

Public Works Directors Association Meeting
Wednesday, November 12th, 2008
9:00-11:00 a.m.
GPCOG Conference Room

Present: Erik Street, (Yarmouth); Shawn Bennett (Pownal); Doug Fortier (Windham); Bill Landis (Cumberland); Bob Malley (Cape Elizabeth); Roger Mosley (Standish); Dan Nowell (Sebago); Rob Pontau (Topsham); Mike Shaw (Scarborough); James Smith (Sebago).

Guests: John Caprio (Fairpoint Communications); Michelle Clements (Portland Water District); David Larose (Fairpoint Communications); Sandra Levesque (Central Maine Power Co.); Breanna Pierce (Central Maine Power Co.); Glenn Raymond (Time Warner Cable); Paul Rogosinski (Northern Utilities); Bill Staszko (Fairpoint Communications); Jim West (Portland Water District).

Staff: Rosemary Kulow (GPCOG); Carol MacKenzie (GPCOG), Sue McIntyre (GPCOG).

1. **Welcome and Introductions** – Erik Street - Chairman
Erik Street called the meeting to order at 9:03 and welcomed those present.
2. **Acceptance of Minutes from August 13th, 2008 and September 10th Meetings**
Roger Mosley made a motion for approval of the August 13th, 2008 and September 10th, 2008 meeting minutes, seconded by Bob Malley. Vote taken. All were in favor. Minutes approved.
3. **Roundtable Discussion**
Erik introduced Paul Rogosinski, the Regional Service Manager for Northern Utilities.

Northern Utilities – Paul Rogosinski, Regional Service Manager

Paul manages natural gas operations for the Maine and New Hampshire areas. Northern Utilities serves 54,000 natural gas customers in both of these states combined. In Maine alone they service about 16,000 in Portland and 4,000 in the Lewiston-Auburn areas. Northern Utilities is currently owned by NiSource Inc. located outside of Chicago, a large natural gas and electric company. In December of this year, Northern Utilities will be acquired by Until, a company based in Hampton, New Hampshire. Until is a public utility holding company with utility subsidiaries providing electric service in New Hampshire and electric and gas service in Massachusetts.

Northern Utilities has also been involved with Dig Safe communities. If there are any issues with excavation, please contact Dig Safe or feel free to contact Paul regarding any specific questions. They have a number of on-going projects mostly in the Lewiston-Auburn area and are in the process of a major undertaking with the Public Utilities Commission to eliminate some 60 miles of their cast iron pipes. This work will most likely involve a number of public works directors.

Northern Utilities' business has gone up three-fold in this past year alone and it is expected that Until will be taking a more aggressive approach in market expansion. In reply to a question about communication in conjunction with scheduled town road projects, Paul said that personnel from Northern Utilities try to attend town public works meetings on a regular basis. They have periodically met with municipal officials from Portland, Scarborough, Cape Elizabeth, etc. and continue to work toward improving communications that pertain to paving projects as well as projects that relate to infrastructure. Paul encouraged members of the group to email him to let him know if their respective public works department holds regularly scheduled monthly meetings. Northern Utilities will send personnel to attend. The more emails and/or communication there is, the better it is.

Among those to contact at Northern Utilities is Perry Robichaud, the Service Manager, who is now working in the Portland office and any other Northern Utilities personnel that they have traditionally worked with. Paul can be contacted as well.

Fairpoint Communications

- *David Larose, Construction Manager*
- *Bill Staszko, Installation/Repair Manager*
- *John Capiro, Engineer*

David Larose is the Construction Manager and is responsible for all construction work from Freeport down to Kittery and works with poles, cables, etc. A list of contact phone numbers was distributed among the group. The Emergency Response Center is open from 3:30 p.m. to 7:00 a.m. 24/7 including holidays. You would call this number if you hit a pole, a cable, a line, etc. Another option would be to contact the police and/or fire departments who would know who to call. During the day, you would call Bill Staszko, the Installation/Repair Manager.

John Capiro, Fairpoint Engineer, distributed another contact list containing all the Fairpoint Communications engineers in the area. If there is a design-type issue, these are the people to call. If an issue stems from someone hitting something like a pole, etc., then you would give Dave Larose or Bill Staszko a call. It was noted that there seems to have been a lot of ditching done lately. Please give the people in the distribution list a call when that happens. Fairpoint oftentimes can fix those problems and oftentimes there is no billing to a town for something like that. Bill's phone number is 650-3777. The dispatch center's number is 541-7100 and is open during the day from 8:00 a.m. to 4:00 p.m. If you place a call and hit a "brick wall", so to speak, call Bill or Todd. In the event that an issue occurs after hours, call the Emergency Response Center.

