

Understanding Sewer Backups:

Customer Information

A sewer line backup can be a stressful experience and we want to provide you with some information and tools to assist you during this difficult time. In the event of a sewer backup it is particularly important to know who to call and what to do. The District/Municipality is here to assist you, and is open Monday through Friday, 8 a.m. to 4 p.m. We can be reached by calling **723-7030** - during regular operating hours. AFTER normal business hours, on weekends, or holidays, you may call the After Hours Emergencies numbe **723-7026** - to report a problem. Please note that Sewer backups have a variety of causes, which is why it is critical for the impacted party to immediately notify the District/Municipality of the backup so that an investigation can be perform on each backup to attempt to determine the cause. This determination will help the District's/Municipality's insurer establish if the homeowner will be offered compensation for damages and cleanup costs. It is important to understand that sewer line mains are the responsibility of the District/Municipality to maintain and repair. The Lateral Line (connection from the private property to the sewer main) and all service line from the main to the home is the responsibility of the property owner. Any sewer line backup or clog from the sewer main to the house will be the responsibility of the property owner. The District/Municipality cannot repair a break or clog if it is on the homeowner side.

In the event of a sewer backup, the homeowner has a duty to protect their property, regardless of the cause of the backup or who pays for it. The homeowner must take reasonable steps to minimize further damage.

The following are some suggested/recommended steps to assist you in the event of a backup:

- (1) Contact the District/Municipality to report a sewer backup.
- (2) You may also wish to contact your homeowner's insurance agent for guidance on submitting a claim to your insurer.
- (3) Take photographs of the backup, both prior to and after the water and sewage are removed.
- (4) All water and sewage should be immediately removed from the basement.
- (5) Remove all wet rugs, clothes, boxes, and other items from the basement area.
- (6) Take pictures and document any damaged property.
- (7) If the water was high enough to involve a motor on a furnace, or electrical appliance, you may want to contact a reputable repair service to remove the motor and have it dried.
- (8) Document any actions you take (calls, contacts, costs) in response to the sewer backup.

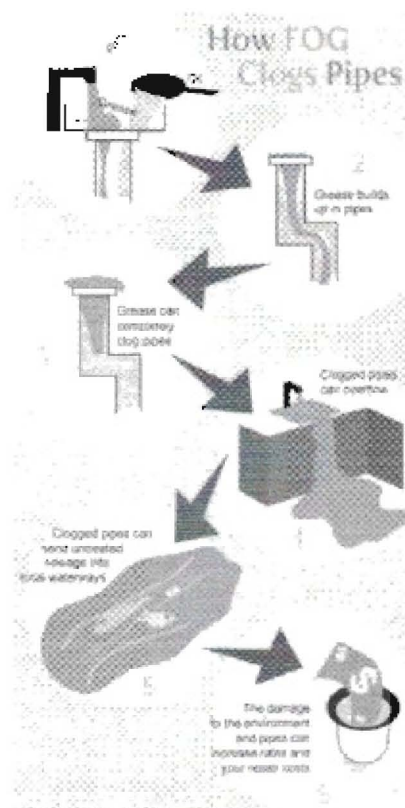
PLEASE NOTE: The above suggestions are meant to assist in the event of a sewer backup, and are not an admission of liability or a commitment to reimburse the homeowner for any costs incurred.

How Fat Oil Grease (FOG) Clogs Pipes

Fats, Oils, and Grease (FOG), combined with tree roots in the sewer system, can create massive, cement-like clogs which cause a great number of sewer backups and overflows. When put down the kitchen drain, FOG causes sewer problems that can result in:

- Damage to homes and businesses
- Health and environmental hazards ("Sewer overflows in the street can work their way into storm drains, which go directly to our creeks and streams")
- Costly repairs
- Increased maintenance for cleaning up messes and replacing pipes

How does FOG create sewer backups and overflows?



Just as fat accumulates and causes blockages in human arteries, oil and grease solidifies and accumulates in household pipes, restricting the flow of wastewater and causing sewer backups and overflows. When poured down the kitchen drain, FOG cools, turns solid, and floats to the top of other liquid in sewer pipes. The FOG layer sticks to the sewer pipes and, over time, blocks sewage flow. It can then cause a sewer backup or overflow.

How it starts: Fats, oils, and grease (FOG) separates from other liquids as it goes down your drain. The FOG cools and sticks to household pipes, commercial pipes and sewer pipes.

