



### Wenham Town Department Profile: Water Department

Department Name: Water Department  
Website: [http://www.wenhamma.gov/departments/water\\_department.php](http://www.wenhamma.gov/departments/water_department.php)  
Department Head: Erik Mansfield, Water Superintendent  
No. of employees (FTE): 2.5  
General functions: Water Treatment and Water Distribution  
Contact Number: 978-468-5520 x6  
Annual budget: \$435,000

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Who are you (past work experience, years of municipal service, time in Wenham, etc) and what is your department (mission)?

*I started in 1988 for the Essex Water Department working in the water treatment plant as well as in the water distribution system. In 2000, I left for two years to work at Varian Semi-Conductor Equipment in Gloucester where I traveled the world installing and repairing Ion Implanters. In 2002, I was asked to return to Essex to oversee/supervise the installation of the new municipal sewer system which was completed in 2007. The retirement of long-time Water Superintendent Bruce Blanchard in 2008 opened the door for me to advance my career and come to work for the Town of Wenham.*

*The mission of the Water Department is to provide safe, clean drinking water that meets or exceeds government standards, water for fire protection and good customer service in a cost effective manner.*

What are some of the most common tasks you assist the public with daily?

*On the administrative side, we routinely answer questions about water bills and water usage as well as scheduling final water readings for home sales and writing work orders for repairs/replacements. Information about our tiered rates can be found on the Town website at the following link: [http://www.wenhamma.gov/water\\_new\\_rates\\_2009.pdf](http://www.wenhamma.gov/water_new_rates_2009.pdf)*

*On the distribution side, we repair or replace broken or leaking meters, valves, and service lines and help in identifying household leaks such as toilets or outdoor spigots.*

What are some of the more rewarding elements of the work your department carries out?

*Assisting residents with high water use to identify leaks in their plumbing and fixtures. Educating residents on the need for water conservation and the requirements of our water ban by-law.*

What are some common challenges?

*Compliance with MassDEP restrictions on water withdrawal has become our biggest focus and challenge. Over the past few years, Wenham has seen a fair amount of new residential development, bringing us just under our current withdrawal limits. Water conservation is always a challenge during the summer months and, even with water restrictions in place, there are still a number of residents who fail to comply.*

*We are currently in a mandatory water ban which will probably continue through September 30. This includes all nonessential outdoor watering, with hand watering allowed only from 5am to 9am. It is important to note that this ban also pertains to water from private wells.*

In what ways do you work with other town departments daily?

*We work very closely with the Department of Public Works on everything from snow plowing to sanding to water service repair and whatever else comes up in the course of providing these important public services. We are regularly in communication with the Permitting and Planning departments to provide input on upcoming developments or to address questions that come up about permits and changes in property use. The Finance Department collects our water bills and keeps us updated on all budget related items.*

What are some achievements made by the department recently?

*We installed buildings around our wells to better protect them from contamination. Last year, we installed variable frequency drives on our well pumps allowing us to control the speed of our pumps while using less electricity. We also completed a system-wide leak detection survey which uncovered five water leaks that we repaired immediately.*

What are your goals for the department over the next year?

*To implement an updated set of rules and regulations that reflect best practices in the industry, are more in line with the current times, and allow for the use of modern technology and products. To provide better public education on the real need for water conservation and what impact it has on growth in Wenham.*

What's the best way for the public to give you feedback and to get the assistance they need from you?

*I am in the office Monday through Friday from 7am to 3pm, but I will make myself available at any time if needed. The office number is (978)468-5520 x6 or you may email me at [emansfield@wenhamma.gov](mailto:emansfield@wenhamma.gov). The Administrative Assistant for the department, Sheila Bouvier, works in Town Hall and is available Monday through Thursday from 9am to 4:30pm and Fridays from 9am to 1pm. She can be reached at the same extension.*