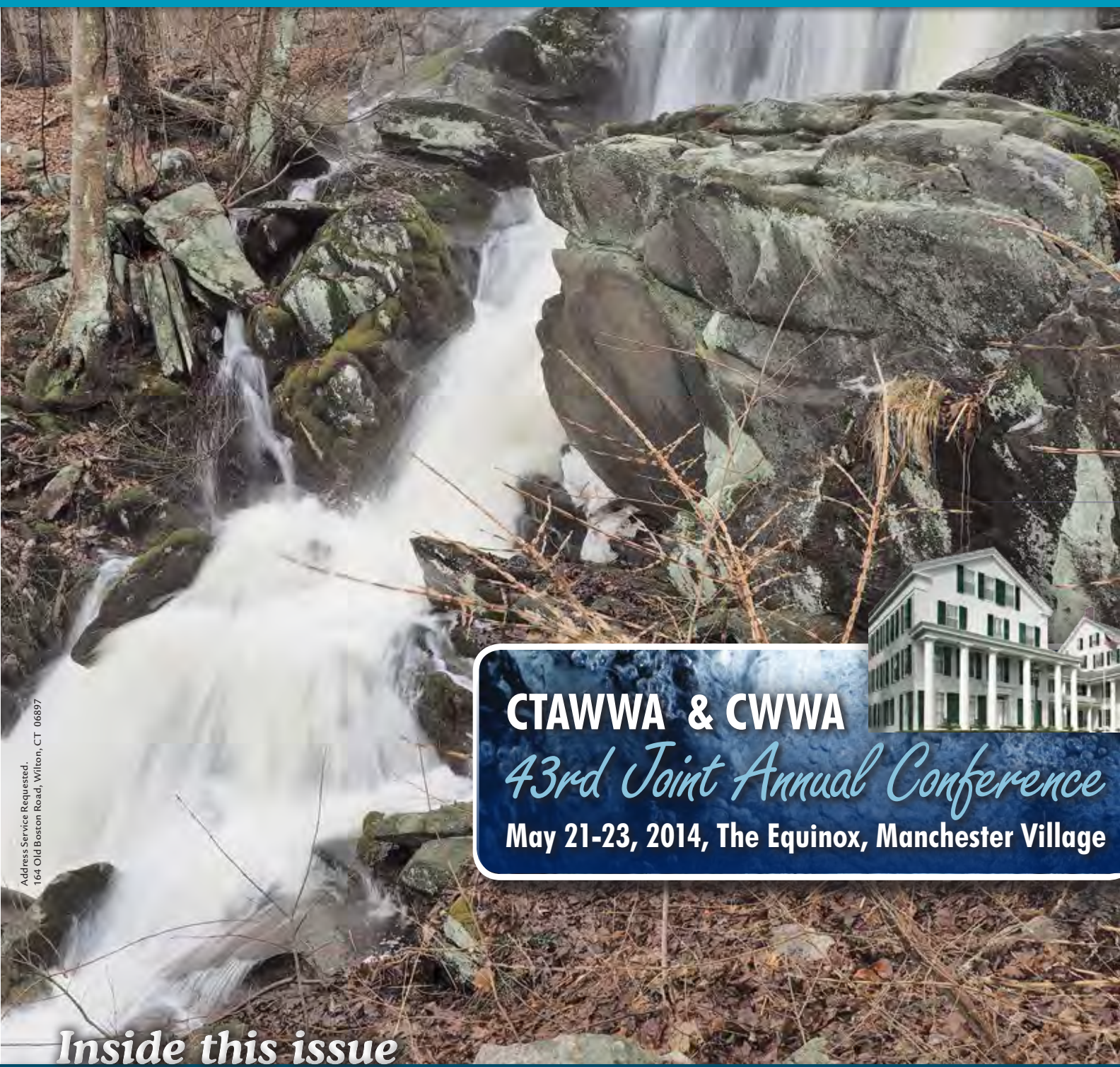
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The Magazine of the CT Section American Water Works and the Connecticut Water Works Associations Spring 2014



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Cover photo: Millstone Waterfall taken by Kathy Fortin.

