



## What's new on your Water Bill?

- Consumption is now noted on your bill along with previous billed consumption and meter readings
- Updated information and notes on the back
- Payment can be paid by credit card
- A message box has now been added where information will be posted for news and notices

To our customers,

On behalf of the Lynnfield Center Water District, I'd like to take the opportunity to provide you with an update on a few of our ongoing projects and plans for the future.

Over the course of the last year, there have been several changes and transitions within the District, some of which have created budget challenges that we are currently addressing. There have also been a number of new initiatives proposed, including some by our District members. We have funded those initiatives using our free cash reserves and other budget resources, but doing so on a long term basis would be unsustainable.

Today, LCWD staff and our new Board of Commissioners are focused on looking forward to the future and to fulfilling our commitment to providing you with the best possible service. Continuing our work in a fiscally sustainable manner will require us to take steps to increase revenue in order to keep our budget balanced and provide a foundation we can build upon.

The Board of Commissioners has taken several steps in recent months to improve policies and procedures and study infrastructure upgrades. One such step was the creation of a Rate Setting Committee, which has been tasked with reviewing our budgetary needs and historic customer consumption trends in order to establish new volumetric rates that we expect may take effect in March of 2020. In addition to volumetric rates (which are reflected within this bill), a levy on your property tax bills from the Town of Lynnfield helps to fund the District. In order to address these fiscal needs, we anticipate that the LCWD tax levy will increase in the near future, from 55 cents per \$1,000 of assessed value to about 90 cents per \$1,000. Our hope is that this more significant increase will be a temporary one, and that the levy can return to more stable amounts in 2021 and beyond.

You may also recall that in 2018 rate increases were put into effect and then later rescinded early in 2019 in order to conduct a more thorough and transparent rate setting process. Because of the unanticipated budget increases, the loss in revenue from postponing rate increases and a substantially smaller amount of free cash available than in prior years, increasing the tax levy for 2020 is a necessary step in order to strengthen our financial foundation.

The rate-setting (see back side for additional information) and tax levy decision making processes will include residents as active participants. As such, there will be a public hearing to further deliberate the impact on the tax levy on Monday, December 2 at 6:30 p.m. at Town Hall.

Our ultimate goal is to create and institute sound business practices, build and maintain infrastructure and operate in accordance with industry standards in order to provide the best possible service. I hope you will take the time to read through this pamphlet to learn more about our ongoing operational, engineering and capital improvement work. Feel free to contact us at any time or stop by our office with any questions or concerns. We are here to help you.

Sincerely,  
John Scenna  
Superintendent

## Rate Setting Study

LCWD collects its revenue from volumetric rates and from a tax levy. A Rate Setting Committee is reviewing and studying the existing rate structure and will be proposing new rates over the winter, likely to be implemented in March of 2020. Quarterly/seasonal billing is likely to be implemented.

The Committee is working with Raftelis, a leader in utility financial analysis and rate setting, to study tiers, consumption trends, budgets and expenditures and impacts of rate changes to customers as part of this process.

Please stay informed and we welcome your input at several public meetings that will be planned over the upcoming months.

## Hydrant Flushing

This fall, the LCWD flushed nearly 15 miles of water main piping in the Apple Hill, Chestnut Street, Lowell Street, Heritage Lane, Hart Road/Candlewood Road, and Townsend/Charing Cross Road Neighborhoods. Crews flushed nearly 700,000 gallons of water through hydrants.

The district now will begin working to create similar programs in other neighborhoods of its system for implementation as early as spring of 2020.



## Seeking Green Opportunities

LCWD is looking to work with its electricity provider Reading Municipal Light to study opportunities to upgrade infrastructure on pumps and motors and install back up power at critical stations that could lower energy consumption, cost and provide a source of power during emergencies and periods of high demand.

## Apple Hill Area Engineering Analysis:

- LCWD, in partnership with CDM Smith, is studying possible water distribution improvements (outside of long term major capital upgrades) for the Apple Hill area.
- The study will include water sampling from homes at various locations. Sampling will test for iron and manganese levels; temperature, chlorine levels, alkalinity, oxygen and color.
- A survey will be issued to residents in this area to solicit information and collect data.
- LCWD will conduct field investigations to study the existing conditions of water main piping and house services in this area.
- LCWD will host a public workshop on December 12 at 7 p.m. at the Meeting House to discuss the study.



## Supplemental Water Supply Study

LCWD is revisiting plans for a direct connection to the MWRA transmission system. Additionally, LCWD is also working with the Lynnfield Water District (LWD) to bring in supplemental water from the MWRA through their system.

Currently, LWD engineers are studying what, if any, improvements have to be made to provide LCWD with additional water during various scenarios and demand levels throughout the year.

LCWD is also revisiting studies to examine possible new supplemental water supplies in the North Coastal Water Shed and upgrading the Glen Drive Plant for more advanced treatment opportunities.

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