facts how-to instructions that you should find to be very helpful. At harwichgis.com we have a variety of maps. You will also find our water system map and many of the Harwich maps; zoning, town owned property, flood area, conservation and recreation as well as road and street maps. Be sure to visit our electronic business front on the Web.

HYDRANTS AND VALVES

We have tested 100% of our hydrants this year. The Department replaced or installed or repaired eighty-one (81) hydrants in 2010. We have identified all hydrants that are in need of replacement. Every hydrant in Harwich has been inspected and exercised this year, and in 2010 fire flow tests were done on the remaining hydrants in Harwich. We anticipate completion of re-graveling 45 hydrants in the business district in early 2011.

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The Water Department also has an ongoing program for maintaining our valves throughout the system, and we continue to add valves into our infrastructure. This allows us to isolate smaller areas of Town during water emergencies and to provide even more discrete controls on our flushing program.

WATER SERVICE INSTALLATION

Our Department became the sole installer of new and renewal water services in FY09. Previously this work was done by authorized contractors. This was a successful transition. In FY10 our department generated an additional \$137,716 in new revenues.

VOICE BROADCAST SYSTEM

The Voice Broadcast system has become a useful tool in communicating water emergencies to our customers as well as other broadcasts to the general public. Please contact our office at 508-432-0304 x.0 to be sure you are signed up and/or visit our website to sign up electronically.

WATER METER UPGRADE PROGRAM

Water Meter upgrades continue on schedule. Meters age 30 years and older are part of our ongoing upgrade program. In 2010, 424 water meters were replaced and 37 new meters were installed for new water services.

RADIO READ INSTALLATION PROGRAM

We continue to install radio reads throughout our customer base. In 2011 we installed 1,244 radio reads. With just over half of our customers having radio reads, we continue to work diligently on this program and anticipate becoming 100% radio read in the next year. Radio read devices accompany the meter and encode, receive, and transmit the data by radio signal. This technology will greatly reduce the number of technicians needed for meter reading and allow us to dedicate more staff to routine maintenance of the distribution system, service installations and seasonal services.

CONSERVATION PROGRAMS

The Harwich Water Department is always looking at methods on how we can conserve water. We ask that you work with us to help conserve water. Even though there is an abundant water supply on Cape Cod we should still strive to conserve as much water as possible.

Household Tips

American's have access to an abundance of water much of the time, so the importance of clean water is often overlooked. For most of us, water use is a habit. We are accustomed to having water available at the twist of a faucet and usually do not think about how much water we use.

Average Daily Water Usage

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Awareness is the first step in conservation, please be aware of how much water you use. The average person uses fifty (50) gallons of water per day on the following activities:

- Toilet = 19 gallons per day
- Bathing & Hygiene = 15 gallons per day
- Laundry = 8 gallons per day
- Kitchen = 7 gallons per day
- Housekeeping = 1 gallon per day
- Irrigation/Lawn Watering = 70 gallons per day

TOTAL Winter Use = 50 Gallons

TOTAL Summer Use = 120 Gallons

Because of the seasonal influx during the summer months the Town of Harwich averages approximately 65 to 70 gallons per day per capita per year round.

Metered Water Calculation

To review your metered water bill, divide your water usage by the number of days in the billing period (approximately 180 days) and also by the number of residents of your household.

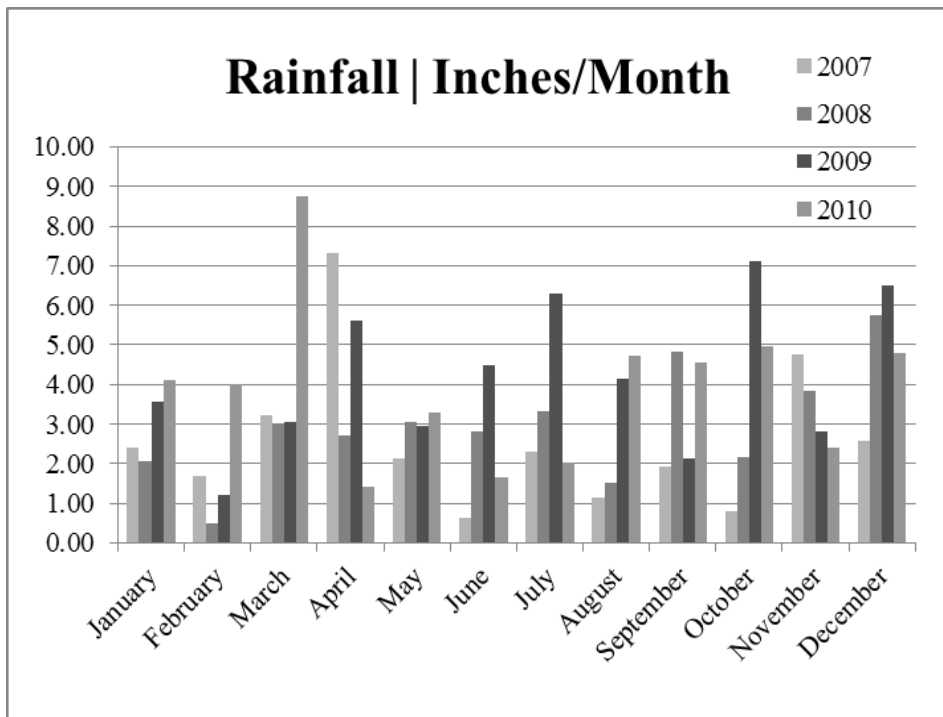
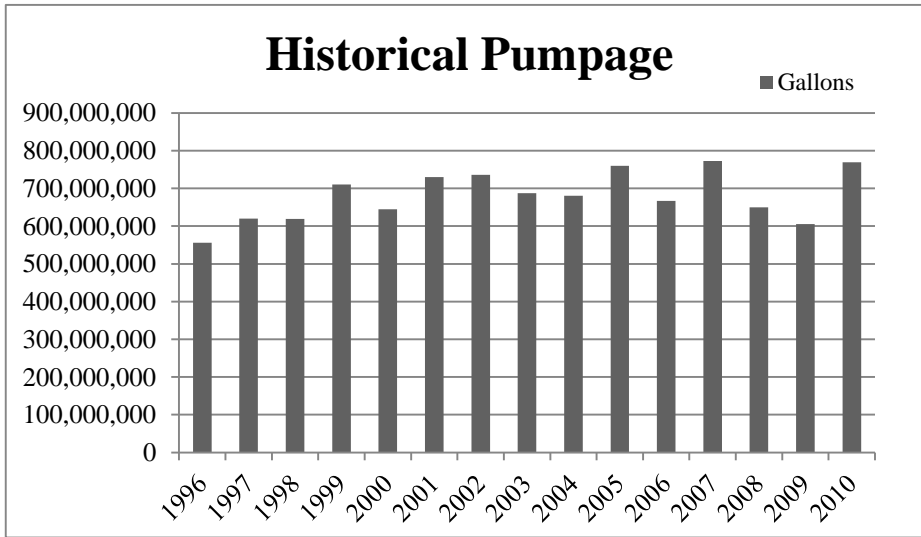
SERVICE TIGHT PLAN