InFlow-Line

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Steve Melanson

Welcome to the first issue of our 'new' *InFlow-Line*

I hope when you are reading this article, it will be warm outside. This past winter seemed to go on for such a long time. Let's see how many articles get written about global warming this year. And finally when spring arrives, it won't matter if your first round of golf is bad, because the cold weather and the winter will be behind us.

As I look back on the past year serving as the Chair of the Connecticut Section of AWWA, I would have to say it has been much more challenging than I thought it would be. My two biggest obstacles would have to be balancing the $275,000 a year budget, and trying to keep the *InFlow-Line* magazine as a printed copy. With the help of two separate ad-hoc committees, the tasks have been completed. The committee of Fred Rogers, Ray Baral, Kevin Barber, Steve Rupar, Dan Lesnieski and Tom Loto were able to make enough adjustments throughout the year to come up with a favorable variance for 2013. The same group met numerous times again this winter, and seem to have the 2014 budget in good shape. The ad-hoc committee for the *InFlow-Line* magazine was led by Don Iannicelli and Dan Meaney. We felt it was important to have leadership on the committee from both the Section and CWWA since the magazine is of joint interest to both groups. The committee had the task of finding a new publisher for the magazine so that we could continue to have quarterly publications done and printed copies mailed out to the Connecticut Section Members. If you recall last year, we were going to have one printed issue and three electronic issues a year in order to save almost $12,000 a year in mailing and publishing costs. This would almost have put us at a break even mark, but some advertisers didn't seem happy with the electronic issues. So starting this past October, the committee had a mission to find a new publisher that would produce four issues, publish and mail out to the section membership, as well as provide a digital copy of each issue. They did, both Connecticut Associations signed a contract with Kelman & Associates and a partnership has been formed. A considerable cost savings will be seen by both associations with this new partnership. This is a perfect example of people volunteering their time to make Connecticut such a great Section.



On the subject of volunteering your time, I am asking everyone in the section to reach out to Kevin Barber and shake his hand (and thank him) for all the work he has done for the section. After being the section treasurer for the past 12 years, he is stepping down in May of 2014. He has done a phenomenal job over the years and devoted so many hours of his free time each month to keep board members happy. I will truly miss you at the board meetings but hope to see you at all of the annual events throughout the year. You have been a great asset to the section KB.

The Education Committee has stepped up big again this year and developed six out of the ten courses that are being offered during the spring session. This being their fourth year as Co-Chairs, Rob Longo and Peter Grabowski have a good handle on what it takes to keep 20 educational courses a year going with the help of NEWWA. Once the courses have been chosen and developed, then it is up to our Executive Manager, Pam Monahan, to find a location, schedule the class, prepare the registration list, arrange for lunch and then make sure the CEU Certificates get issued to the attendees. It may sound easy, but it takes a lot of organizing to get everything just right, which she does 20 times a year.

Finally let's get back to golf. There are two tournaments this year that I would like you to put on your calendar. The first would be the 20th Annual Water For People Golf Tournament, which will be on September 9, 2014 at Tunxis Plantation. Dan Lesnieski, Meg Slater and Josephine Lingua have promised me that this year's tournament will be the best one yet. The other tournament will be the Inaugural Kevin T. Walsh Memorial Golf Tournament to benefit the Associates Committee Scholarship Fund. An annual scholarship will be made in Kevin's honor from the tournament proceeds. This event will take place on September 26, 2014 at Lyman Orchards in Middlefield. I hope that you will mark your calendar and attend both of these great events.

As I depart as Chair of the Section, I would like to thank all of the board members for their support throughout the year. You truly are a special group of people that have made this a rewarding and memorable experience. I look forward to seeing all of you at the 43rd Annual Joint Conference on May 21-23 at The Equinox in Manchester Village Vermont.

Feel free to contact me anytime with questions or comments on making your Connecticut Section of AWWA the best it could possibly be.

