



**AGENDA FOR THE  
WATER & SEWER COMMITTEE MEETING  
October 23, 2019  
7:00 p.m.**

- **Review and Proposed Amendments to the Water Conservation Public Alert System**
- **Water Tank Maintenance Fiscal Analysis**
- **Amended Sewer Backup Incident Procedures**
  
- Update on In-Progress Projects
  - Main Street Waterline
  - Ground Storage Tank/Reservoir



### Water Conservation Public Alert System

In order to keep Middletown residents informed of our drinking water supply status the Burgess and Commissioners developed the following Public Alert System:

#### **Public Notification of Code Status:**

- Water faucet signs at the entrances to town have a color coded water drop. A blue water drop represents Code Blue, a yellow water drop represents Code Yellow and a red water drop represents Code Red.
- The code status will be posted on the town web page and distributed electronically via the web page list serve
- A code status change will be announced in The Citizen newspaper

**Commented [DB1]:** With the development of the Town's social media outlets, is this visual image still necessary or should it be removed from the policy?

**Commented [DB2]:** Should this also be considered for removal since social media is immediate?

**CODE BLUE:** Watering of lawns is *prohibited* between 9am. - 6pm. Ground water conditions are in the normal range.

**Critical Factors:** Spring flows range between 60,000 -130,000 gpd. Water table levels in wells are at normal historical levels. U.S. Drought Monitor for Frederick County Maryland indicate a drought condition of NONE or ABNORMALLY DRY

**CODE YELLOW:** Watering of lawns is *prohibited* between 9am. - 6pm. Additional voluntary water conservation is requested. Ground water conditions are decreasing at a rapid rate. Residents are requested to follow water conservation practices as outlined in 20 Tips to Prevent Water Waste.

**Critical Factors:** Spring flows range between 30,000–59,000 gpd. Water table levels in wells are below historic levels and dropping. Water levels in the wells are monitored weekly. U.S. Drought Monitor for Frederick County Maryland indicate a drought condition of MODERATE or SEVERE

**CODE RED, Level I:** Mandatory water restrictions are instituted by the Burgess & Commissioners per Section 13.04.010. Severe drought conditions are present. Violation of these restrictions will result in a \$100 fine and immediate disconnection of water service. No warning will be issued.

- Watering of grass is prohibited. This includes athletic and/or playing fields.
- Gardens may only be watered with watering cans/buckets or handheld hoses that have an automatic shut off.
- Washing paved surfaces such as streets, roads, sidewalks, driveways, garages, parking areas, tennis courts, and patios is prohibited.
- Use of water for the operation of ornamental fountains, artificial waterfalls, misting machines,

- and reflecting pools is prohibited, except for systems that continuously recycle water.
- No vehicle washing, including automobiles, trucks, trailers and boats. Except cleaning of emergency vehicles, if necessary, to preserve the proper functioning and safe operation of the vehicle.
- Private (homeowners) pools and exterior hot tubs may not be filled or topped off.
- Golf courses must have a water conservation plan in effect that shows a 10% reduction in usage, even if they do not use town water. No restriction on effluent usage
- Connecting to town fire hydrants is prohibited, except for emergency purposes.
- All other residential, business and industrial water users are requested to voluntarily reduce water consumption by 10%.
- Any additional restrictions the Burgess and Commissioners deem necessary per section 13.04.010
- **\*\*Use of rain barrels and gray water (i.e. used bath water) is permitted and encouraged.**

**Critical Factors:** The governor declares a drought emergency, and/or spring flows are below 29,000 gpd and/or the water table levels in wells are far below historic levels and are dropping. U.S. Drought Monitor for Frederick County Maryland indicate a drought condition of **EXTREME** or **EXCEPTIONAL**. Water levels in wells are monitored bi-weekly.

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**CODE RED, Level II:** Code Red, Level I mandatory water restrictions plus building restrictions/commercial water use restrictions. Violation of these restrictions will result in a \$100 fine and immediate disconnection of water service. No warning will be issued.

