



2013 CONCORD ANNUAL TOWN REPORT

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PUBLIC WORKS

Public Works Commission

Cemetery CommitteeCPW AdministrationEngineering DivisionHighway & GroundsRecycling & WasteWater & Sewer

WATER AND SEWER DIVISION

Alan H. Cathcart, Superintendent

In 1974 and 1976, Annual Town Meeting established separate Water and Sewer Enterprise Funds, to ensure that the operation, maintenance and capital improvement of Concord's water and sewer systems would be financially viable. Expenses incurred for each system are covered by revenues generated by the enterprise. The Water and Sewer Division of Concord Public Works is responsible for managing the day-to-day operations of drinking water and sewer infrastructure. As of 2012, the total assets for each system are 19.8 million and 22.9 million dollars, respectively.

WATER SYSTEM

ANNUAL WATER REPORT SUMMARY TABLE

Water Statistics	2013	2012	2011	2010	2009
Miles of Main	131.6	130.9	130.9	130	130.22
Hydrants	1,306	1,283	1,270	1,263	1,262
Main Pipe - New (linear feet)	3,476	1,595	4,300	N/A	2,491
Main Pipe - Replaced or Rehabilitated (lf)	98	1,950	785	2,262	1,908
Number of Service Accounts	5,497	5,537	5,491	5,448	5,437
Total Water Demand (million gal.)	755	745	684	748	676
Daily Average Demand (million gal.)	2.05	2.04	1.98	2.12	1.85
Peak Day Demand (million gal.)	3.91	3.91	4.11	4.63	3.00
Unaccounted for Water (percent)	11.3	12.1	9.1	7.8	9.9
Residential per Capital per day (gal.)	68	68	63	68	60
Annual Precipitation (inches)	41.73	40.48	57.63	54.81	50.75
Residential Rate per Unit (unit = 748 gal.)					
Base Rate- Step 1	\$4.41	\$4.24	\$4.10	\$3.96	\$3.83
Conservation Rate - Step 2 (May 1 - Oct. 31)	\$8.82	\$8.48	\$8.20	\$7.76	\$7.51
Conservation Rate - Step 3 (May 1 - Oct. 31)	\$11.03	\$10.60	\$10.25	\$9.90	\$9.58
General Service Rate per Unit of 748 gallons					
Step 1 - (<50 Units)	\$4.41	\$4.24	\$4.10	\$3.96	\$3.83
Step 2 - (>50 Units)	\$5.61	\$5.39	\$5.21	\$5.03	\$4.86

Concord was provided with legislative authority to establish a public water system in 1872. In 1874, water from Sandy Pond, Lincoln, began flowing through the original network of water mains to Concord Center. Today, the water system has evolved to include six groundwater and one surface water source, seven water pumping stations, two water treatment facilities, and a high pressure water main

network consisting of over 132 miles of pipe. Two covered storage reservoirs located on Annursnac Hill and on Pine Hill in Lincoln provide total reserve capacity of 7.5 million gallons. There are presently 5,511 accounts receiving potable water service and fire protection from this supply. This represents approximately 95% of Concord residents and businesses, together with a small number of Acton properties along Route 2A.

Water Use and Demand Management

Concord Water operates under general terms and conditions of a Water Management Act permit issued by the State which must be renewed every five years. Concord's permit was scheduled to be reviewed and renewed in 2011; however, Governor Patrick's administration imposed a permit extension act (Section 173 of Chapter 240) that resulted in the automatic extension of all existing Water Management Act permits. Based on this action, Concord is expecting to see its permit renewed in 2015.

Within the past several years, the State has focused considerable attention on water resource management. During this time they have developed a new permitting framework which is broadly outlined within a Sustainable Water Management Initiative (SWMI). Water supply systems have been put on notice that this new framework will result in far more rigorous reviews for each water withdrawal permit request which will translate into increased controls and conditions placed on water demand management (i.e. conservation) with potential reductions in permitted withdrawals. Concord's existing Water Management Act permit provides an "authorized" water withdrawal of 2.51 million gallons per day and with conservation standards of 65 gallons per day per capita and a 10% allowance for "unaccounted" water. Unaccounted water is a volume of water that is pumped but not measured through existing meters (leaks, fires, etc.). Based on draft SWMI guidance, Concord expects to have its "authorized" withdrawal reduced by approximately 15%.