Steve Melanson



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Guy Russo



Statewide water planning

It is amazing how fast a term as CWWA President can go by. As I write this article for *InFlow-Line*, I am approaching my last three months leading this great organization. One would figure that I could start to wind down, given the fact that the Connecticut Legislature is in a short session, and that it would be a time to relax and take stock of what the previous year had brought. Far be that from the case. Even though we are in a short session, there is a lot of work that is being done with regards to Statewide Water Planning. Much of the process kicked off at the end of 2013, with various planning committees currently underway. The University of Connecticut, at its Law School, held a one-day conference of all stakeholders to begin discussion of a Statewide Water Plan. Stakeholders from the water utility industry, State Agencies, conservation groups, towns, academia, and from non-profit organizations, scoped and discussed strategies for a comprehensive Statewide Water Policy. Water Planning in the State of Connecticut has been running in fits and starts since the 1970's, each time, getting a little more traction with a little more clarity.

As water professionals, we are obligated to advocate for our customers and to assure that the interests of potable water, within any kind of comprehensive State plan, receives the primacy it deserves. Our customers have come to expect adequate delivery of water whenever the tap is turned on; our customers expect that during the course of our business that we advocate for appropriate reservation of water, within the State of Connecticut, for potable purposes.

From all the meetings I have attended, I find that our industry has always offered to find a fair and reasonable balance in the allocation of this State's water resources. I expect that our commitment to balancing the needs of our customers with the needs of the other stakeholders will continue in a fair and open process.

The creation of the Statewide Water Policy Plan, and the balancing of the State's interest through State policy, is exactly the reason why the Connecticut Water Works Association exists, to address these exact types of policy and regulatory issues.

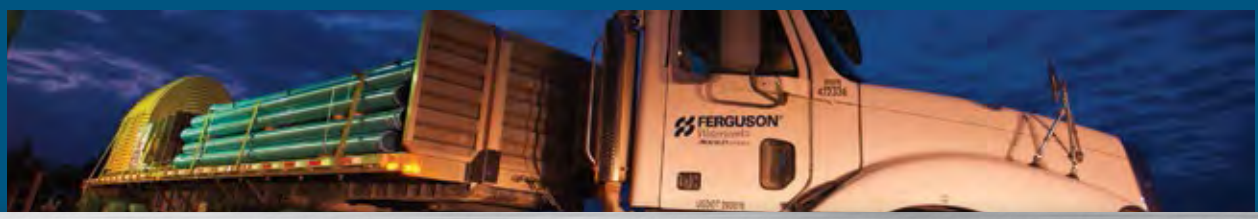
I want to thank all of our members that have been working diligently and serving on these various committees, at the legislative level, and those who have served on the advisory group of the Water Planning Council, for the past several years in developing policy. And I would like to thank those members who have just begun to 'dip their feet in the water' of regulation, policy and law, and who will be the next generation to take over our organization. Our customers, I believe, expect no less.

Guy Russo

> *"Our customers have come to expect adequate delivery of water whenever the tap is turned on; our customers expect that during the course of our business that we advocate for appropriate reservation of water, within the State of Connecticut, for potable purposes."*



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Notice

Having received no further nominations by April 20, 2014, the Connecticut Section AWWA Secretary, Kathy Fortin, has cast a ballot for the following slate of officers:

CHAIR	One Year Term	*Fred Rogers*
VICE CHAIR	One Year Term	*Steve Rupar*
PAST CHAIR	One Year Term	*Steve Melanson*
SECRETARY	One Year Term	*Kathy Fortin*
TREASURER	One Year Term	*Christine Saball*
2ND YEAR TRUSTEE	2nd of a Two Year Term	*Tom Loto*
1ST YEAR TRUSTEE	Two Year Term	*Robert Longo*
NATIONAL DIRECTOR	Three Year Term	*Dan Lesnieski*

Other Board Positions for 2014-2015

Officers of the Board have voted to approve the Other Board Positions whose terms shall begin at the annual meeting in May.

TRUSTEE AT LARGE	*Jennifer Muir*
TRUSTEE AT LARGE	*Susan Negrelli*
ADMINISTRATIVE & POLICY COUNCIL CHAIR	*Peter Bocciarelli*
ASSOCIATES COUNCIL CHAIR	*Mark Anderson*
EDUCATION & PUBLIC AFFAIRS COUNCIL CHAIR	*Robert Longo*
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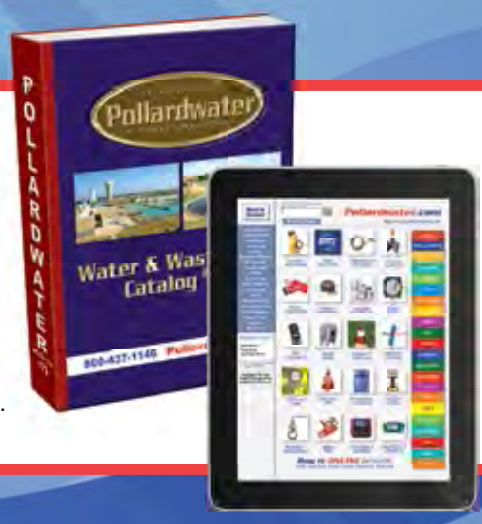
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Visit the website at *www.ctawwa.org* for committee descriptions.

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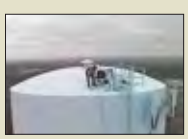
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ATCAVE 2014

A Success!

A new venue – CoCo Key Water Resort-Hotel-Convention Center in Waterbury - 81 vendors displaying the latest technology; expanded educational programs for large and small systems; Fresh Ideas poster contest; DPH poster contest; students looking at the water industry as a career; a DPH roundtable; Water For People raffles; national AWWA membership booth; and thankfully, a day free from snow - all sums up ATCAVE 2014.

Eighty-one vendors participated in the show, an increase of 15 vendors in one year. Vendors networked at the reception the night before the show and enjoyed a breakfast the morning of set-up.

Full-day sessions, with a mix and match option, were offered in Water Quality and Treatment, Distribution Operations and Management.

The program committee, co-chaired by Connecticut Water Company's Gerry McDermott and Hazen and Sawyer's Scott Bonett offered a vast selection of topics and excellent speakers.

Presenting at the Water Quality and Treatment track were: Peter Grabowski and Elizabeth Baldwin both of Tighe & Bond; Susan Negrelli, The MDC; Jennifer Osgood, CDM Smith; DPH Drinking Water Division Staff; Dr. Robert Kortmann, Ecosystem Consulting Service, Inc.; Richard Stevens, Groton Utilities; John P. Beckley, Fay Spofford & Thorndike, and Mariusz Jedrychowski, Wright-Pierce.

The Distribution Operations track featured speakers: Chuck Wilson, Hazen & Sawyer; George Kansas, Tighe & Bond; Michael Mondelli, ARCADIS; John McCluskey, NYC Department of Environmental Protection; John Krawczyk, Fay Spofford & Thorndike and Mike Funk, Pure Technologies.

The Management track featured speakers were: Jen Muir, JK Muir, LLC; Craig Patla, Connecticut Water Company; Dr. Ben Stanford, Hazen and Sawyer; Peter Baril, GZA Environmental; Bob Rudd, Solar City; Jim Flynn, Regional Water Authority; and Kate Novick, Gradient Planning.



The ever-popular "On the Dot" game coordinated by former section chair Marcey Munoz, had a wide variety of prizes offered by the vendors. Many attendees participated in the successful game.

Waterbury Mayor Neil O'Leary addressed the vendors and attendees thanking them for visiting the city. Waterbury Department of Water Superintendent Chris Bogucki and Environmental Resources and Water Quality Manager Don Carver, both past CTAWWA chairs, accompanied the Mayor on his tour of the expo.



Lori Mathieu of the Drinking Water Section of the Department of Public Health offered a roundtable for water utilities and offered an insight on the upcoming reorganization of her section. Mayor O'Leary also addressed the group.

In addition to their booth, DPH also hosted a poster contest for high school students. Working with the Uncas Health District, students were invited to participate in a poster contest in celebration of National Drinking Water Week 2014. The attendees at ATCAVE were able to vote for their favorite poster. The winner will be announced at an event in the District.



"The Connecticut Section is very appreciative of the Drinking Water Section's longstanding commitment to ATCAVE. Our special thanks to Lori Mathieu and the entire staff of the Drinking Water Division for their program, insight and support," said Steve Melanson, Chair. "We look forward to planning with them for ATCAVE 2015."

Chloe F. Greenberg, a staff engineer at Tighe & Bond presented a Fresh Ideas poster entitled 'What's the Big Deal With Asset Management?' As winner of the Fresh Ideas poster contest, she will travel to ACE 2014 courtesy of the section to present nationally. The Fresh Ideas poster contest was coordinated by YP co-chairs Tiffany Lufkin of Regional Water Authority and Jay Reginatto of HD Supply.

Students from the 9th grade who will become the first graduating class from the Waterbury Career Academy listened to a presentation by Water For People chair Meg Slater, before touring the expo floor. Accompanying them on their visit was Principal Dr. Louis Padua and Assistant Superintendent of Schools Dr. Paul Sequeira.

Water For People held a successful raffle at their booth.

"We are very grateful to our vendors including the Section Enhancers, speakers and attendees who took this journey with us to the new location," Pam Monahan, Chair of ATCAVE 2014 said. "The hotel staff was wonderful to work with and very flexible to meet our very large event – we took every inch of available space at the resort."

ATCAVE 2014







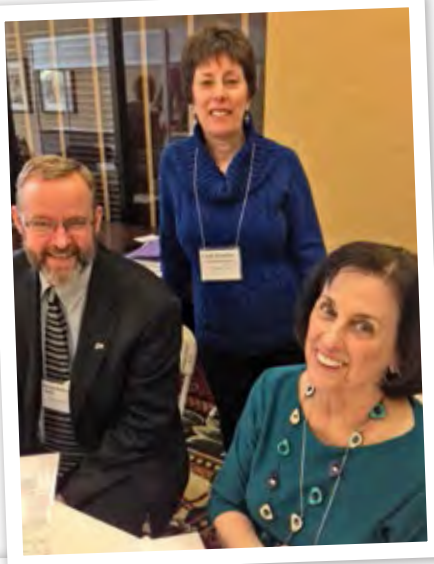


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- Bingham & Taylor
- Blake Equipment
- CDM Smith, Inc.
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- CTAWWA - AWWA Membership
- CTAWWA/CtWARN
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ATCAVE At a glance



Kevin Barber, Cindy Gaudino & Marcey Munoz help out at the registration desk-L-R



Afternoon Technical Session - Solar City



Afternoon Technical Session - Mike Funk, Pure Technologies



Morning Technical Session



Waterbury Mayor Neil O'Leary & Lori Mathieu DPH



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On the Dot sponsors

The ATCAVE committee thanks the following companies that contributed prizes to the 'On the Dot' game at the recent Expo.

Thank you sponsors!

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Developing a **state water plan**

By Betsy Gara, Executive Director, CWWA

"Always plan ahead. It wasn't raining when Noah built the ark."
Richard C. Cushing

As Noah probably learned, getting your ducks in a row isn't always easy. For decades now, various stakeholders and studies have concluded that Connecticut should develop a state water plan to balance the competing demands on the state's water resources.

Why hasn't it happened? State government tends to be reactive in nature. Absent a crisis, other priorities take precedence. And Connecticut is considered 'water rich' in many respects. Moreover, state agencies have faced deep staff reductions, forcing them to focus resources on issues of a more urgent nature.

In 2001, the legislature created a Water Planning Council (WPC) to coordinate the activities of the four agencies with responsibility for water resources to address issues involving water utilities, water resources, and future water supply - the Department of Energy and Environmental Protection (DEEP), Department of Public Health (DPH), the Public Utilities Regulatory Authority (PURA) and the Office of Policy and Management (OPM).

Although the Water Planning Council has not developed a state water plan, it has taken steps, including appointing an Advisory Group of various stakeholders, that should pave the way for the creation of a balanced state water plan to better manage the state's water resources.

And, a debate over how the University of Connecticut should expand its water supplies to meet growing demands has shined a spotlight on the need to develop a state water plan. In response, Rep. John Hampton (D-Simsbury), Rep. Mary Mushinsky (D-Wallingford) and other lawmakers convened a 'Water Summit' to discuss the need to develop a state water plan.

"We have formed subcommittees to discuss, study and explore particular aspects of water planning with the goal of creating a comprehensive and dynamic statewide strategic water plan," said Rep. Hampton in announcing the Water Summit. Lawmakers, representatives from water companies, environmental organizations, state agencies, the University of Connecticut and other stakeholders met on several occasions to outline recommendations to create a plan.

HB-5424, now pending before the state legislature, directs the Water Planning Council to develop a state water plan. In testifying before the Environment Committee, CWWA's Executive Director Betsy Gara said, "Developing a state water plan is a critical step in ensuring that Connecticut has sufficient public water supplies to meet the state's current and future public health, safety and economic development needs while providing for other water resource needs."

CWWA has been meeting with lawmakers and stakeholders to fine-tune the language to make sure the charge directs the creation of a balanced plan that protects public water supplies.

In addition, the CEOs of four major water companies, Aquarion, The Metropolitan District (MDC), South Central Connecticut Regional Water Authority (RWA) and The Connecticut Water Company, submitted a letter to the state Department of Public Health urging the state to complete the Water Utility Coordinating Committee (WUCC) process and approval of their respective plans as a first step in developing a state water plan. Building on the WUCC process to provide for coordinated water supply planning will provide important data necessary to the development of a state water plan.

The bill was approved by the legislature's Environment Committee and is awaiting further action in the House. For more information, please contact Betsy Gara at *gara@gmlobbying.com*

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State capitol focused on water issues

This session, lawmakers are considering several bills affecting the state's water industry. In addition to legislation directing the creation of a state water plan, there are proposals to assist areas impacted by contaminated wells and efforts to reduce burdensome regulations. Here is an update on some of the issues currently pending:

Meeting the need for potable water

Water companies have worked with some towns and cities to install water systems to address the water supply needs of residents and businesses in areas impacted by contaminated wells. In many cases, the area would benefit from the installation of water systems that not only have the capacity to meet the needs of the affected residents and businesses but also have the capacity to provide water supplies for fire protection and economic development projects.

Unfortunately, the current funding formula used by the state Department of Energy & Environmental Protection (DEEP) in administering the program penalizes municipalities that would benefit from a water system with the capacity to meet the public safety and economic development needs of the community.

A bill backed by CWWA, HB-5420, addresses this inequity to help towns and cities meet the long-term public water supply needs of their communities.

Reducing burdensome regulations

At CWWA's Legislative Planning meeting, a number of water companies raised concerns regarding the state Department of Public Health's 'Change in Use' permit, which requires water companies to submit and obtain approval for a wide range of routine activities. As interpreted, the Department requires a permit for anything that involves moving 'one shovel of dirt' at a well field.

As a result, water companies are wasting time and money completing applications and waiting to move forward with projects for activities that are needed to maintain the system. For example, stone revetment, which is often needed to protect embankments from erosion, has been considered a change in use by the department.

These delays are frustrating, particularly because many projects can only be completed during certain periods of the year when due to temperature and weather conditions. Not only does this tie up water company projects, it ties up DPH staff whose time would be better spent on reviewing applications for projects that may actually affect water quality.

DPH agrees that the process needs to be streamlined and CWWA is working with them to clarify the language.

Licensed water professional

CWWA also initiated legislation to authorize DPH to create a Licensed Water Professional (LWP) program to facilitate review of basic, run of the mill submittals. For example, a LWP could be used to certify that a pressure reducing valve pit was properly designed. This would free up department staff to focus on priority issues.

Lawmakers are interested in the proposal and are supporting legislation to direct DPH to identify the activities that could be approved by a Licensed Water Professional, define the standards and licensing process and report back to the legislature.

Interested in learning more about pending legislation?

Join CWWA's Legislative Committee; open to all members and CWWA Supporters. Contact Betsy Gara at *gara@gmlobbying.com.*



Meg Slater

Wright-Pierce

"I am really proud to help support Water For People; not only are they trying to make the world a better place, but they also seek to do so in smart and innovative ways."

Volunteer with CTAWWA:
Water For People Committee Member since 2006, Chairwoman 2012-2015, founding member and current Co-Chair of the Middlesex County United Way Young Leader Society, Girl Scout Troop Leader

Day job:
Office Administrator and Marketing Assistant for Wright-Pierce, Middletown Office