If there is an issue with a utility pole and you don't know whether to contact CMP or Fairpoint, it was pointed out that the number listed at the very top refers to the utility company that is responsible for the maintenance and servicing of that particular utility pole. In the end, however, both utilities would still need to be called.

Portland Water District

- *Jim West*
- *Michelle Clements*

Jim West from the Portland Water District explained that the "Water District" is both water and a waste water organization servicing areas from Raymond to the northwest of Cumberland, to east Scarborough and to all points in between such as Standish, Gorham, Falmouth, Cape Elizabeth, South Portland, Portland, etc. It is a large geographical area and services about 51,000 accounts that include anywhere from 150,000 to 200,000 people during the work week. The Portland Water District is also a member of Dig Safe. Like the gas companies and major utility companies, they are proponents for the dig safe system as well. They have a 24/7 Dispatch Center with a call crew on-hand to deal with emergencies for both water and waste water issues. The phone number is 761-8300. They will call the crew to make the repairs. Response time is ½ hour to 1 hour. The Portland Water District additionally participates with the Cumberland County Emergency Management Agency and conducts emergency response tests in conjunction with them on a monthly basis.

Other monthly meetings include attendance at public works meetings in the City of Portland with respect to planning. These meetings provide a good venue for swapping information and also provide good discussions on what works and what needs to be improved upon. The water district additionally tries to meet with public works engineers throughout the area to discuss work plans especially during winter and spring. This includes working with the towns in conjunction with the MaineDOT by combining projects for bids. The biggest coordination issues occur from full depth construction type of work. A key item is the coordination of paving contracts with pre-coordination being most important. Working together on those issues have been found to be very beneficial. When towns have pending projects, the utility coordinator to contact is Frank Meter at 774-5961 ext. 3069. He coordinates projects with the MaineDOT, developers, etc. If a town is doing a full-depth reconstruction, they the Portland Water District would like to be notified of that as well. They are currently working on a 20-year plan to upgrade their system, subsequently, when they have a full depth reconstruction of streets, they need to be notified.

Jim noted that there is always a municipal paving list and if they can get at least a one or two week's notice of those pending projects they can get crews there onsite. If there is an issue with damage, etc., there is an emergency dispatch number available at 761-8300 and they will direct your call. It is generally better to go through dispatch.

Time Warner Cable

- *Glen Raymond*

Glen Raymond distributed a list of TWC Emergency Numbers and spoke of Time Warner Cable's recent acquisition of Adelphia. Time Warner Cable now services over 330,000 people between Maine and New Hampshire. Their Division Operation Center (DNOC) number is 253-7300 and is available 24/7. Any number on

the list distributed is accessible and will be answered. They also have back-up generators for their power supply. All hubs at their tower sites are propane powered or have natural gas generators. Any municipal project plans for upcoming projects should be sent to Time Warner Cable, 118 Johnson Road, Portland, Maine 04102 – Attention: Construction Department. Glen reviews these and distributes them to the coordinators of each respective town.

Central Maine Power Co.

- *Sandy Levesque – Customer Service Advisor*
- *Breanna Pierce – Customer Service Advisor*

Sandy Levesque introduced herself and her co-worker, Breanna Pierce. Their jobs as it applies to members of this group can be called upon as the general point of contact and for reference purposes. They normally work with pole replacements, pole transfers, emergencies, etc. Sandy works with the Lincoln and Sagadahoc Counties and Breanna works with Cumberland County. Members of the group were encouraged to call them anytime but in a case of emergency they were advised to first call CMP's 800 emergency line: 800-696-1000, which is open 24/7. In reference to project questions during regular business days and/or for general information, please contact Sandy or Breanna. They do the coordination of work projects. If you don't know who to call, give them a call and they can refer you to someone who can assist. They are the municipal/town contacts. Part of their goal is that each town is getting the appropriate information from CMP, like paving or moving poles, for instance. Sandy and Breanna distributed their business cards and encouraged the group to email them the town's weekly paving updates. They in turn will make sure that the line supervisor can go out and check the poles, etc.

Erik made reference to storm events and when power lines come down. Sometimes there is a void in communication and feedback at that time. He asked what could be done to improve those situations. Sandy replied that calling dispatch through the Cumberland County Emergency number would be one option. She noted that the Portland region operates in different ways. For instance, places like Brunswick receive fax notifications from Lincoln and Sagadahoc Counties. When public safety officials are out in the field, they will call in to their dispatch centers with road updates. That information is then faxed over to Sandy's office. It is a good system and works well. Cumberland County is different. They have not used this process. However, it is available to Yarmouth, Topsham, and portions of Pownal otherwise, it is best to use the 800-696-1000 number. The 800 personnel have the maps and they know what is happening company-wide. They prefer faxes whenever possible for work orders because it does give them a paper trail.