- All outside water use of any kind is prohibited;
- All businesses and residents are required to reduce potable water consumption by 10%
- No issuance of building permits
- **\*\*Use of rain barrels and gray water (i.e. used bath water) is permitted and encouraged.**

**Critical Factors:** The raw water reservoirs can not be kept full on a daily basis.

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# Town of Middletown, MD

## Tank Maintenance Schedule of Work and Fees

### SUEZ Original Pricing Structure

Tank	Year 1 2019	Year 2 2020	Year 3 2021	Year 4 2022	Year 5 2023	Year 6 2024	Year 7 2025	Year 8 2026	Year 9 2027	Year 10 2028	Year 11 2029	Year 12 2030	Year 13 2031
High School Tank	Interior & Exterior Renovation, and Repairs Install PAX Mixer		Wet Area Repairs & Wet Area Repaint		Wet Area Repairs & Wet Area Repaint		Wet Area Repairs & Wet Area Repaint		Wet Area Repairs & Wet Area Repaint		Exterior Overcoat		Interior Renovation and Repairs
Annual Fees	\$327,301.00	\$327,301.00	\$327,301.00	\$48,352.00	Annual Fees Subject to Inflationary Adjustment Per Contract Agreement								

### SUEZ Revision 1 Pricing Structure

Tank	Year 1 2019	Year 2 2020	Year 3 2021	Year 4 2022	Year 5 2023	Year 6 2024	Year 7 2025	Year 8 2026	Year 9 2027	Year 10 2028	Year 11 2029	Year 12 2030	Year 13 2031
High School Tank	Interior & Exterior Renovation, and Repairs Install PAX Mixer		Wet Area Repairs & Wet Area Repaint		Wet Area Repairs & Wet Area Repaint		Wet Area Repairs & Wet Area Repaint		Wet Area Repairs & Wet Area Repaint		Exterior Overcoat		Interior Renovation and Repairs
Annual Fees	\$150,000.00	\$150,000.00	\$150,000.00	\$247,249.00	\$247,249.00	\$247,249.00	\$53,095.00	\$53,095.00	\$53,095.00	\$53,095.00	\$53,095.00		

Value at Year 10

\$1,404,127.00

Tank strip and paint, rubber and safety rail replacement  
5872,177.00

\* The above pricing shows fixed MP base fees for this tank. These fees are fixed and will not change unless work outside the proposed scope is requested by the owner. The base fee for future years not specifically depicted are subject to inflationary factors stated in the tank management agreement. The MP for this tank is intended to be annually renewable AND may be carried on in perpetuity. It is not a 13 year contract. Utility Service shall cover future renovations of this structure as outlined in the contract.

### Southern Corrosion

Tank	Year 1 2020	Year 2 2021	Year 3 2022	Year 4 2023	Year 5 2024	Year 6 2025	Year 7 2026	Year 8 2027	Year 9 2028	Year 10 2029	Year 11 2030	Year 12 2031	Year 13 2032	Year 17 2036	Year 21 2040
High School Tank	Exterior Repaint, and Repairs Wet Area Repairs					Interior Wet Area Repaint, and Interior Dry Area Repaint				Exterior Repaint, and Repairs				Exterior Repaint, and Repairs	Interior Wet Area Repaint, and Interior Dry Area Repaint
Annual Fees	\$35,216.00	\$35,814.67	\$36,423.52	\$37,042.72	\$37,672.45	\$38,312.88	\$38,964.20	\$39,626.59	\$40,300.24	\$40,985.35					

Value at Year 10

\$380,314.62

Interior washout every 5 years until year 15 then interior will be recoated. Tank exterior will be recoated at 8 year intervals. **At NO TIME does this Tank Care Proposal include the complete abrasive blasting of the exterior of the tank nor does it include the pressure washing of the tank exterior as a stand alone item unless specifically contained in the maintenance schedule.**

2019 Tank Strip and Paint  
\$ 425,000.00

Notes: Southern Corrosion does not include a tank mixing system (16 to 20k to install) Suez does. SC Not replacing safety rail climb, Suez does. Is including cellular coordination and structural work that will be charged to the cell leases (same as Suez). Main difference in proposal is SC is NOT ever going to strip the outside of the tank. Comparison price to strip exterior of tank \$425,000 (2019).



## STANDARD OPERATION PROCEDURES SEWER BACKUP INCIDENT RESPONSE

### **General:**

The purpose of this Standard Operating Procedure (SOP) is for a Sewer Backup Incident Response. It is to provide Water & Sewer staff with direction and the appropriate actions to be taken when a town resident experiences a sewer backup affecting their property, in order to minimize both the resident's property loss and potential health effects.