In 2013, the total water production required to meet residential, commercial, institutional and municipal needs was approximately 755 million gallons. This calculates to an average daily demand of 2.05 million gallons per day. As demand is generally seasonally dependent, it is interesting to note that the average day demand during this winter was 1.52 million gallons per day, increasing to 2.52 million gallons per day during the summer. A peak day demand of 3.91 million gallons recorded on July 19. The residential gallons per day per capita and total system "unaccounted" for water of estimates where calculated to be 68

gal/day and 11%, respectively.

Beginning July 18, water demand exceeded our available supply for several days triggering the need for the Public Works Commission to impose a Declaration of a State of Water Supply Conservation. Such declarations are becoming increasingly necessary during extended periods of hot, dry weather. While outdoor water use restrictions remained in effect throughout the rest of the summer, we were encouraged that compliance with the restriction to two day per week outdoor lawn watering averted a need for a more stringent mandatory outdoor water use ban. This summer, Concord was one of 80 suppliers within the Commonwealth that imposed some form of water use restriction based on water supply or permit limitations.

Water Conservation Program Highlights

CPW Water Division has a long standing, well-established water conservation program that encourages water conservation through the adoption of a seasonal increasing block rate structure, provisions for free residential water saving devices including shower heads, aerators, garden nozzles, rain gauges, and toilet fill cycle diverters and customized outreach and assistance to customers who are interested in learning more about indoor and outdoor water saving opportunities.

When it comes to encouraging sustainability practices within the municipal sector, CPW Water Division continues to work with other Town Departments to help them realize water savings opportunities, whenever feasible. This year, the Town House completed renovations to the restrooms to satisfy ADA compliance needs. In accordance with broader citizen supported “sustainability” principles, CPW Water/Sewer Division advocated for the installation of state-of-the art “hands-free” faucets to replace older style, less efficient manual hand washing faucets. In addition to providing immediate operating cost savings to the Town house, the installation of these units provided for a very public example of how the Town intends to support sustainability practices and lead by example.

Smart Water Meter Initiative: More and more water systems have begun to adopt smart water meter technology. This technology allows for increased customer awareness of individual water consumption patterns and water saving opportunities. As an initial step towards developing a fully functional system, all new water meters purchased have increased sensitivity with respect to water registration. This sensitivity will afford interested customers an ability to monitor usage in units of 7.48 gallons (1 cubic ft.), which is 100-times more sensitive

than the old meters. Until such time that we are able to offer a user friendly, real-time “portal” into this water use information, the only difference customers should expect to observe is in the “units” reported on the water and sewer bills. If such a reporting change is scheduled to occur, a special notice will be attached to the bill, informing residents of this change.

In addition to working with individual customers on ways of conserving water, CPW Water Division is also continuing to work on tightening the common public infrastructure, specifically the over 132 miles of water mains. A contractor completed a leak detection survey of approximately 50% of the Town’s entire water distribution system. This survey involved the use of strategically placed acoustic sensors and recording instrumentation that allows for the collection of acoustic data to pinpoint the location of extremely small leaks. This work is required to help identify and eliminate “unaccounted” for water losses throughout the distribution system. The assessment was performed in area of Town north of Rte. 2. The system was confirmed to be very tight, with only one small leak identified within a private water service. This leak was estimated to be losing water at a rate of approximately 8 gallons per minute or 11,520 gallons per day, and was immediately repaired.

As always, for those residents interested in learning more about what can be done to save water and money, we would encourage you to visit the Concord Public Works – Water and Sewer Division website (www.concordma.gov/water (<http://www.concordma.gov/water>)) and search for the water conservation programs. Additional information and opportunities can also be found through the Environmental Protection Agencies national “WaterSense” initiative. For information on water efficient appliance ratings visit the Consortium for Energy Efficiency (www.cee1.org (<http://www.cee1.org>)).

Water Quality and Regulatory Compliance

In accordance with MassDEP regulations, routine and non-routine water quality testing activities continue to demonstrate that Concord’s drinking water satisfies all State and Federal requirements. A summary of actual water quality test results is available on the Town website and the Annual Water Quality Report – which is updated each spring (www.concordma.gov/wqreport.pdf (<http://www.concordma.gov/wqreport.pdf>)). For those customers who prefer a hardcopy of this information, feel free to contact the Water/Sewer Division office directly to request a paper copy mailed to your address.

