Kennebunk, Kennebunkport and Wells Water District (KK&W)

Customer Spotlight

KENNEBUNK, KENNEBUNKPORT AND WELLS WATER DISTRICT

KEY FACTS

Customer
- Kennebunk, Kennebunkport and Wells Water District (KK&W)

Location
- Kennebunk, Maine

Equipment
- 6 PCA340's (Chlorine, pH, & Temperature with dual output)
- 1 PCA320 (Chlorine, pH, & Temperature)
- 1 HALO Wireless pH Meter (HI12922)

KK&W Water District, supplying clean drinking water for over 100 years

The Kennebunk, Kennebunkport and Wells Water District has a long history of providing drinking water to Southern Maine. Since 1921, they have supplied drinking water from surface and groundwater sources. In the past, they went by several different names including Mousam Water Co., York County Water, and now Kennebunk, Kennebunkport and Wells Water District (KK&W).

KK&W treats approximately 1.1 billion gallons of water a year. In the summer, they average 6.5-7 million gallons per day and in the winter, drop down to 1.6 million gallons per day. This seasonal difference is caused by a surge in tourism during the summer as the entire service area is a desirable vacation destination along Maine's southern coast. This reduction in water usage combined with the changing weather patterns in the fall and winter months, makes managing residual chlorine especially difficult. Having in-line measurement ensures that the KK&W team can make the real-time adjustments necessary and that the water stays clean and properly disinfected.

Switching to Hanna Instruments Testing Equipment

KK&W first met Hanna Instruments at a drinking water trade show that both companies attended in 2010 and has utilized our equipment for their in-line testing of residual chlorine and pH. Hanna's process chlorine analyzers (PCAs) use the EPA approved DPD method for chlorine measurement and an in-line pH electrode. Currently, KK&W has seven Hanna PCAs in service throughout their municipality, which have proven to be accurate and reliable over the years. These PCAs are linked to a SCADA system

Hanna Instruments
T: (800) 426-6287 **W:** hannainst.com **E:** sales@hannainst.com

Continue →

in the field and at different booster stations for real-time readings. There are also alert/alarm system notifications set so that the KK&W team is informed whenever the readings are out of their desired specifications. With the change of the seasons, it is common to observe large fluctuations. Hanna's PCAs provide data transparency so that KK&W is able to adjust treatment where it is needed.

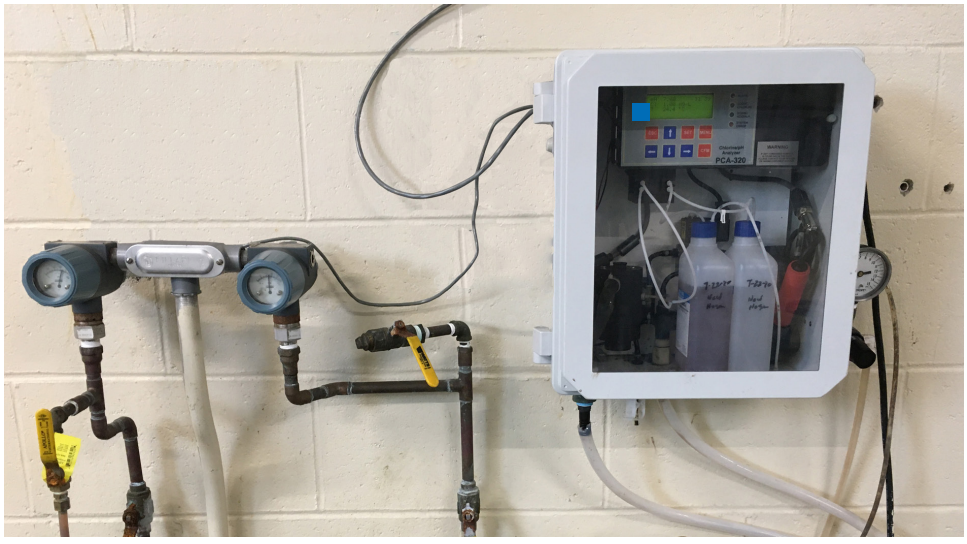
Not only does KK&W utilize Hanna's PCAs, but they also depend on Hanna's HALO Wireless pH Meter. During their physical testing of the water system, KK&W uses this meter to measure the pH of the water on a weekly basis. KK&W is also enrolled in Hanna's Auto-Ship Program which automates their ordering process for calibration buffers and solutions, ensuring that KK&W always has the solutions required for testing on-hand.

Furthermore, Hanna's exceptional technical support is highly valued by KK&W. When asked about Hanna's customer service, Lynn Mankin, Operator at KK&W states, "Every time that I call Tech support, even during the pandemic when everyone is working from home, I always get the help that I need. The Hanna Tech support team really knows the PCAs inside and out. We work very well together." Mankin also added, "I have worked with a handful of people at Hanna for assistance with equipment and it has always been a great experience."

> "The Hanna Tech support team really knows the PCAs inside and out. We work very well together."
>
> –Lynn Mankin, Operator at KK&W

The Right Choice

KK&W relies on Hanna Instruments for their water testing needs and often recommends Hanna to others in the water treatment industry. Overall, KK&W enjoys using Hanna's products because the equipment is easy to use and produces reliable results. Furthermore, KK&W likes the affordable upkeep costs of Hanna products as well as the consistency and functionality of the equipment. This paired with Hanna Instruments standout customer service has assured KK&W that they made the right choice.



Hanna Instruments
T: (800) 426-6287 **W:** hannainst.com **E:** sales@hannainst.com