Did you know that as a homeowner you are responsible for the water service line that runs from the street to your home? In many cases those lines have been in place since your home was originally built. Many homeowners assume the lines are the water department's responsibility or any problems on the lines are covered under their homeowners' insurance policies.

Unfortunately, those are false assumptions. Replacing a water service can cost \$2,000 or more, not to mention any further water damage that may be caused from a broken water service.

Why not protect yourself and sign up for our *Service Tight Protection Plan* today! For as little as \$68 per year we can protect participants from costly repair or replacement costs in the event of a water service break at your property. You can learn more about this plan by visiting our website and/or contact our office and we'll mail you a brochure.

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<u>Water Department Comparative Table</u>			
Year	Rainfall in Inches	Gallons Pumped	Maximum Daily
1996	63.33	555,982,400	4,344,600
1997	48.46	620,145,100	5,627,100
1998	49.93	619,321,800	4,740,800

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1999	44.48	710,729,600	5,681,400
2000	48.11	644,636,400	5,065,400
2001	36.76	730,249,000	5,879,600
2002	50.44	735,869,800	5,666,970
2003	53.75	687,473,053	5,701,605
2004	37.88	680,194,630	5,568,509
2005	61.42	759,802,792	5,728,926
2006	42.03	666,986,217	5,052,381
2007	30.89	772,525,325	5,659,678
2008	35.60	649,958,341	5,401,605
2009	49.89	605,297,549	4,386,341
2010	46.76	769,662,599	7,062,033

2010 ANNUAL STATISTICS OF SERVICES PERFORMED

Curb Stop Repair/Renewals	44	
Frozen Water Meters	3	
Meter Reading Troubleshoot	559	
Hydrant Repairs	23	
Hydrant Replacement/Installed	44	
Hydrants Installed	14	
Installation of Yard Hydrants for Water Samples	0	
Mark Outs/Emergency Mark Outs	372	
New Water Service Installations	37	
Property Transfers Requests	286	
Radio Reads Installed/Replaced	1,244	
Renewal of Water Services	26	
Seasonal Turn On/Off	1,505	
Total Hydrants in System	1,358	Hydrants
Total Usage for Hydrant for Construction	21,300	Gallons
Water Main Repairs	6	
Meter Change Outs	424	
Meters Installed	37	
Water Service Repairs	519	
Water Usage for Flushing	4,455,000	Gallons

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SUMMARY OF DEPARTMENT CHARGES FOR FY10

Period Ending June 30, 2010

COMMITMENTS:

Water Rates	2,199,174	
Commercial Fire Sprinkler	18,920	
Commercial Fire Sprinkler Inspection	2,700	
Residential Fire Sprinkler	3,470	
TOTAL WATER RATES	2,224,264	\$2,224,264
Service Repair Charges	34,266	
TOTAL SERVICE REPAIR CHARGES	34,266	\$34,266
Seasonal Services	70,330	
TOTAL SEASONAL CHARGES	70,330	\$70,330
Transfer Fee Charges	23,600	
TOTAL TRANSFER CHARGES	23,600	\$23,600
Backflow Inspections	21,230	
TOTAL BACKFLOW INSPECTION CHARGES	21,230	\$21,230
New Services	71,943	
Renewal Services	23,224	
New Meter Charges	5,050	
Service Installation Supply Charges	42,548	
TOTAL NEW/RENEWAL SERVICES	142,766	\$142,766
Late Fees	39,014	
Other Miscellaneous Fees	680	
TOTAL FEES	39,694	\$39,694
TOTAL COMMITMENTS		\$2,556,150
TOTAL ABATEMENTS/ADJUSTMENTS		\$30,649

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TOTAL RECEIPTS

\$2,525,501

ANTICIPATED ACTIVITIES DURING 2011

- Complete construction of the new Green Sand Treatment Facility and bring it online
- Route 39 water tank rehab and planning for Lothrop Avenue tank rehab
- Green sand treatment plant for station 10
- Water main replacement and upgrades

CONCLUSION

As Department Superintendent, I would like to thank the Water Department employees for their teamwork and dedication and the Board of Water Commissioners for their continued support and service to the community and myself throughout the year.

Craig Wiegand, Water Superintendent

Board of Water Commissioners

Donald Bates, Chairman

Allin Thompson, Vice Chairman

Danette Gonsalves, Clerk