A matter of time: Over time, pipes become clogged and sewage flow becomes restricted.

Nowhere to go but back: The clogged pipe eventually backs up and floods your home with wastewater. Or it causes it to overflow onto the street.

A threat to the environment: The untreated wastewater can then flow to local waterways, potentially harming the environment.

The cost to ratepayers: Not only is FOG costly to the environment, it can also be costly to ratepayers, as the expense of repairing clogged pipes may ultimately impact customers' monthly rates.

What you can do:

Together if we take these steps at home and at work, we can prevent FOG from entering our sewers.

- Never pour Fats, Oils, or Grease down drains or flush down toilets.
- When cooking collect Fats, Oils, or Grease and dispose of them properly in the trash.
- Dispose of food waste by composting or by solid waste removal rather than using a sink disposal system.
- Restaurants and food preparation establishments may wish to contact rendering companies who purchase Fats, Oils or Grease to be used in soaps, fertilizers and feed.

Exhibit 4.5

WHAT NOT TO FLUSH

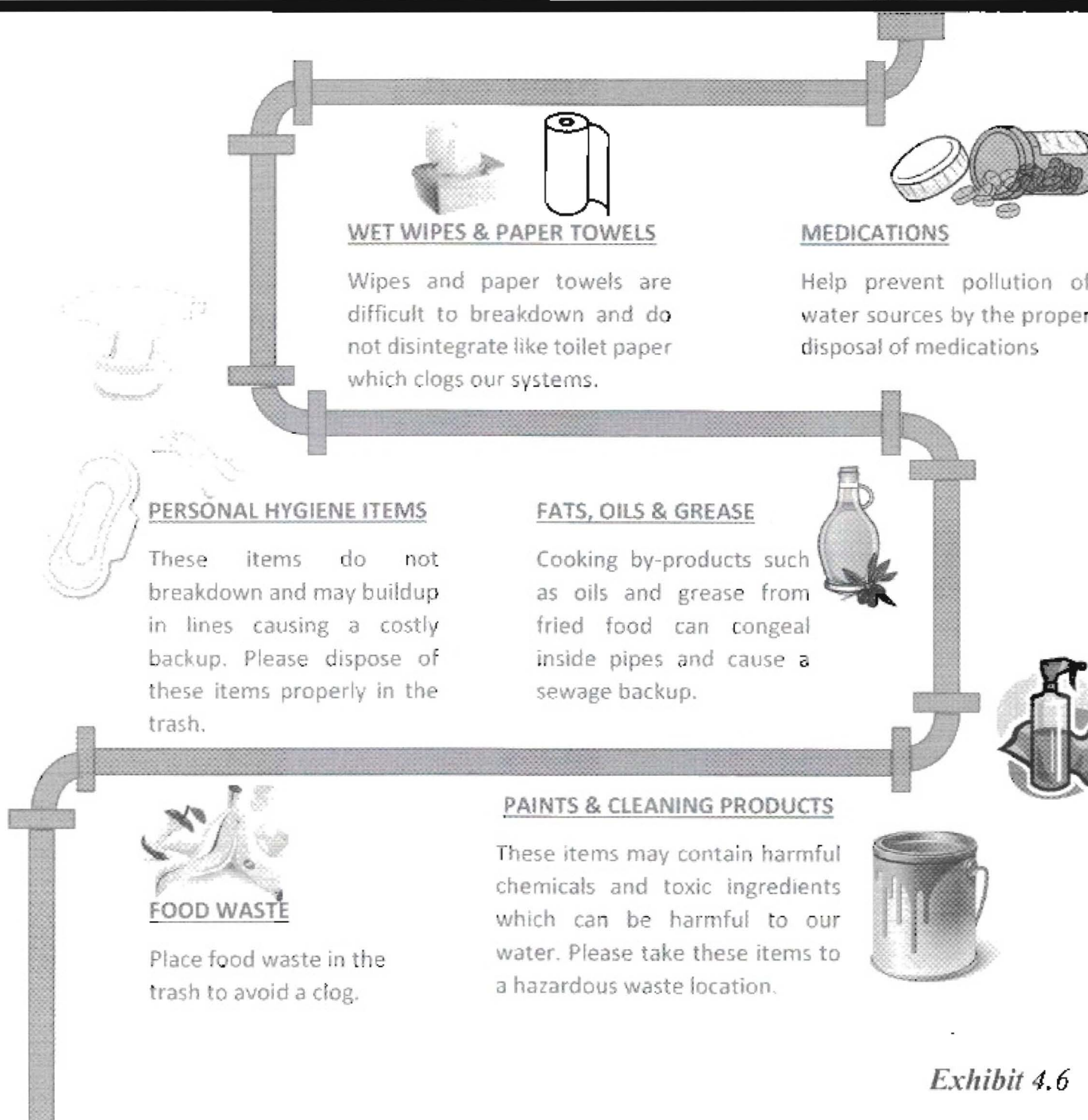
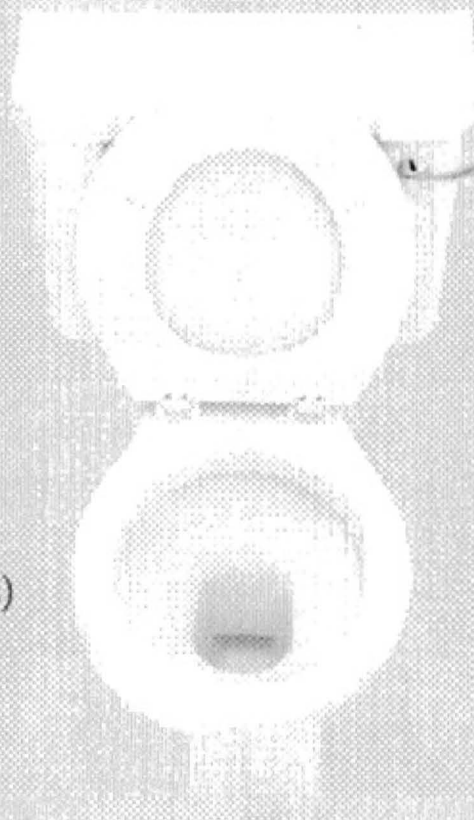