Nagog Pond Water Supply Master Plan: Nagog Pond continues to be primarily utilized during peak summer demand periods. This rationed use has successfully allowed the Town to maintain a long-standing source water filtration waiver dating back to 1992, based on the demonstrated, excellent water quality of the pond. As system needs have evolved, the Public Works Commission has determined that the time has arrived to develop a Nagog Pond Water Supply Master Plan which will provide detailed current costs associated with the installation of a state-of-the art filtration system along with specific watershed management objectives. This master plan will provide full scale design and permitting in advance of construction of a filtration facility in the near future.

A contract was awarded for this work. The contractor was tasked to: assess existing watershed management activities (with a goal of determining the highest and best practicable use of these lands); evaluate the most appropriate surface water treatment technologies and an evaluation of the 100-year old drinking water intake line to determine if it requires rehabilitation or replacement.

After completing a water quality treatment “alternative analysis”, a detailed pilot plan was developed to evaluate the most favorable treatment processes and designs. The objectives of the pilot were to: assess the use of various oxidation processes for pre-treatment; assess the role of coagulation/flocculation for the removal of natural organic matter and solids separation performance; assess the effectiveness of dissolved air flotation (DAF) for clarification and solids separation performance; and assess the effectiveness of media filtration on solids separation performance. Ultimately, this work will lead to the identification of process operating parameters for the design of a full scale water treatment facility, including: chemical dosages, mixing, and contact times; plant and process hydraulics; process sizing and loading rates; filtration media depth and materials; process cleaning cycles; and, residuals management. This two season (warm and cold weather) pilot plan was approved by MassDEP and commenced on August 1.

A Nagog Pond Watershed and Solar Feasibility Study was completed. A draft report presented to the Town is under review. The report characterizes all existing land uses within the Nagog Pond Watershed, highlights Town-owned parcels where modest improvements could potentially allow for the siting of alternative energy systems which would ultimately be used to off-set increased energy demands required for advanced drinking water treatment.

Cross Connection Control Program Update: A cross connection is any physical connection that is created between a drinking water supply line and a piece of equipment or piping containing water that does not meet drinking water quality standards, or contains other substances that make the water unsafe to drink. For example, cross connections may exist between pipes containing drinking water and boilers, lawn irrigation systems, solar heating systems, photography equipment or fire protection systems.

CPW Water Division awarded a new three-year contract to provide the Town with effective and timely assistance and support in implementing a program that has been developed to protect customers from potential sources of contamination from plumbing connections and processes inside the customer's building. A provision of this new contract required a re-survey all commercial properties within the Town to identify any new cross connections that could have inadvertently compromised water quality within our public supply, under certain unusual circumstances. Sixteen new locations were identified, meriting the installation of appropriate backflow prevention devices.

Water Pumping Station Rehabilitation and Upgrades

Daily attention and effort continues to be invested in the routine operation and maintenance of the seven water production facilities and related treatment systems that make up our total water supply. In addition to routine services, capital upgrades are also required to replace and improve failing or outdated motors, pumps, electrical systems, and treatment systems housed within these facilities. This year, the following improvements were most notable:

Robinson Well - Located off of Sudbury Rd., the Robinson Well was taken off-line to allow for the emergency repair of a motor that was attributed to damage from a local power supply surge. Fortunately, the event occurred outside of peak (summer) demand period and resulted in little to no adverse impact on supply or service. The Robinson well was returned to full service after the entire pump assembly was removed, cleaned, and inspected. A new 60 HP motor was installed.

Jennie Dugan Well - Located off Old Marlboro Rd., the Jennie Dugan Well was taken off-line during the off-peak demand period to allow for scheduled refurbishing of all water treatment components and to allow for a thorough cleaning and painting of all interior surfaces. While much of this work was performed by Division Operations personnel, a licensed hazardous material contractor was called in to remove a small quantity of asbestos pipe insulation which has been installed a part of

the original heating system in 1965.

Pine Hill and Annursnac Hill Reservoirs: CPW Water Division learned that the 48 V model the Town had procured had been found to be at risk of failure due to an electrical faulting issue. Because of a strong working relationship established with the vendor, (Concord was one of the first systems in the north-east to use this new mixing system) they voluntarily upgraded all three units. Since this upgrade, the new units have demonstrated distinct operational advantages over the original version and have been running without incident.