### **A Sewer Backup:**

- Main line sanitary sewer blockage causing a surcharge of the collection system; resulting in raw sewage backing up through homeowner's sewer lateral; to spill over/out of plumbing fixtures; floor drain, toilets, showers, etc. Main line sewer blockages can affect multiply addresses and is usually a Town concern.
- Sewer Lateral blockage usually affect a single, isolated address; however, they could share common sewer lateral affecting multiple addresses. The blockage could be on the town side of cleanout or homeowner side (private property) of the cleanout. Hopefully there is a clean-out for easy access.

\*\*\* In the event that the blockage creates a Sanitary Sewer Overflow, additional notification to MDE may apply and subsequent filing an SSO will be needed (See Sanitary Sewer Overflow SOP).

### **Initial call: From Staff observations, homeowner, after-hours call:**

- If a call is received during normal business hours, administrative staff will take name, phone number and address of person calling as well as date & time. This information is forwarded to the Assistant Director of Public Work (ADPW) who will direct Water & Sewer to address the blockage.
- If a call is received during after-hours, On-Call Water & Sewer staff responsible for responding to the after-hour call will contact homeowner and get name, phone number and address. The ADPW will also receive call complaint via TEXT message.

### **Dispatch Staff:**

- During normal business day, response time should be maximum of 30 minutes.
- After hours On-Call response will maximum 30 minutes.
- If On-Call staff determine that additional resources are needed, they contact the ADPW.

### **Immediate Actions to Take On-Site:**

- Determine whether the blockage is in the main line sanitary sewer collector or in the homeowner's sewer lateral coming from the house.
- If blockage is in main line sanitary sewer, take appropriate action to clear the blockage and identify possible cause of the blockage.
- If blockage is in the homeowner's sewer lateral, take appropriate action to clear the blockage through the clean-out located at the property line. However, if no clean-out exists, town staff will contact a plumber to determine cause and to clear the sewer lateral of the blockage on private property. The plumber will be able to determine where the blockage occurred.
- If the sewer blockage is beyond the capabilities of the Town resources to clear, contact an outside contractor(s) to clear blockage. The ADPW will need to be notified of this condition as soon as possible.
- Contact Assistant Director of Public Works (ADPW) for additional support.
- Provide Lacey or Ann at the office with the Onsite Sewer Backup Assessment Form the next business day. They will notify LGIT.

### **Site Cleanup:**

- Take pictures of sewer backup damages, minimize tracking waste.
- If the blockage is a result of main line sanitary sewer blockage or a blockage between the clean-out and the main line sanitary sewer collector, the ADPW will advise the homeowner to contact a water damage restoration service provider of his/her choice immediately (i.e. Servpro or Service Master, etc).
- If the blockage is in the homeowner's private property sewer lateral, recommend to homeowner to hire professional service to start clean-up process.
- Provide property owner with the Office Number 301.371.6171 as well as LGIT's phone number 443.561.1700.

### **Site Repairs (if needed):**

- If repairs are necessary – such as repairing the drywall or putting down new flooring – the homeowner should obtain an estimate of the cost to complete the repairs and provide LGIT with a copy of the estimate. Companies like Servpro and/or Service Master can usually complete a repair estimate OR LGIT may hire an independent adjuster to complete the estimate. It is always 100% the property owner's choice of whom he or she allows inside their residence to complete estimate and/or complete the repair work.
- If the property owner had personal property or appliances that are damaged as a result of the sewer backup – LGIT will have a professional adjuster complete an estimate of the

damage and complete a valuation of the personal property and appliances. The adjuster will take into consideration factors such as depreciation and LGIT will use the adjuster's estimate to assist with calculating a settlement. LGIT will handle the claim from start to finish.

**Sewer backup follow-up investigation:**

- Have the office create a sewer back-up work order for this service location.
- Office staff will provide the property owner with the claim number from LGIT so that they can follow up with LGIT directly.
- LGIT will handle the claim from start to finish.
- In the event the property owner has not heard from LGIT within 30 days, the Town will contact LGIT for a status update.
- Complete Onsite Sewer Backup Assessment/Sewer Plug Report. Appendix A
- Complete Sewer Backup Investigation Form as a result of blockage. Appendix B
- Conduct Manhole Inspection Checklist in the area of blockage. Appendix C