Exhibit 4.6

It's a Toilet, Not a Trash Can!

Never flush the following items (or put down the garbage disposal or drain). Toss them in the trash instead.

- Baby/Facial/Cleaning Wipes
- Tampons
- Sanitary Napkins
- Medication
- Hair
- Dental Floss
- Cotton Swabs/Balls
- Bandages
- Rags and Towels
- Rubber Items (like latex gloves)
- Fat, Cooking Oil, Grease



- Clothing Labels
- Candy/Food Wrappers
- Syringes
- Cigarette Butts
- Disposable Toilet Brushes
- Kitty Litter
- Aquarium Gravel
- Plastic Items
- Diapers
- Fruit Stickers
- Paper Towels

TOWN OF MILLINOCKET
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To The Rate Payers Of Millinocket.

To clarify Article V of the town code:

Subsection 104-30. Disposal of unpolluted waters prohibited.

No person shall discharge any storm water, ground water, roof drains, subsurface foundation drainage, cooling water or unpolluted industrial process waters to any sanitary sewers in town. This means no cellar floor drains and sump pumps as well.

Subsection 104-31. Subsoil drains.

Where subsoil drains are placed under the cellar floor or used to encircle the outer walls of a building, the same shall be made of open-jointed drain tile or earthenware pipe not less than four (4) inches in diameter and shall be properly trapped and protected against back pressure by an automatic back-pressure valve (backflow valve) accessibly located before entering the house sewer or drain. Such drains may only be discharged to a storm drainage system and only with the approval of the Wastewater Superintendent.

Subsection 104-32. Discharge of unpolluted drainage.

Storm water and all other unpolluted drainage shall be discharged to such sewers as are specifically designated as storm sewers or to a natural outlet approved in writing by the Wastewater Superintendent. Industrial cooling water or unpolluted process waters may be discharged upon written approval of the Wastewater Superintendent, to a storm drain or natural outlet.

In short cellar floor drains that receive ground water of any kind, be it leaky foundations or outside drainage tile should not be hooked to the sanitary sewer system in any way. The town will not be responsible for sewer backups from the main sewer system and will not get involved with cleanup of any kind in the event of the backup. The only time the town will help with the cleanup is in the event of the Public Works running the flusher truck through the sewer system for maintenance and causing a backup in the residence. Only then will the town be responsible.

Sincerely,

John Davis, Town Manager
Town of Millinocket