Nagog Pond Dam: all design and construction management services for work involved in the rehabilitation of the Nagog Pond Dam were completed. This effort included the reconstruction of the 15 foot high, 168 foot long concrete dam and associated water control structures in accordance with requirements outlined by the MA Office of Dam Safety improvements. This dam was originally constructed in 1909 as part of the development of the Nagog Pond surface water supply.

Water Main & Service Rehabilitation and Extension Programs

Working in concert with CPW Engineering Division, the water operations group re-laid several hundred feet of 8-inch water main near the intersection of Wilson Rd. and Nashoba Rd. This work was required to allow for the accommodation of a new stormwater detention basin in the small traffic island located at this same intersection.

Water Main Break: On February 19, water operations crew responded to a water main break identified on Monument St. near the intersection of Carr Rd. The emergency repair work involved the removal and replacement of approximately 20 feet of 8-inch cast iron main, originally installed in the 1930's. Included in this work were the replacement of one inoperable 8-inch gate valve and the removal of an abandoned 8x6-inch tee and 6-inch valve assembly that had once served an abandoned water main on Carr Rd. Because the water system along Monument St., north of Carr Rd. is not looped, the emergency repair resulted in a brief interruption of water service for over 300 customers. CPW Water Division appreciates customer cooperation during such emergency situations.

Water Main Replacement Program: Public Works Staff worked on the development of plans and specifications for a large water main replacement project that is slated for the Southfield-Riverdale

neighborhood. Based on the scale of this project, budget impacts, and coordination needs expressed by CPW Engineering Division, the replacement of over 7,400 feet of main is scheduled to be completed during the 2014 construction season. This work will be followed by a roads reclamation and re-paving project scheduled for the following year.

New Water Main Extension Requests: Three separate applications for water main extensions were reviewed and approved by the Public Works Commission. These requests included; an extension of an 8-inch water main from the intersection of Nashawtuc Rd. and Squaw Sachem's Trail approximately 930 feet along Squaw Sachem's Trail; an extension of an 8-inch water main approximately 150 feet along Old Mill Rd.; and an extension of 8-inch water and 8-inch sewer main approximately 170 feet along Cottage Ln. One request for the extension of water main, specifically, an 8-inch main required to serve a newly created 8-lot subdivision proposed off of Monsen Rd., was approved via a standard subdivision review and approval process. To date, work has not commenced on any of these approved projects.

Notable "private" water service improvement activities included; the installation of a new 6-inch fire protection service required to serve a multi-unit residential building located at 5 Harvard Ct., Acton; a partial replacement of water service to serve the new Concord-Carlisle High School; a 6-inch common water service required to serve an 8-unit residential development under construction on Shaw Farm Rd.; and a new 6-inch water service required to serve 5 new faculty houses constructed by Middlesex School (on their property formerly identified as 1411 Lowell Road).

SEWER SYSTEM

ANNUAL SEWER REPORT SUMMARY TABLE

Sewer Statistics	2013	2012	2011	2010	2009
Assabet Pumping Station					
Total Pumped (million gallons)	78.31	72.71	89.48	96.06	87.92
Monthly Average (million gallons)	6.53	6.06	7.46	8.00	7.33
Daily Average (million gallons)	0.21	0.20	0.24	0.26	0.24
Lowell Road Pumping Station					
Total Pumped (million gallons)	322.92	278.64	352.89	363.48	340.88
Monthly Average (million gallons)	26.91	23.22	29.41	30.29	28.41
Daily Average (million gallons)	0.88	0.76	0.97	1.00	0.93
Collection System					
Number of Service Accounts	1,832	1,837	1,823	1,811	1,804
Miles of Sewer Main	34.00	33.80	33.74	33.36	33.36
Main Pipe Inspected (lf.)	2,062	1,119	1,478	2,257	11,123
Main Pipe Replaced/Rehabilitated (lf.)	0	40	1,194	0	832
Rate per Unit (unit = 748 gallons)	\$10.14	\$9.66	\$9.20	\$8.76	\$8.35

Concord was provided with legislative authority to create a municipal sewer system in 1894. By early 1900 a small centralized collection

system was constructed, carrying wastewater from Concord center via a network of gravity mains to a collection chamber located at 141 Keyes Road where it was then pumped to a cluster of filter beds located approximately one mile away on fields located adjacent to Great Meadows. Over the years, service needs and treatment goals have evolved resulting in a series of collection system expansion initiatives and treatment system improvements. The present sewer system serves over 1,834 accounts (35% of the community) and consists of 34 miles of collector mains (gravity and low pressure), two pumping stations and six neighborhood lift stations.

Sewer Pumping Stations

Emergency Power Generation: Recent upgrades made to several neighborhood sewer lift stations have drawn attention to the need for improved back-up “emergency” power service. Ideally, each site should be set-up with a stationary “dedicated” emergency generator; however, due to site constraints and costs, CPW Sewer Division has elected to proceed with a phased generator plan that will include quick connections for portable generation service at stations that have greater “storage” availability and permanent generators at stations that have less storage availability. As an immediate measure, CPW Sewer Division procured two portable generators, one 35 KVA unit and one 45 KVA unit, which have been set up to allow for quick mobilization to any one of six existing stations in the event emergency power is required. Permanent generator units are being designed for the larger sewer lift-stations located at the intersection of Bedford S./Old Bedford Rd. and another to be situated at the sewer station located at the end of Park Ln. CPW Sewer Division has established inspection, service, and reporting protocols for all existing emergency generators, in accordance with recently imposed EPA and Massachusetts Air Quality Regulations for Emergency Generators and Other Stationary Reciprocating Internal Combustion Engines.

Underground Storage Tank Inspections: In compliance with new Underground Storage Tank (UST) Regulations, 3rd party inspections were performed on underground fuel storage tanks located at the wastewater treatment facility and Lowell Rd. Pump Station. While a formal report was generated and submitted to MassDEP noting that both tanks were operating properly and in good working condition, the Town was informed that the single wall tank presently located at Lowell Rd. Pump Station will likely need to be removed and replaced before 2017.

Capital Improvements: The Assabet Pumping Station and Lowell Rd.

Pump Stations were refurbished in 1985. As these facilities reach the end of their useful life, the Sewer Division is evaluating appropriate next steps. This year several minor “emergency” repairs were required including the replacement of the standby generator transfer switch and replacement of two failed actuators associated with the generator cooling/exhaust systems.

Increased Operational Challenges Attributed to Improper Disposal:

CPW Sewer Division has been increasing its effort and response for illicit disposal of cooking greases (fats, oils...) and personal and household cleaning wipes. These materials compromise the effective operation of both private septic systems as well as municipal sewer systems. Inevitably, the increased service required to remove such products, generally in an emergency situation, results in an increased cost of service.

Fats, Oils, and Grease: Over a period of several months, an unusually strong odor had been observed emanating from the Lowell Rd. Sewer Pumping Station. Specialized gas monitoring instrumentation within the facility confirmed an unusually high level of gasses. After careful assessment, the operations crew identified a significant build-up of grease near the intake line of a very deep wet well chamber. This observation, and resultant emergency clean-up, coincided with increasingly vigilant cleaning of upstream sewer collector mains in the center of Concord. In an effort to avert unnecessary costly emergency system blockages, CPW Sewer Division intends to expand its outreach efforts, especially in the food service sector. All customers on a private septic system or the municipal sewer system, should dispose of fats, oils and grease from food preparation in their waste can instead of their drain.

Sanitary and Cleaning Products: A recent proliferation of “flushable” wipes sold for both household and personal cleaning purposes are creating operational challenges to sewer systems across the nation. Concord is not shielded from this phenomenon. CPW operations personnel have witnessed first-hand an increased frequency of emergency service calls required to untangle these products in equipment installed within neighborhood pumping stations. Equipment has been upgraded to reduce this clogging, but the problem has not been eliminated. Equally important, there are also increased reports of such products “clogging” private sewer services. In an attempt to reduce the costs and risks associated with emergency back-ups attributed to these products, CPW strongly recommends that customers

dispose of these items in their waste can instead of down the toilet.

Infiltration and Inflow Program

Inflow and infiltration (I&I) refers to groundwater and stormwater that can enter a wastewater collection system through illicit connections or leaking pipes. A wastewater collection system consists of a maze of interconnected pipes that are buried beneath the streets or in easements which are designed to collect wastewater from sanitary fixtures inside homes or businesses and provide delivery to a wastewater treatment facility. Concord's sewer system consists of approximately 34 miles of mains, ranging in diameter from 6 to 27 inches. Approximately 50% (15.4 miles) of Concord's sewer collection system is composed of old clay pipes – much of it dating back to the original sewer system installed over 100 years ago. Concord recognizes that continued investigation and repairs of its sewer collection system is needed to reduce the risk of having sanitary sewer surcharges and increased treatment costs.

Over the past decade, Concord has invested over \$1 million dollars in I&I related activities. Activities included; flow monitoring, television inspections, smoke testing, dye testing, root control treatment, joint testing and sealing, pipe lining, and replacement of sewer pipe as well as manhole inspections and rehabilitation. Work included the cleaning of over 12,000 linear feet of sewer main, closed-circuit television inspection of over 2,062 linear feet of main, root control performed on 2,330 feet of main, and the replacement or repair of nine services.

Wastewater Treatment Plant Operations

Woodard & Curran, Inc. continues to operate the municipal Wastewater Treatment Plant (WWTP), located off Bedford St. CPW Water and Sewer Division continues to work closely with Woodard & Curran to ensure day-to-day operations and maintenance is performed in a quality manner. Within the past year, the facilities and associated equipment ran reliably with no major rehabilitation projects required. The plant maintains excellent compliance with its regulatory requirements, in accordance with State and Federally issued permits.

On August, 2, Concord's National Pollutant Discharge Elimination System (NPDES) permit was re-issued. This permit, co-issued by both the Environmental Protection Agency and MassDEP, is renewed every five years and includes flow limits as well as operational and performance standards, generally outlined within the Clean Water Act. This permit included several provisions that had been contested by the Town when it was first offered as a draft permit. Most notably, the

Town was very concerned with an addition of a new Aluminum discharge standard, more stringent pH limits, and flow limits that continue to restrict Concord's ability to meet wastewater needs that have been clearly defined and supported by Town Meeting action. In accordance with recently revised permit appeal procedures, the Town submitted formal petitions for relief of contested provisions to both EPA and MassDEP. Counsel was retained to provide legal counsel through this formal appeal process.

Wastewater Planning

Wastewater treatment capacity constraints continue to compromise the Town's ability to serve existing and anticipated sewer needs. This has specifically impacted ability to expand service to neighborhoods that have already been deemed "in need" of municipal wastewater service. It has affected ability to serve the needs of planning goals that have been established within Town. On a positive note, the Wastewater Planning Task Force continues to meet, as needed, and has been able to point to several recent developments that have some potential in addressing these constraints. In addition to the NPDES permit request and appeal activities noted above, MassDEP has accepted the scientific report that was completed in support of a groundwater discharge site that could be located at the existing wastewater treatment plant. Now that this field work has been affirmed, the Town is in a position to determine if and when it would be most advantageous to proceed with final permitting, and design and construction of this 155,000 gallon per day supplement to wastewater capacity. While this step is significant, it is important to note that this wastewater treatment solution represents approximately 50% of the capacity needs identified within Article 41, as approved at the 2009 Town Meeting.

With the understanding that wastewater capacity expansion alternative noted above is limited, the Wastewater Task Force has identified a need to re-assess timing and prioritization of "planned" sewer extension phases as detailed within the 2003 Comprehensive Wastewater Master Plan. They noted that consideration must be made to balance system infill pressures with sewer extension needs. This effort will incorporate public outreach to determine interest and receptiveness based on updated betterment estimates.

The Wastewater Task Force recommended that, following MassDEP's concurrence with the findings of the aforementioned hydrogeological report for a groundwater discharge site, the Public Works Commission (PWC) evaluate their wastewater "capacity allowance model". Essentially, encouraging the PWC to consider accepting larger

wastewater capacity requests, deemed to be in the best interest of the Town, by leveraging this new (“potential”) capacity that would be available to the Town - if it were to proceed with the actual permitting, design and construction of the groundwater discharge site. Following this recommendation, the PWC re-assessed the Sewer Improvement Fee to ensure that it accurately reflected costs for the design, permitting and construction of this supplemental flow. After careful review and discussion at a public hearing, the PWC increased the SIF and revised its wastewater capacity allowance model, accordingly.