Bill Landis asked if CMP had some sort of "triage" system with regards to higher priority outages. Sandy explained that their restoration policy states that transmission lines and substations lines take priority. This is followed by a three-phase process and then a single-phase process. If there is an emergency with some type of sparking going on, their crews drop everything and immediately go tend to that situation. If a pump station with a sewer district loses power, they will go there if it is single phase. Sandy commented that last April there had been more damage done in Brunswick than the ice storm of '98. She also explained that if you call dispatch they can in turn fax over information to dispatch. You can call the 1-800-696-1000 number and keep pressing "0" and you will by-pass the recording and talk to someone on the line. They in turn will forward the information on to the appropriate department. But, she cautioned that this is not to be used for residences. She encouraged the group to listen to the 800 automated number to report a situation. The account number is not always needed. Sandy also pointed out that Brunswick emergency personnel have a fax machine that sits next to a desk that is manned 24/7. Subsequently, she is able to check with them on a frequent basis. In comparison, Brianna explained that Portland has a red phone that is manned 24/7 and information can be faxed over to either the fire department or the police department. She will get the phone number and forward it on to the group. Sandy reminded the group that the fax numbers are strictly for municipal calls and not for everyday customers. When dispatch receives a fax they will send a list out which can streamline the restoration of repairs.

Shawn asked about lines that have come down and/or are broken. The road is closed and public works crews cannot touch that road until CMP shows up. He wondered if there was a possibility of having someone from CMP go out and move those lines so public works personnel can continue to maintain those roads during a storm. Sandy replied by first explaining the dangers of touching any downed or broken power lines especially if there is a possibility that someone might have a generator back feeding into the line. "Please call them instead", she said. Keep calling. Call the 1-800-696-1000 line and request that the line be moved. CMP is continually working on improving their response time especially for downed and broken lines. In summary, Sandy re-iterated faxing

information, sending emails and the use of the 800 automated phone number in conjunction with being specific. Communication is the key.

Glen Raymond of Time Warner Cable commented on “cut and run” scenarios with regards to cable and phone lines. He noted that most often if you can “board it” you can do it. In other words, you are allowed to put down a 2” X 6” board to cover the downed and/or broken cable or phone line so it does not get damaged. A damaged line can cause hours of restoration. They would prefer that their crews go out only once to repair a line. A “cut and run” solution should only be done in emergency situations. With reference to Fairpoint lines, it was noted that this would be a situation that you would want to call David Larose. But, if necessary, you can put a board down to cover it in the meantime.

Erik thanked all the guests for coming in noting that it had been beneficial to all who attended. Carol will follow-up with the utility representatives and gather all pertinent contact numbers and associated information. A contact list will subsequently be posted on the Public Works’ Directors Association web page and will be updated on a yearly basis.

4. Announcements:

- Shawn spoke of Work Zone Safety Awareness. MaineDOT has developed several strategies and has allocated funding to help increase traveler awareness. More and more people have been getting hurt in work zone areas on the roads. Several media ads are planned to be aired on the radio as well as the launching of an educational program that is geared towards grade school kids explaining such things as what flaggers do, what is safe and what is not safe, etc.
- A supervisor training is coming up next May. It will be similar to the one held last year but will offer all new classes. Erik will follow-up with more information as it becomes available.
- Carol announced that a fleet workshop entitled “The Compelling Case for Natural Gas Vehicles” is scheduled to be held on November 18th, 2008 from 8:15 a.m. to 5:00 p.m. at the New England Center located at the University of New Hampshire campus in Durham, N.H. There is still time to sign up.
- With reference to NIMS, Bob noted that there is a need to have some classroom time for sections 3 and 4. The other sections can be done on-line, but sections 3 and 4 should be done in an atmosphere that allows interaction of questions, answers and discussion.
- Doug cautioned members of group to take time to review their fuel oil bills. Windham found discrepancies in their bills where the COG bid price had not been honored. Carol noted that the billing department in some towns is not always aware that their respective town is under a COG bid. She reminded the group that the opus reports which gives the daily rack price is always readily available through COG. Anyone who is interested in getting those reports may send an email to Carol or call Jen at the GPCOG office.
- Liquid Asphalt is now priced at \$370.00 and is still dropping.

5. Other Business:

A short discussion about meeting topics took place. *Among topic ideas mentioned:*

- The media such as radio and television stations.
- Roundtable discussion on the treatment of roads, costs and savings, according to each town’s policies and procedures as well as the role of corrosive materials that is used on roads.
- Policies and procedures for call-ins, beepers, pagers, priority lists.

A question about whether COG should look into getting bids for calcium chloride was asked. It was noted that there are different prices depending on the volume you order. Carol will follow-up and get back to the group.

6. Next Meeting – December 10th, 2008.

7. Adjourn

The meeting adjourned at 10:45 a.m.