## Contact List:

- ServPro of Frederick County  
5711 Industry Lane, #45  
Frederick, MD 21704  
301.662.1747
- Service Master  
1539 Tilco Drive, #124  
Frederick, MD 21704  
301.273.7161  
800.971.4923
- Putman Plumbing, Inc.  
9 Boileau Drive  
Middletown, MD 21769  
301.371.4395
- Roto-Rooter  
101 N. Cannon Avenue  
Hagerstown, MD 21740  
301.790.2313  
301.695.1750(Frederick Office)
- Middletown Town Hall  
31 West Main Street  
Middletown, MD 21769  
301.371.6171
- Local Government Insurance Trust (LGIT)  
7225 Parkway Drive  
Hanover, MD 21076  
443.561.1700 - Claims  
443.561.1739 - Fax for Claims



# ONSITE SEWER BACKUP ASSESSMENT/ SEWER PLUG REPORT

Town of Middletown  
31 West Main Street  
Middletown, MD 21769  
301.371.6171



Location:	Date:	Time:
	Who Received the Call:	
Reporting Party:	Address:	
	Phone:	
Was Upper Manhole Checked?	Check Which Line the Stoppage Was In:	
Was Lower Manhole Checked?	Town <input type="checkbox"/>	Customer <input type="checkbox"/> Both <input type="checkbox"/>
Check one:	Clean-Out: <input type="checkbox"/>	No Clean-Out: <input type="checkbox"/>
Plumber Contacted:	Video Taken (Check One): Yes <input type="checkbox"/> No <input type="checkbox"/>	
What Appeared to Cause the Stoppage?		
Did Water Back Up in Any Basements?	If So, How Many?	
List Address(es):		
List Equipment Used to Clear the Line:	Town Employees Who Worked on Stoppage:	
Time Spent on Project:	Conditions of Manholes:	
Conditions of Sewer Lines & Sewer Laterals:		
Additional Comments:		
Provide List of Cleaning Contractors		
Provide LGIT Contact Information		



**SEWER BACKUP FOLLOW-UP INVESTIGATION**

Town of Middletown  
 31 West Main Street  
 Middletown, MD 21769  
 301.371.6171

*Following an overflow incident, a full investigation may indicate additional follow-up actions to be taken, suggest procedural changes that could improve future responses, and provide full information to claims adjusters.*

Location/Address of Overflow: \_\_\_\_\_

Property Owner's Name: \_\_\_\_\_

Property Owner's Phone No.: \_\_\_\_\_

Onsite Response Personnel: \_\_\_\_\_

Date of Onsite Response: \_\_\_\_\_

Date the town was first notified of the problem. How notified?	
What action was taken when notified, and when?	
What was the apparent extent of damage to property?	
What was the apparent cause of the backup?	
What methods of investigation were used (visual, video, etc.)?	
Was this problem found to be in the main or the lateral?	
Have there been prior problems with blockage in the main? When?	

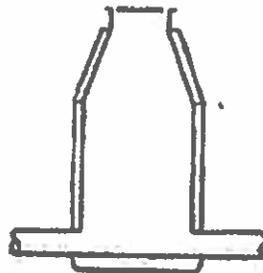
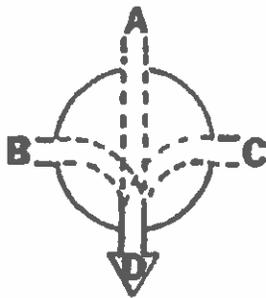


# MANHOLE INSPECTION CHECKLIST

Town of Middletown  
 31 West Main Street  
 Middletown, MD 21769  
 301.371.6171

Manhole #(s):	Date:	Time:	Inspector:
Elevation:	Depth to Invert:	Cleanliness:	
Type of Construction:	Street References:		

Item Inspected	Repairs Needed	Manhole #(s)	Repairs Made	Date Repairs Made
<i>Example</i>	A. Item A. B. Item B. C. Item C.	#1, #5, #7	#1 - A #5 - B #7 - C	00/00/00
Ring & Cover (List Size & Type)	A. Replace cover B. Replace ring C. Replace both D. Opening offset			
Chimney & Barrel Sections	A. Loose brick B. Corrosion on concrete C. Mortar joints loose D. Loose/missing steps			
Bench & Channel	A. Grease buildup B. Concrete bad C. Debrts in channel (i.e. grit, rocks, etc.) D. Broken pipe in trough			



	Pipe Size	Length	To Manhole #	Est. Flow	Type Flow
A					
B					
C					
D					

Remarks: