



# Middletown

## AGENDA FOR THE VIRTUAL WATER & SEWER COMMITTEE MEETING

August 26, 2020  
7:00 p.m.

- Capital Improvements Projects Updates
  - Reservoir Project
- Capacity Management Plans
  - 2019 Water Capacity Plan
  - 2019 Sewer Capacity Plan
- Revisions to the Water & Sewer Bills Payment/Payment Plans
- Discussion of Water & Sewer Superintendent
- Excessive Water Use Forgiveness – 10 Year Cost

### Zoom Invite

Topic: Water & Sewer Committee Meeting  
Time: Aug 26, 2020 07:00 PM Eastern Time (US and Canada)

#### Join Zoom Meeting

<https://us02web.zoom.us/j/84026731642?pwd=R3NmT0ZpaGZ3U1pHVk83d2VzdnZadz09>

Meeting ID: 840 2673 1642  
Passcode: 796912



**Burgess and Commissioners of  
Middletown, Maryland**

**Water Supply Capacity Management Plan  
2019**

## General Information

### PURPOSE OF THE WATER SUPPLY CAPACITY MANAGEMENT PLAN (WSCMP)

This WSCMP is provided to assist the Town Board and Planning Commission in determining the capacity of their water supply systems and in allocating the remaining capacity in a responsible manner. Having an adequate water supply that meets the existing and future water demand in a community is vital for public health protection. Having accurate allocation information, combined with reasonable demand projections, will help ensure that water supply systems achieve a high level of public health protection; operate within Water Appropriation Permit parameters; operate within the limitations of their system to produce safe water; and meet the water supply needs of future residential, commercial, and industrial users in a timely manner. This plan enables the Town to:

- ❖ • Identify when the demand for water is approaching or exceeding the safe capacity of the water supply system;
- ❖ • Provide timely and critical information to the Local Health Officer, Environmental Health Director, and elected officials for the approval of subdivision plats and building permits;
- ❖ • Make commitments for new connections with confidence that there is adequate capacity to serve new as well as existing customers;
- ❖ • Determine when the approval of subdivision plats and the issuance of additional building permits need to be curtailed until improvements are completed to meet the additional water demand;
- ❖ • Plan for needed water supply system improvements to ensure continued adequacy of the water system as new growth occurs and as water demand increases; and
- ❖ • Provide an adequate water supply in order to ensure the protection of public health.

### LEGAL MANDATES

It is essential for local governments to carefully manage the allocation of water to new residential, commercial and industrial customers, in conformance with local Comprehensive Plans, County Water and Sewerage Plans, Water Appropriation Permits, and the requirements of the Annotated Code of Maryland pertaining to building permits and subdivision plats. Local governments must ensure that the water supply will be adequate to meet the demand of existing and new users and must allocate any available water in accordance with State as well as local requirements.

The Environment Article of the Annotated Code of Maryland sets forth the State requirements for insuring the adequacy of the water supply to serve new development as well as the authority of the Secretary of the Department to require Water Supply Capacity Management Plans:

**§ 9-512 (b) Building Permits – Conformity with county plan; issuance of building permits. –**

*(1) A State or local authority may not issue a building permit unless:*

- (i) *The water supply system, sewerage system, or solid waste acceptance facility is adequate to serve the proposed construction, taking into account all existing and approved developments in the service area;*
- (ii) *Any water supply system, sewerage system, or solid waste acceptance facility described in the application will not overload any present facility for conveying, pumping, storing, or treating water, sewage, or solid waste; ...*

**§ 9-512 (d) Subdivision plats – Conformity with county plan; recording or approving subdivision plats. –**

*(1) A State or local authority may not record or approve a subdivision plat unless any approved facility for conveying, pumping, storing, or treating water, sewage or solid waste to serve the proposed development would be:*

- (i) Completed in time to serve the proposed development; and*
- (ii) Adequate to serve the proposed development, once completed, without overloading any water supply system, sewerage system, or solid waste acceptance facility.*

*(2) Each water supply system, sewerage system, and solid waste acceptance facility in a subdivision shall:*

- (i) Conform to the applicable county plan; and*
- (ii) Take into consideration all present and approved subdivision plats and building permits in the service area.*

**§ 9-205. Submitting plans for existing water supply system, sewerage system, or refuse disposal system for public use.**

*(a) “Authority” defined. – In this section, “authority” means a water, sewerage, or sanitary district authority.*

*(b) Application of section. – This section applies only to any water supply system, sewerage system, or refuse disposal system that is for public use in this State.*

*(c) Required plans, specifications, and reports – In general. – Any authority or person who owns a water supply system, sewerage system, or refuse disposal system or who supplies or is authorized to supply water, sewerage, or refuse disposal service to the public shall submit to the Secretary:*

*(1) A certified copy of the complete plans for the water supply system, sewerage system, or refuse disposal system that:*

- (i) Is correct on the date of submission; and*
- (ii) Is of the scope and detail that the Secretary requires; and*

*(2) Any existing specifications of or reports on the water supply system, sewerage system, or refuse disposal system.*

*(d) Same – Exceptions. – If plans do not exist or are of insufficient scope or detail, the authority or person who is required to submit the plans shall:*

- (1) Prepare and submit to the Secretary new or supplemented plans; and*
- (2) Make any investigation that is necessary to ensure that the new or supplemented plans are correct.*

*(e) Additional information. –*

*(1) The Secretary may request any other information about the water supply system, sewerage system, or refuse disposal system, including information or records on maintenance and operation, that the Secretary considers appropriate.*

*(2) Any authority or person to whom a request is made under paragraph (1) of this subsection shall submit the information or records to the Secretary.*

In addition to the required State mandates, the Town has also passed legislation to ensure capacity is available. In April of 2003, the Town Board passed the Water & Sewer Certification Ordinance which requires capacity to be available prior the approval of improvement plans:

#### **16.12.055 Water and sewer capacity certification**

*A. Upon approval of the preliminary plat, the town administrator shall conduct a review and analysis of the capacities of the town water and sewer systems in order to determine whether there exists sufficient water and sewer capacity to service the proposed subdivision or the development project thereon. The review and analysis shall be conducted in coordination with the director of operations and construction and the water and sewer superintendent who shall provide the administrator with pertinent information and data regarding the capacity of the town to provide water and sewer service to the proposed subdivision or project. In the review and analysis of the town water and sewer capacity, the demands of the proposed subdivision or project for water and sewer shall be based upon a daily consumption of three hundred (300) gallons per equivalent dwelling unit as per the standards of the American Water and Wastewater Association.*

*B. If the town administrator determines that there is sufficient water and sewer capacity to service the proposed subdivision or project, then he shall issue a certificate of water and sewer capacity for the proposed subdivision or project.*

*C. If the town administrator determines that there is not sufficient water and sewer capacity to service the proposed subdivision or project, then a certificate of water and sewer capacity shall not be issued for the proposed subdivision or project.*

*D. The planning commission shall not approve any improvement plans for the proposed subdivision or project unless a certificate of water and sewer capacity has been issued for the proposed subdivision or project.*

*E. If an approved preliminary plat is revised after a certificate of water and sewer capacity has been issued and the revision is approved by the planning commission, and if the effect of the revision does not increase the previously determined water demand of the proposed subdivision or project based upon the standards provided for in subsection (A) of this section, then a new certificate of water and sewer capacity shall not be required, and the previously issued certificate shall remain valid. If the effect of such approved revision is to increase the previously determined water demand of the proposed subdivision or project based upon the standards provided for in subsection (A) of this section, then the previously issued certificate shall be void, and a new certificate shall be issued, if appropriate, in accordance with the procedures set forth above.*

*(Ord. 03-04-01 §1, 2003)*

## Executive Summary

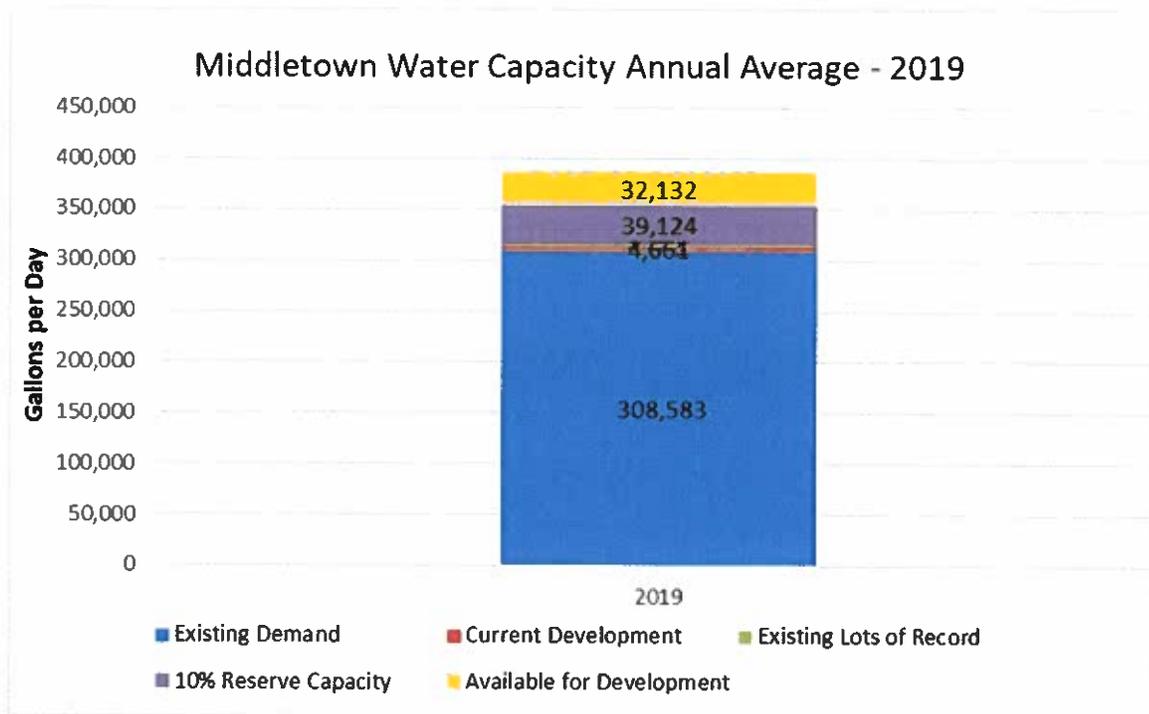
The Middletown water system is supplied by twenty-three (23) wells and four (4) major groups of springs located on the west side of the Catoctin Mountain, north of town. Water from the springs flow by gravity to two (2) in-ground reservoirs with a combined capacity of two million gallons. Water treatment consists of adding caustic soda, for pH adjustment, chlorine, as a disinfectant to protect against microbial contaminants. From the plant, the water is pumped to our 400,000 gallon elevated storage tank.

The Town currently has Water Appropriation Permits in the Hollow Creek, Cone Branch, and Catoctin Watersheds. The combined permit limits for withdraw are 387,000 gpd Annual Average and 504,000 gpd Month of Maximum Use. The current capacity of the Town's water supply, during drought conditions, has been determined by MDE to be 533,640 gpd.

The information contained in this report was generated following the details specified in the Guidance Document – *Water Supply Capacity Management Plans* as prepared by the Maryland Department of the Environment.

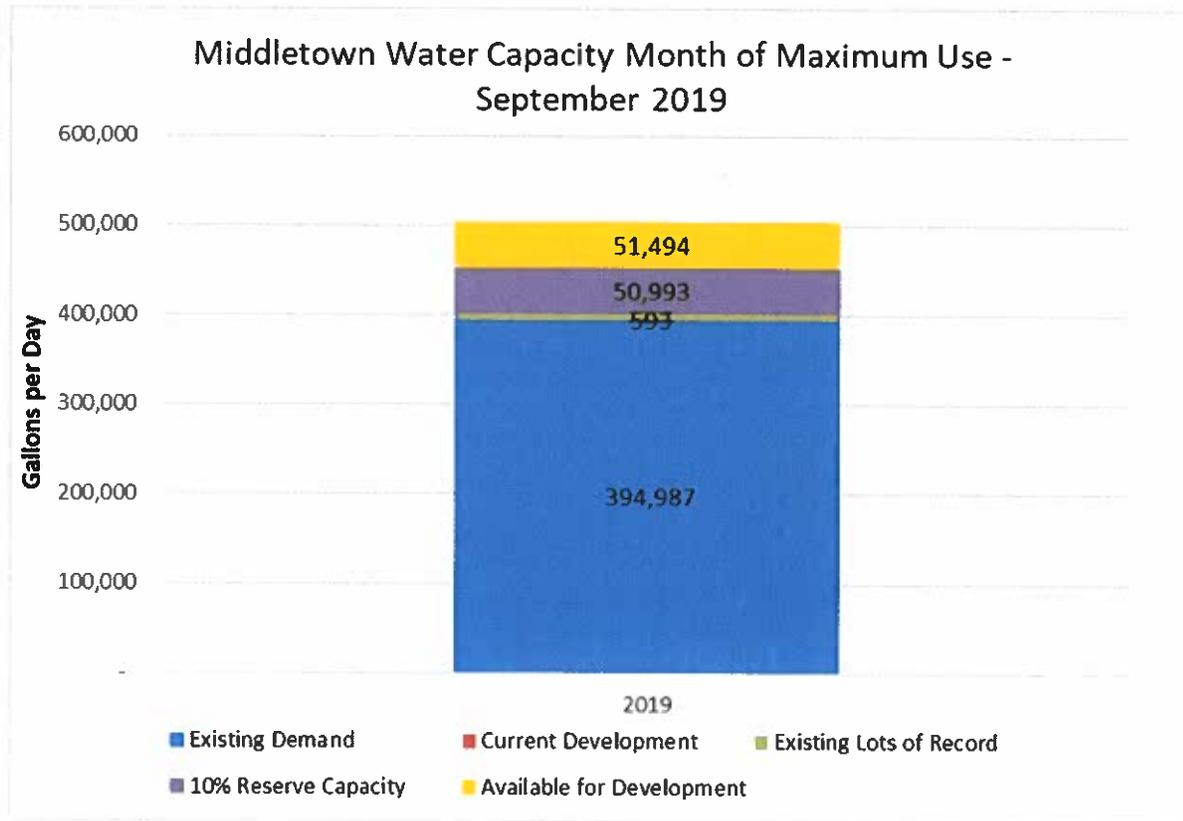
### Annual Average

The Town of Middletown's current water system capacity, based on flow is 91.7%.



**Month of Maximum Use**

The Town of Middletown’s current water system capacity, based on calculations by flow is 89.8%.



**Summary and Recommendations**

Based on the calculation, in accordance with MDE guidance, the Town has 128 (32,132gpd / 250gpd) water taps available based on the capacity analysis.



**Burgess and Commissioners of  
Middletown, Maryland**

**Wastewater Capacity Management Plan 2019**

## General Information

### PURPOSE OF THE WASTEWATER CAPACITY MANAGEMENT PLAN (WWCMP)

This WWCMP is provided to assist the Town Board and Planning Commission to determine plant capacity and to track the remaining available capacity for allocation. Because of the significant lead time required for measures such as sewer rehabilitation or facility expansion, the WWCMP emphasizes the need to plan ahead to ensure that growth takes place without overloading sewage facilities. The guide enables the Town to:

- ❖ • Identify when a treatment plant's actual flows are approaching or exceeding the design capacity;
- ❖ • Make commitments for new connections with confidence that there is adequate capacity to serve the new as well as existing customers;
- ❖ • Determine when the issuance of additional building permits must be curtailed until improvements are completed so that the treatment plant can maintain compliance with its discharge permit;
- ❖ • Have more lead-time to plan for needed collection and wastewater treatment system upgrades to accommodate new growth and to arrange for the financing of the improvements;
- ❖ • Become more aware of how your facility is performing; and be encouraged to take appropriate steps to address or prevent increased flows before effluent violations, regular bypassing, or overflows occur; and
- ❖ • Provide Town Board and Planning Commission with the information needed to make informed decisions about the capacity of their wastewater systems and the ability to accommodate new connections.

### LEGAL MANDATES

The Town faces many challenges to maintain and operate these systems in compliance with federal and State laws and regulations. The cost to keep these increasingly complex facilities operating properly continues to increase. The ability to raise rates to keep pace with these costs is a challenge. Perhaps most challenging, however, is the need to manage the allocation of flow to new customers for residential, commercial, and industrial use, in conformance with local land use, water and sewerage plans, and the NPDES permit limits. The following language from the Maryland Environment Article makes it clear that the authority responsible for issuing building permits and subdivision plat approvals must ensure that adequate capacity is or will be available:

#### **§ 9-512 (b) Building Permits – Conformity with County Plan; Issuance of Building Permits**

*(1) A State or local authority may not issue a building permit unless:*

*(i) The water supply system, sewerage system, or solid waste acceptance facility is adequate to serve the proposed construction, taking into account all existing and approved developments in the service area;*

*(ii) Any water supply system, sewerage system, or solid waste acceptance facility described in the application will not overload any present facility for conveying, pumping, storing, or treating water, sewage, or solid waste;...*

#### **§ 9-512 (d) Subdivision Plats**

*(1) A State or local authority may not record or approve a subdivision plat unless any approved facility for conveying, pumping, storing, or treating water, sewage, or solid waste to serve the proposed development would be:*

*(i) Completed in time to serve the proposed development; and*

*(ii) Adequate to serve the proposed development, once completed, without overloading any water supply system, sewerage system, or solid waste acceptance facility.*

*(2) Each water supply system, sewerage system, and solid waste acceptance facility in a subdivision shall:*

*(i) Conform to the applicable county plan; and*

*(ii) Take into consideration all present and approved subdivision plats and building permits in the service area.*

In addition to the required State mandates, the Town has also passed legislation to ensure capacity is available. In April of 2003, the Town Board passed the Water & Sewer Certification Ordinance which requires capacity to be available prior to the approval of improvement plans:

#### **16.12.055 Water and sewer capacity certification**

*A. Upon approval of the preliminary plat, the town administrator shall conduct a review and analysis of the capacities of the town water and sewer systems in order to determine whether there exists sufficient water and sewer capacity to service the proposed subdivision or the development project thereon. The review and analysis shall be conducted in coordination with the director of operations and construction and the water and sewer superintendent who shall provide the administrator with pertinent information and data regarding the capacity of the town to provide water and sewer service to the proposed subdivision or project. In the review and analysis of the town water and sewer capacity, the demands of the proposed subdivision or project for water and sewer shall be based upon a daily consumption of two hundred and fifty (250) gallons per equivalent dwelling unit as per the standards of the American Water and Wastewater Association.*

*B. If the town administrator determines that there is sufficient water and sewer capacity to service the proposed subdivision or project, then he shall issue a certificate of water and sewer capacity for the proposed subdivision or project.*

*C. If the town administrator determines that there is not sufficient water and sewer capacity to service the proposed subdivision or project, then a certificate of water and sewer capacity shall not be issued for the proposed subdivision or project.*

*D. The planning commission shall not approve any improvement plans for the proposed subdivision or project unless a certificate of water and sewer capacity has been issued for the proposed subdivision or project.*

*E. If an approved preliminary plat is revised after a certificate of water and sewer capacity has been issued and the revision is approved by the planning commission, and if the effect of the revision does not increase the previously determined water demand of the proposed subdivision or project based upon the standards provided for in subsection (A) of this section, then a new certificate of water and sewer capacity shall not be required, and the previously issued certificate shall remain valid. If the effect of such approved revision is to increase the previously determined water demand of the proposed subdivision or project based upon the standards provided for in subsection (A) of this section, then the previously issued certificate shall be void, and a new certificate shall be issued, if appropriate, in accordance with the procedures set forth above.*

*(Ord. 03-04-01 §1, 2003)*

## Executive Summary

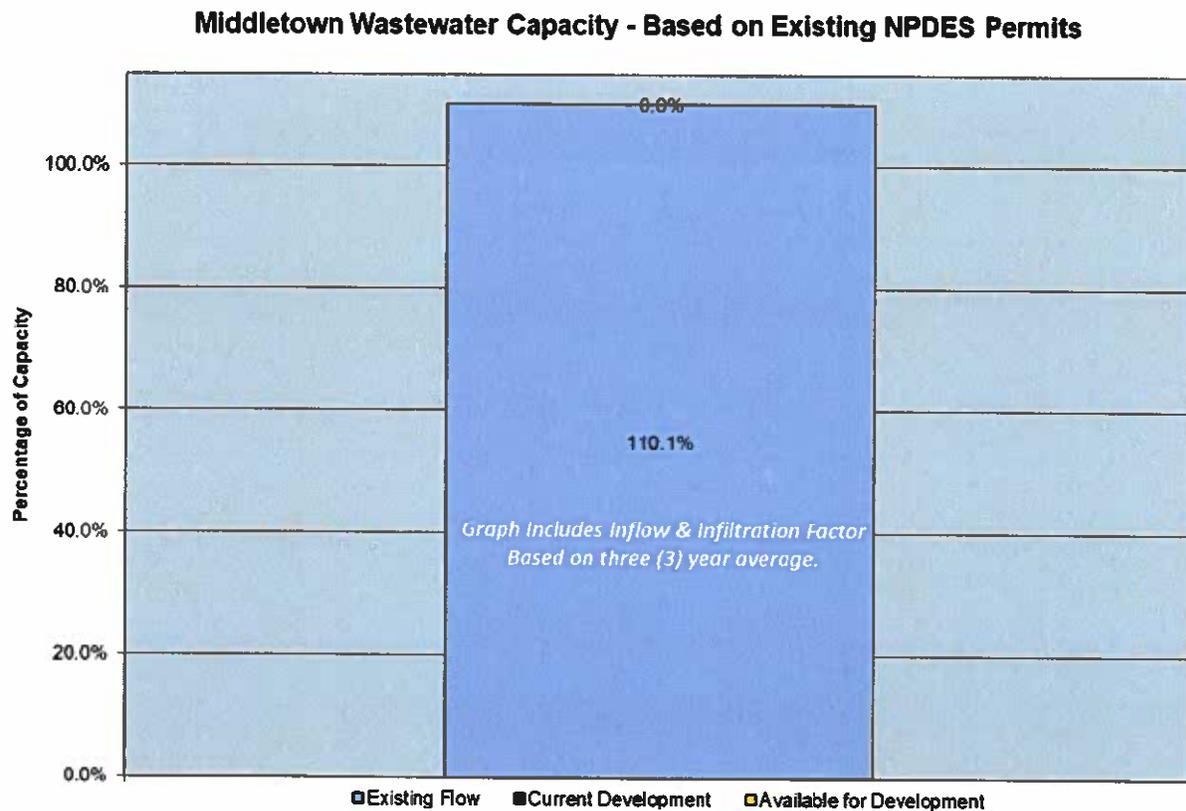
The Middletown sewage system consists of a 0.250 mgd treatment plant located on the west side of Town (West WWTP), and a 0.350 mgd activated sludge plant (expandable to 0.700 mgd) located on the east side of Town (East WWTP), three (3) sewage pump stations, and a network of 8" to 12" sanitary sewer lines. The West WWTP, which was designed in 1973, became operational in 1976 and replaced an older facility. The East WWTP, located on Holter Road, was constructed in 1999-2000 and became operational on June 14, 2000.

The West WWTP plant has a design capacity of 0.250 mgd with an NPDES Permit for the same. The East WWTP plant has a design capacity of 0.350 mgd with an NPDES Permit for 0.250 mgd. In calculating the capacity for the Town, the design and permit capacities were combined for an overall total of 0.600 mgd and 0.500 mgd respectively.

The information contained in this report was generated following the details specified in the Guidance Document – *Wastewater Capacity Management Plans* as prepared by the Maryland Department of the Environment.

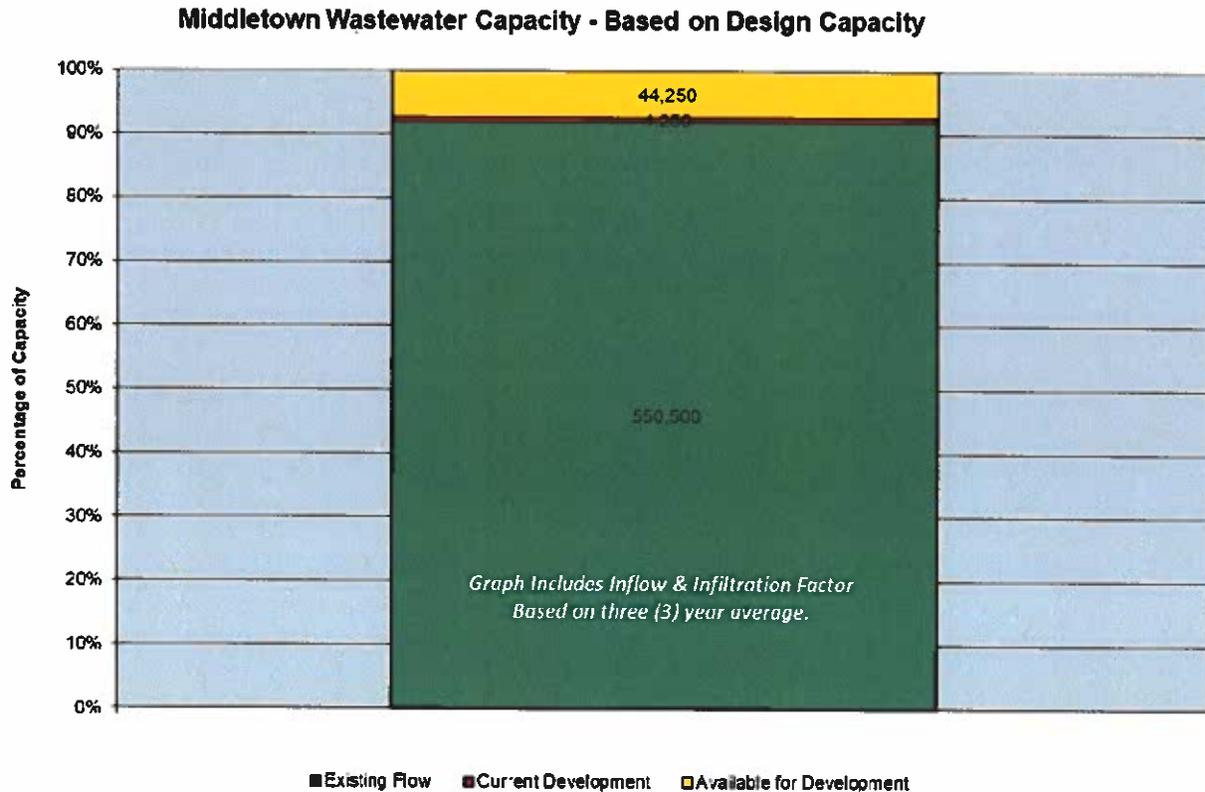
### Permitted Capacity

The Town of Middletown's current sewer system capacity, based on calculations by flow is 110%.



## Design Capacity

The Town of Middletown's sewer system design capacity, based on calculations by flow, is at 92%.



## Summary and Recommendations

Based on the current permitted capacity of 0.500 mgd the Town has permitted capacity for existing lots of record. The Town should not approve any future Subdivision Plans until the Town has increased its permit capacity at the East WWTP or reduced its I&I.

The primary cause of the loss of capacity in the past year is due to the increase in I&I in the Town's sanitary sewer collection system. A major I&I project to replace the interceptor from South Jefferson Street to the West WWTP, budgeted in the Town's CIP, is anticipated to reduce I&I significantly.

It is recommended that the East WWTP increase its permitted capacity to the full design capacity of 0.350 MGD.

## **Town Code 13.12.040 – Billing Policies and Procedures**

A.

The provisions in this section are policy procedures only and constitute guidelines which do not create any requirements or standards which, upon non-compliance, will give rise to any claim, cause of action, or basis for non-payment for services rendered. The failure of the town to comply strictly with any of these policy procedures and guidelines is not a waiver or relinquishment of any of the rights of the town to seek payment for water and sewer services rendered nor does such failure create any defense to the obligation of the user to pay for water and sewer services rendered.

B.

Water and sewer bills are issued quarter-annually and mailed in January, April, July and October of each year for water and sewer usage during the preceding three months. All water and sewer accounts will be established in the name of the property owner where service is rendered. Bills are mailed in the name of the property owner to the property address. The town will, however, upon written request by the property owner, mail bills to the property owner to such other address as designated by the property owner and will also mail bills in the name of the property owner but in the care of a designated property management company at that company's address. No accounts will be established and no bills will be mailed in the name of tenants. Late notices, disconnection notices and any other notices will be mailed in the name of the property owner to the property address or to such other address or to such property management company as has been designated by the property owner for the mailing of bills.

C.

Payments of water and sewer bills are due in full on or before thirty (30) days from the date of the bill. Partial payment of bills will not be accepted. All bills may be paid at any of the following locations or in the following manner:

1.

Middletown Municipal Center, 31 W. Main Street, Middletown, Maryland from 8:00 a.m. to 4:00 p.m. Monday through Friday;

2.

Middletown Valley Bank main and branch offices;

3.

BB&T Bank, Middletown branch office;

4.

By mailing payment to the Middletown Municipal Center, 31 W. Main Street, Middletown, MD 21769.

5.

By on-line banking, if such payment procedure is available through the customer's bank or other financial institution and is compatible with the procedures and billing systems of the town.

D.

Interest on Unpaid Bills. Interest at the rate of one and one-half percent per month shall be charged on and added to the amount of any bill which remains unpaid more than thirty (30) days after the date of the issuance of the bill. Additional interest of one and one-half percent of the amount of the unpaid portion of the bill shall continue to be charged for each month that the bill remains unpaid.

E.

Late Notices. A notice of late payment will be issued for any bill which remains unpaid for more than thirty (30) days after the date of the issuance of the bill. A second notice of late payment and a notice of disconnection of service will be issued for any bill which remains unpaid for more than sixty (60) days after the date of the issuance of the bill. The notice of disconnection of service will state the date by which payment of the water and sewer bill must be made in full in order to avoid the disconnection

of service. No further notices will be provided prior to disconnection of service. Notices will be mailed to the property owner, or if applicable, the designated property management company, at the address to which bills are mailed pursuant to subsection B. The notice of disconnection of service will be mailed by certified mail, return receipt requested. A twenty dollar (\$20.00) administrative fee shall be added to any bill for which a notice of disconnection of service is mailed. An additional administrative fee of twenty dollars (\$20.00) shall be assessed against such bill for each subsequent quarter during which the bill remains unpaid and the water service remains disconnected.

F.

#### Disconnection and Reconnection Policy.

1.

Payment in full of the water and sewer bill must be made prior to the disconnection date stated in the notice of disconnection of service. If payment is presented on the disconnection date stated in the notice of disconnection of service, payment must be paid in cash and/or money order in person at the Middletown Municipal Center by 9:30 a.m. of that date, and if such payment is not received by that time, the disconnection of water service will begin at 10:00 a.m. No service will be disconnected if the balance due on the bill is less than fifty dollars (\$50.00).

2.

For service to be reconnected after disconnection, a reconnection fee must be paid in the following amounts: For a first occurrence—Fifty dollars (\$50.00); for a second occurrence within any twelve (12) consecutive month period—One hundred dollars (\$100.00); for a third or more occurrence within any twelve (12) consecutive month period—One hundred fifty dollars (\$150.00). In order to have service reconnected, the unpaid balance of the bill and the reconnection fee must be paid, in full, by cash and/or money order in person at the Middletown Municipal Center.

G.

Returned Checks. A charge will be added to the water and sewer bill for any check which is returned as non-payable for any reason, including but not limited to, non-sufficient funds. The amount of the added charge will be that amount which is charged to the town by the returning bank or financial institution. If a non-payable check submitted in payment of a bill is returned to and received by the town after the date on which the service was to be disconnected as stated in a notice of disconnection of service, then water service will be disconnected immediately without any further notice, including the notices provided for in subsection E.

H.

Rental Properties. Property owners are responsible for the payment of any overdue bills, interest charges or disconnection, reconnection and administrative fees, and the town will not seek payment of such expenses from tenants of the property owner.

I.

Meter Reading. When a meter cannot be easily and clearly read due to obstructions such as weeds, structures, excavations, animals or other impediments, an estimate of water usage will be made based upon prior usage at that location. In that event, the town will enclose a letter with the following bill requesting that the owner correct the problem prior to the next meter reading. If an obstruction problem remains present at the time of the next reading, an estimate of water usage will again be made based upon prior usage at that location. In that event, the town will mail a letter by certified mail, return receipt requested with the following bill stating that the property owner has fifteen (15) business days in which to correct the problem or the water service will be disconnected. An administrative fee of twenty dollars (\$20.00) will be added to the bill for the cost of the certified/return receipt letter and related administrative costs.

J.

Broken Meters. If at the time of reading the meter a meter is not operating and recording no usage, then an estimate of water usage will be made based upon prior usage at that location. In that event, the

town will mail a letter by certified mail, return receipt requested with the following bill stating that the property owner has fifteen (15) working days to schedule an appointment for meter repair or the water service will be disconnected. An administrative fee of twenty dollars (\$20.00) will be added to the bill for the cost of the certified/return receipt letter and related administrative costs.

K.

**Replacement Meters.** If a customer contends that his or her water meter is defective and informs the town of this contention, the town's water and sewer personnel will examine and test the meter. If the meter is greater than ten (10) years old, it will be replaced at no cost to the customer. If the meter is ten (10) years old or less and determined by town personnel to be working properly, the meter will be replaced upon request of the customer, however the customer must pay one hundred dollars (\$100.00) for the cost and installation of the new meter if the manufacturer of the meter confirms that the meter was working properly. If the manufacturer determines that the meter was defective, there will be no cost to the customer.

L.

**Unusually Excessive Water Use.** In the event that a meter reading reflects an unusually high water usage which is due to a broken pipe or leak in the plumbing on the property, then the Town will allow, for a first such occurrence during a five-year period, a reduction in the amount of the water and sewer bill. In order to be granted the reduction, the property owner must submit a written request to the town for the reduction and state the nature of the cause of the high water usage and the action taken to correct and resolve the problem. The revised bill will be established as based upon two times the average of the water usage for the property for the four quarters immediately preceding the high water reading.

In the event that there is a second occurrence within five years of an unusually high meter reading for a same property, then the property owner shall be responsible for the entire water and sewer bill; provided, however, that if it can be demonstrated to the satisfaction of the town that the leaking water did not empty into the town's sanitary sewer system, and therefore did not require treatment at the wastewater treatment facility, then the town may, but is not required to, waive all or some of the sewer portion of the bill.

M.

The town will allow payment plans for financial hardship cases. The terms of the payment plan will be ~~negotiated by the town administrator based upon the financial circumstances of the property owner requesting the payment plan, outlined on the Middletown Payment Plan Form. The minimum requirements of the plan are that outstanding the balance must be paid off within six (6) months with at least a monthly payment.~~

(Ord. No. 13-03-02, § I, 3-11-2013, eff. 3-31-2013; Ord. No. 12-08-01, § I, 8-13-2012, eff. 9-2-2012; Ord. 07-02-01 § I, 2007; Res. 99-13, 1999)



## **Procedures for Accounts with Outstanding Balances Over 90 Days Related to the Governor's Prohibition On Water Service Disconnections**

### **PURPOSE**

With the Governor's prohibition on water service disconnects during the Covid pandemic, there are a number of accounts that have substantial outstanding balances. These procedures are being put in place to help inform customers of their responsibilities for their outstanding balance and options available for payment plans if their circumstances warrant it.

### **PROCEDURES**

As it relates to the Covid issue, staff is recommending that once the Governor lifts the prohibition, normal billing procedures will be followed for the second billing cycle after the date the order is lifted. For example, if the order is lifted on August 1, 2020, the billing cycle when we would return to normal billing procedures would be the January Billing Cycle. The reason is that it is highly unlikely that the order would be lifted on the date that coincides with our billing cycles. Meaning that it would happen in the middle of a billing cycle and we have no way to separate the water usage between the use during the prohibition and after.

1. All accounts continue to receive the following bills:
  - a. Initial Bill at beginning of the Quarter (*January, April, July, and October*)
  - b. 2<sup>nd</sup> Late Notice – 60 Days
  - c. 3<sup>rd</sup> Late Notice – 90 Days (*this is normally the disconnect notice sent via Certified Letter*)
2. Any account with an outstanding balance for the 3<sup>rd</sup> Late Notice will also receive a letter informing the customer that they are responsible for their outstanding balance once the Governor's prohibition is lifted and that payment plans are available upon request.
3. Once the Governor's prohibition is lifted, all customers with outstanding balances older than 90 days will receive a Certified Letter from the Town informing them of their outstanding balance. Customers will be notified they have 30 days to either make full payment of the outstanding balances over 90 days or execute a payment plan for the outstanding balance. Those customers that fail to make payment or execute a payment plan will have their water service disconnected.



**TOWN OF WALKERSVILLE  
JOB DESCRIPTION  
PUBLIC WORKS DIRECTOR/WATER SUPERINTENDENT**

**KIND OF WORK:**

This position is a skilled technical position responsible for all aspects of the Public Works of the Town of Walkersville, including the Town Water System. Supervision is provided to all Water Operators and Maintenance staff. Works in conjunction with the Town Manager.

**EXAMPLES OF WORK:**

- Prepares and submits all monthly reports as required by the Maryland Department of the Environment.
- Reports to the Burgess and the Town Manager on a weekly basis on past, current, and future events related to Public Works, including the water plant, wells, towers, and distribution system.
- Daily communication, cooperation, and coordination with staff to determine project priorities and staff scheduling needs.
- Appropriate interaction and supervision of all maintenance and water plant staff as allocated to daily projects.
- Responsible for maintenance and review of inventory of materials, supplies, and equipment required to sustain activities of the water department and maintenance departments, all Public Works needs.
- Responsible for setting up preventive maintenance schedules, capital improvement programs, and emergency repair procedures for all public works related equipment and facilities, including but not limited to valve exercising program, meter installation, repair, and readings, WTP operations, well maintenance and repair, water tower maintenance, and water utility marking for Miss Utility.
- Provides input and works in cooperation with the Town Manager to develop the Town budgets for the General Fund and Water Fund.
- Participates with office staff in the preparation of plans and specifications and invitations for contract bids concerning major repair and construction work or for the procurement of supplies and equipment for the Water Treatment and Distribution System and all Public Works projects; and participates in the review and award of bids.
- Uses Town contracted engineering firm for guidance on appropriate projects.
- Acts as liaison with federal, state, county, and regional governmental agencies whose policies, laws, regulations, and directives affect Walkersville when directed by Town Manager, Burgess, or Commissioners.
- Attends meetings as required.
- Attends training as required and assists in providing training of employees to insure optimum performance, job safety, the protection of private and municipally owned property including equipment and the water plant facilities.
- Other duties as assigned.

**PREFERRED QUALIFICATIONS AND REQUIREMENTS:**

- Graduation from high school or equivalent.
- Minimum of 5 years supervisory experience.
- State of Maryland Water Operator T4 license
- Ability to obtain and maintain designation of Superintendent by Board of Waterworks and Waste Systems Operators
- Ability to perform all Water Operator (as listed on town job description) required skills.
- Ability to keep all staff informed on all water plant and distribution functions and to recommend changes in policy necessitated by changed circumstances.
- Considerable knowledge of State of Maryland and MDE codes, and water quality.
- Ability and willingness to prepare required MDE reports in a timely and accurate manner.
- Ability and willingness to effectively advise water operators
- Ability to speak and write effectively, to prepare clear, concise reports, and the ability to establish and maintain effective relationships with town officials, town employees, contractors, consultants, and the public, whether in person, by telephone, or in writing.

**SPECIAL REQUIREMENTS:**

- Maintenance of a valid Commercial Drivers License (CDL), a plus.
- Ability, willingness, and the flexibility to work evenings and weekends as needed for meetings or emergencies, to take on additional duties as assigned or needed.

## **Job Description** **Water and Sewer** **Superintendent**

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**Employment Status:** Full-Time

**FLSA Status:** Non-exempt

**Experience Required:** None

**Minimum Education Requirements:** High school diploma/GED

**Direct Supervisor:** Public Works Director

**Supervisory Responsibility:** Supervise and train employees in a lower classification.

**Primary Work Location:** Outdoors, water treatment plant, and wastewater treatment plant

**Physical requirements:** Working conditions include operation and maintenance of water and wastewater systems in all types of weather conditions including extreme heat and cold, dry, wet, muddy and dirty areas such as sewer pump stations and manholes. Working conditions may also include working after dark to assist in an emergency, on weekends and holidays. Work in and around raw sewage and wastewater, chlorine fumes, raw sewage fumes, and sewer gases. Constant exposure to weather conditions, often extreme.

**Certification:** Must have a valid driver's license and possession of Class C Water and Wastewater licenses are required.

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**Job Summary:** The Water and Sewer Superintendent performs a variety of administrative and supervisory responsibilities in assuring efficient operation of the City of Glenpool Water and Wastewater operations.

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### **Essential Job Functions**

An employee in this position may be called upon to do any or all of the following essential duties:

- A. Direct the day-to-day operation of the water and wastewater crews.
- B. Assign work to the various crews.
- C. Monitor the progress of each work assignment daily.
- D. Establish priorities to deal with emergencies and unanticipated needs.
- E. Assist the Public Works Director in hiring, training, disciplining, and evaluating employees.
- F. Represent the water and wastewater division at various City meeting as required.
- G. Compile various reports regarding water and wastewater.
- H. Provide information on such to the public, outside, and inside agencies.
- I. Handle personnel difficulties that need to be corrected.
- J. Provide technical assistance and consult with other departments on matters pertaining to water standards and maintenance.
- K. Supervise and oversee compliance with Federal, State, and local water quality standards.
- L. Perform related tasks as required.

### **Essential Functions, Qualifications, Knowledge, Skills, and Abilities (KSA's) for Employment**

An employee in this class must have the following knowledge, skills, and abilities upon application:

#### **Knowledge**

- Operational characteristics, services, and activities of a Municipal Public Works program.
- Management skills necessary to analyze programs, policies, and Departmental operational needs.

## **Job Description Water and Sewer Superintendent**

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- Principles and procedures of facility maintenance.
- Principles and practices of municipal budget preparation and administration.
- Principles of supervision, training, and performance evaluations.
- Pertinent Federal, State, and local laws, codes, and regulations.

### **Skills**

- Handle stress effectively without it interfering with performance.
- Organize, set priorities, and exercise sound independent judgment within areas of responsibility.
- Plan, organize, direct, and coordinate the work of lower level staff members in the department.
- Operate a computer, using word processing, spreadsheet, database software, and other standard office equipment.
- Communicate clearly and effectively, both orally and in writing.

### **Abilities**

- Establish and maintain effective professional working relationships with elected officials, city manager, department heads, other employees, and the general public.
- Identify and respond to community issues, concerns, and needs.
- Prepare clear and concise administrative and financial reports.
- Analyze problems, identify alternative solutions, and implement recommendations.
- Interpret and apply Federal, State, and Local policies, procedures, laws, and regulations.

**Job Description**  
**Water and Sewer**  
**Superintendent**

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**Signatures / Date**

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

*Check the appropriate box and fill in the appropriate accommodations, if required, then sign and date.*

I have read and understand this job description and acknowledge that I am able to complete the essential functions of my job without accommodations.

I have read and understand this job description and I would require the following reasonable accommodations to fulfill the essential functions of this job:

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Employee Signature

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Date

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Supervisor Signature

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Date

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Human Resources

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Date

## Public Works Superintendent Job Description

### GENERAL DESCRIPTION:

This position reports to the Director of Public Works and supervises all phases of operations for the Public Works Department (Water, Wastewater, Streets and Parks) day-to-day operations. The purpose of this position is to oversee all phases of operations for the Public Works Department, including the Water, Wastewater, Parks, and Streets. Supervision of operations within these areas include construction, maintenance and repair of streets, alleys, and other paved areas, water and wastewater lines and valves, and all park infrastructure, developing work schedules, creating daily work plans, administering the department budget, monitoring development with OSHA & TCEQ regulations, controlling expenditures, scheduling personnel training and vacation, and overall management of personnel and equipment. A complete job description is available on the City of Bandera website.

### DUTIES, RESPONSIBILITIES, AND EXPECTATIONS:

- Maintain regular, predictable and punctual attendance.
- Establish and maintain effective working relationships with City officials, all employees and the general public.
- Perform work with relative independence and judgment with initiative required to meet department operating requirements and process abnormalities.
- Use safe working practices in the performance of duties and ensure proper safety practices are used by all operators.
- Work a flexible schedule, which may include evenings, weekends, holidays, overtime and on call.
- Oversee schedules of all Public Works personnel; including on-call, parks part-time personnel and the dog pound.
- Working with the Public Works Director, Public Work Foremen and City Administrator in developing and maintaining the annual budget for the Public Works Department, including streets, parks, animal control, water and wastewater.
- Oversee the collection of sewage and water samples and submit required documentation to TCEQ, the TWDB and other State & Federal Agencies.
- Knowledge and understanding in developing processes and procedures for hazardous chemicals, including respiratory and bodily protection, which includes accident prevention, and working under the Public Works Director in producing/updating a manual as per OSHA regulations.
- Knowledge and understanding of general mechanical, plumbing and electrical repair and diagnosis.
- Knowledge, understanding and ability to operate all equipment in the Public Works Department, including sampling & using testing equipment for water & wastewater.
- Knowledge, understanding and ability to operate heavy equipment, machinery, and specialized equipment used in the operation and maintenance of the Water & Wastewater treatment system, as well as the street Department and Parks.
- Knowledge, understanding and ability to perform routine and preventative maintenance of vehicles and equipment, as well as assist with major equipment maintenance and repairs as assigned.
- Knowledge, understanding and ability to maintain parks, streets/roads, wells, lift stations and treatment facilities.

- Knowledge, understanding and comprehension of maps, diagrams, and regulations/policies, including OSHA, TCEQ, Emergency Management and Floodplain regulations.
- Knowledge, understanding and ability to maintain environmental standards and compliance requirements.
- Perform other related duties as required.

#### MINIMUM EDUCATIONAL QUALIFICATIONS:

- High School Diploma or GED

#### DESIRED EDUCATIONAL QUALIFICATIONS:

- Bachelor's Degree from an accredited university

#### MINIMUM QUALIFICATIONS:

Four years of work experience in the water and wastewater departments, construction and utility work, streets and parks or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

#### REQUIRED LICENSES:

- Class C Water License
- Class C Wastewater License
- Texas Class C Driver's License
- Texas CDL Driver's License

#### PHYSICAL REQUIREMENTS:

Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, driving, pushing, pulling, lifting, grasping, talking, hearing, seeing, and repetitive motions. Incumbents may be required to work overtime, weekends and holidays; in all weather conditions; under hazardous conditions; on congested roadways, obstructed roads, high structures; around operating equipment; in a noisy environment; with chemicals; and with the physical ability and stamina to perform strenuous physical work associated with roadway maintenance work. Work will be performed both indoors and outdoors. Incumbents may be subjected to moving mechanical parts, electrical currents, fumes, odors, dusts, gases, poor ventilation, body fluids, chemicals, inadequate lighting, work space restrictions and intense noises. Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of forces constantly to move objects.



**JOB DESCRIPTION**

**JOB TITLE:** Superintendent – Water/Wastewater Department  
**REPORTS TO:** Director of Public Works  
**SALARY:** \$44,500- \$66,000                      **PAY SCALE:** 15  
**FLSA STATUS:** Exempt

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**JOB SUMMARY:**

Under general direction, plans, organizes and directs the District's water and wastewater field operations, including operations and maintenance of wastewater collection and treatment and water distribution facilities.

The Water and Wastewater Superintendent is a management level classification responsible for the management and direction of subordinate staff within the water and wastewater field division. Incumbent oversees staff in the operation and maintenance of collection and distribution facilities at multiple locations; performs reporting and budgeting tasks as well as provides technical expertise in the development of policies and service delivery plans.

**SUPERVISION RECEIVED:**

This position receives direct or general supervision from a designated manager or director.

**SUPERVISION EXERCISED:**

The Water/Wastewater Superintendent exercise direct and indirect supervision over technical and maintenance staff.

**ESSENTIAL FUNCTIONS:**

- Plans, organizes and directs operations and maintenance of assigned sites; determines facility operation, maintenance schedules and priorities; troubleshoots process and equipment problems, and assists operators in correcting malfunctions or improving water distribution and wastewater collection processes.

- Coordinates and reviews the work plan for repair and installation projects; provides administrative and technical direction to field division personnel; develops operational policy and standards.
- Coordinates the selection, orientation, training, and evaluation programs for field division personnel; provides or coordinates on-the-job and formal training in work processes, regulations and safety procedures; identifies and resolves staff deficiencies; carries out disciplinary procedures as required.
- Supervises operations and maintenance staff; develops schedules and methods for performing assigned duties; maintains appropriate work records and documents.
- Develops and implements special projects, operational change and new programs to improve operational efficiency and/or effectiveness to meet regulatory changes or to utilize technological advancements.
- Participates in the development of division's budget; assists in the forecast of necessary funds for staffing, materials and supplies; discusses and resolves budget issues with appropriate staff; implements adjustments as necessary; monitors and directs operational changes to control expenditures; reviews, evaluates and recommends changes in charges to contract customers; prepares, develops and prioritizes budget requests.
- Provides technical oversight for operations, reviews and evaluates water/wastewater operational logs, process and analysis data to evaluate facility efficiency, effectiveness and compliance with water/wastewater state and federal regulations.
- Coordinates work among technical, operations and maintenance units to ensure operational needs are met; coordinates with customers to provide technical advice on operations matters, resolves end user complaints.
- Prepares narrative and statistical reports as well as violation statements and technical reports to regulatory agencies; coordinates with representatives of regulatory agencies, contract customers and others on technical issues related to facilities operated by the division; prepares and presents staff reports and other documents to boards, groups and/or committees as appropriate.
- Assists in developing and implementing department policies and evaluating program performance by providing input on special queries by conducting special research and pilot projects.
- Implements and ensures safe work practices and policies appropriate for department operations; provides for safety training and required reporting.
- Performs other related duties as requested.

## **REQUIRED EDUCATION, DEGREES, CERTIFICATES AND OR LICENSES:**

### Experience:

- Two (2) years' experience in supervising all phases of water distribution and wastewater collection maintenance, construction and operations including one (1) year experience in working with heavy equipment; Knowledge of the operation of a variety of tools and equipment including trucks, jet truck, dump truck, backhoe/loader, fire hydrants, boring equipment, shoring materials, trash pumps and hand tools. Knowledge of general office equipment; computer skills a plus; experience in reading plans, prints and drawings; good interpersonal skills.

### Education:

- High School Diploma or GED

### License/Certificate:

- Texas Driver's License, Class C minimum, Class A C.D.L. preferred. Minimum Class C Water Distribution and Class II Wastewater Certifications from the Texas Commission on Environmental Quality.

## **KNOWLEDGE AND ABILITIES:**

### Knowledge of:

- Extensive knowledge of the principles and practices of wastewater operations as related to collections systems.
- Water distribution.
- Division personnel policies, procedures and practices, performance evaluation practices.
- Basic maintenance, plumbing, mathematics and chemistry.
- Reporting, sampling and testing requirements.
- Biological and chemical testing practices used in water/wastewater field operations.
- Safe work practices applicable to working in/around water and wastewater facilities.
- Supervisory practices.
- Training techniques.
- Regulations governing, collection, and distribution operations.
- Budgeting principles and practices.
- Federal, state and District reporting requirements and practices.

- Interagency coordination procedures.
- Related industry computer hardware and software.

**Ability To:**

- Plan, organize and manage the work of others engaged in water/wastewater collection and distribution through subordinate staff; monitor plant, maintenance and repair operations and make operational changes.
- Ensure mandated quality standards are obtained; identify and analyze operational and administrative problems and implement necessary procedural change.
- Read, interpret and work from blueprints, maps, drawings, sketches, specifications and other technical documents.
- Research, understand, interpret, explain and comply with laws, regulations and policies governing water/wastewater operations.
- Collect and analyze data to establish/identify needs, evaluate program effectiveness, prepare budgets, narrative, cost, analytical and/or statistical reports.
- Understand and prepare costing and financial analysis and service options and analyze expenditure reports.
- Develop and manage construction and consulting contracts to ensure scope of work deliveries.
- Troubleshoot difficulties and direct corrective action to the operation of various facilities.
- Review techniques on work records and reports.
- Maintain accurate records and document actions taken.
- Determine the appropriate course of action in emergency or stressful situations.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative working relationships.
- Follow and enforce safe work practices.
- Research regulations, procedures and/or technical reference materials.
- Organize and prioritize work assignments; make routine arithmetical calculations.

**WORKING CONDITIONS:**

Position requires sitting, standing, walking on level and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping and making repetitive hand movement in the performance of daily duties. The position also requires color, near and far vision when inspecting work and operating computer terminals and assigned equipment. The need to lift, carry and push tools, equipment and supplies

weighing 50 pounds or more may also be required. The incumbent may work outdoors in all weather conditions including wet, hot and cold. The incumbent may use cleaning and lubricating chemicals which may expose the employee to fumes, dust and air contaminants and work in proximity to wastewater influent. The nature of the work may also require the incumbent to climb ladders, use power and noise producing tools and equipment, drive motorized vehicles, work in heavy vehicle traffic conditions and often work with constant interruptions and may be required to enter confined spaces which involves wearing self-contained breathing apparatus (SCBA).

\_\_\_\_\_  
Employee Signature

Date: \_\_\_\_\_

\_\_\_\_\_  
Supervisor's Signature

Date: \_\_\_\_\_

The City of Kaufman, Texas is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with Human Resources.

Lost Revenue - Excessive Water Use

10 Year Total Cost - \$168,870.77

10 Year Average Cost - \$15,351.89