Personal stats:
Married with daughter, age 10

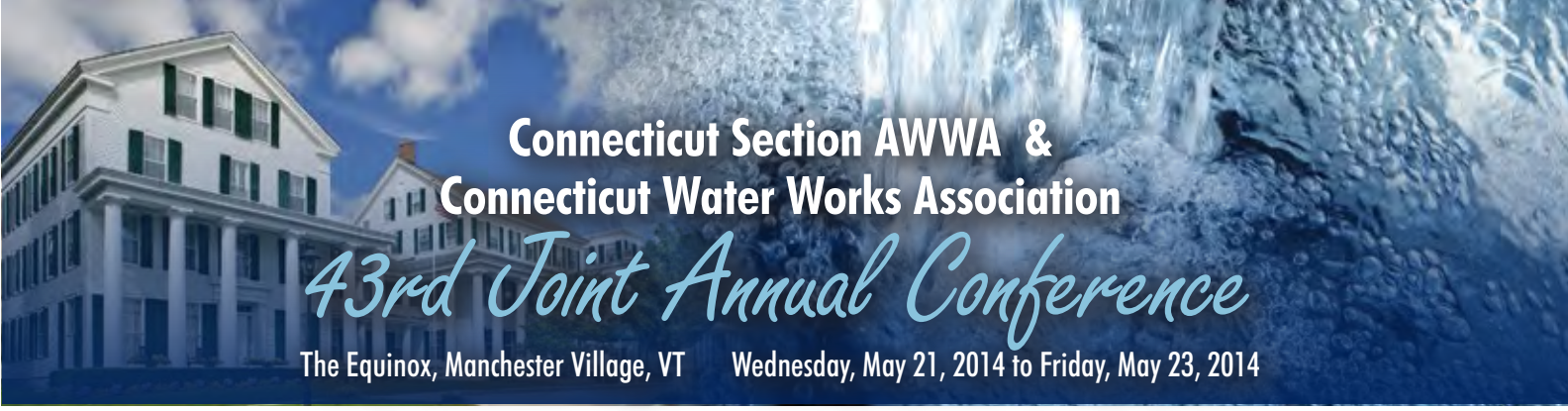
Recent gig with WFP:
Speaker at ATCAVE 2014 to 9th grade class of Waterbury Career Academy on Water For People and the importance of sustainable drinking water sources

Why volunteer for CTAWWA?
CTAWWA members are a fantastic group of interesting people from across all aspects of the water industry. Volunteering with the various committees is both an enjoyable time with fun-loving people, as well as a great networking opportunity.

What would you like to share?
Wait, I get to share anything? Well, of course I am going to pick something about Water For People, then! Their latest campaign is #ChangeTheGame. Water poverty isn't a new issue, and despite decades of effort by many groups, it seems as though very little lasting change has been effected. Water For People wants to change that, and bring the whole water charity industry along with them, to hopefully start making a more permanent impact on a larger scale. I am really proud to help support this particular charity; not only are they trying to make the world a better place, but they also seek to do so in smart and innovative ways.

Favorite water memory:
In High School, I was a member of a camping club, and late one spring we set out to hike and camp on Imp Mountain in New Hampshire. Of course, as is true of most New England mountains, the weather at the bottom was strikingly different than the weather at the top. Where the lower portions of the trail were clear and warm, by the mid-point it was cold, foggy, and we had to hunt for trail markers beneath the snow accumulation level. With the added effort of unexpectedly hiking through so much snow, we had almost run out of water before we reached the top, and we couldn't find the shelter where we were supposed to stay (it was probably buried!). Our leader turned us around, with the objective of spending the night in a warm hotel, and that's about when I miss-stepped and found myself in a pit of snow deeper than I was tall. Much to my surprise, my feet started getting wet in a stream of water. Instead of being pulled out right away, I was left in the hole to fill up bottles so we could treat the water with iodine tablets and satiate our thirst. It was a lucky find! And, oddly enough, this is still one of my favorite hiking memories.

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JOIN US for the 2014 ANNUAL JOINT CONFERENCE as we return to The Equinox, in Manchester Village VT

****** Training Contact Hours (TCH) will be offered for educational credits ******
during the Wednesday and Thursday sessions.

This year's conference will feature a full array of interesting technical sessions, industry updates and conference events that will benefit all attendees, including an AWWA/Section Forum, which will be facilitated by AWWA Vice-President Charlie Anderson. Conference registration begins at 11:00 a.m. on Wednesday, May 21, 2014 followed by a buffet luncheon at 11:30 a.m. As in the past, we are grateful to have the Associates Committee sponsoring the Wednesday luncheon and the keynote speakers, Seth Bongartz who will talk about Hildene, The Lincoln Family Home. Technical contact hours (TCH) will be offered again this year for the technical sessions.

In this section of *InFlow-Line*, you will find:

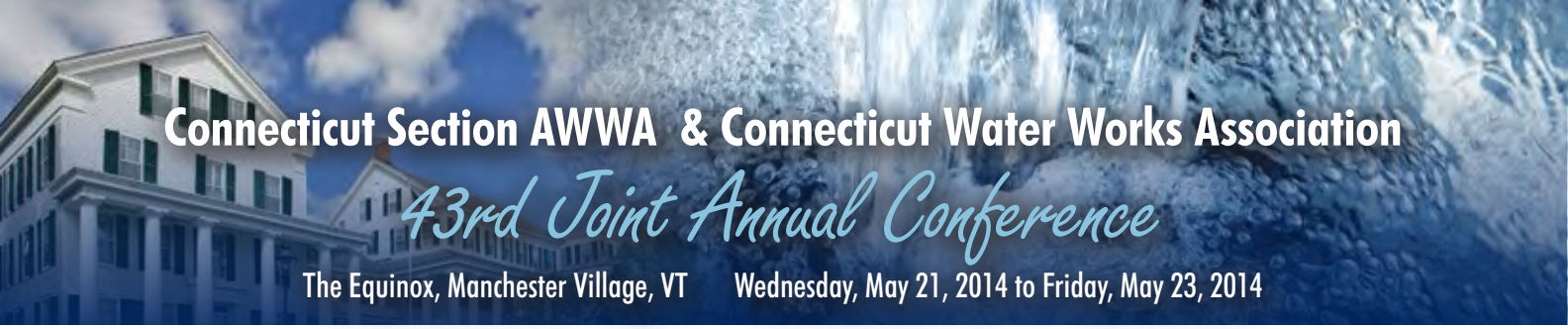
- **Conference Agenda**: The Conference Agenda details the times and topics of technical sessions.
- **Conference Registration**: The Conference Registration Form should be completed and returned with the appropriate registration fees by Wednesday, May 7, 2014. Golf and Bocci are available on Thursday afternoon. Please indicate on the registration form if you are interested in participating in either of these activities. Please note the golf fee includes greens fees, cart, box lunch and prizes and is not refundable.
- **Technical Session Registration**: Registration Form for the Technical Sessions only.
- **Hotel Registration**: Hotel registrations must be made directly with The Equinox, by Friday, May 2, 2014. Breakfast, dinner, taxes and fees are included in the room cost. The number of rooms available are limited and will be available on a first come, first serve basis.
- **Sponsorship Opportunities**: Companies are offered the opportunity to sponsor different portions of the conference. From break stations to social hours, there are many options to choose from. Please see the attached sponsorship form for details. Completed forms are to be sent to the CTAWWA Executive Manager by Wednesday, May 7, 2014 to meet publication deadlines.

CTAWWA accepts all major credit cards and you can register for the conference on-line. Please visit our website **www.ctawwa.org** for details.

We look forward to seeing you in Saratoga in May.

2014 Annual
Conference Committee





CONFERENCE AGENDA

Wednesday, May 21

Special Note:

Training Contact Hours (TCH) are available for educational credits for the Wednesday Afternoon (3* TCH) and Thursday Morning (2* TCH) Sessions

11:00 a.m. **Registration**

11:30 a.m. **Luncheon** – Sponsored by the Associates Committee

1:00 p.m. **Luncheon Speaker**
Seth Bongartz, President, Hildene, The Lincoln Family Home

2:00 p.m. **Technical Session Begins**

2:00 p.m. **Welcoming Remarks**
Steve Melanson, CTAWWA Chair
Guy Russo, CWWA President

2:15 p.m. **National Update**
Charlie Anderson, Immediate Past-President, AWWA

2:30 p.m. **Knowledge Management and Succession Planning in a Flat World**
Jack Jolls, RI Analytical Laboratories Inc.

3:00 p.m. **To Be Determined**

3:30 p.m. **Break**

4:00 p.m. **Connecticut Water Company Water Loss Reduction Project**
Kristen Berger P.E., ENV SP, Comprehensive Environmental Inc.

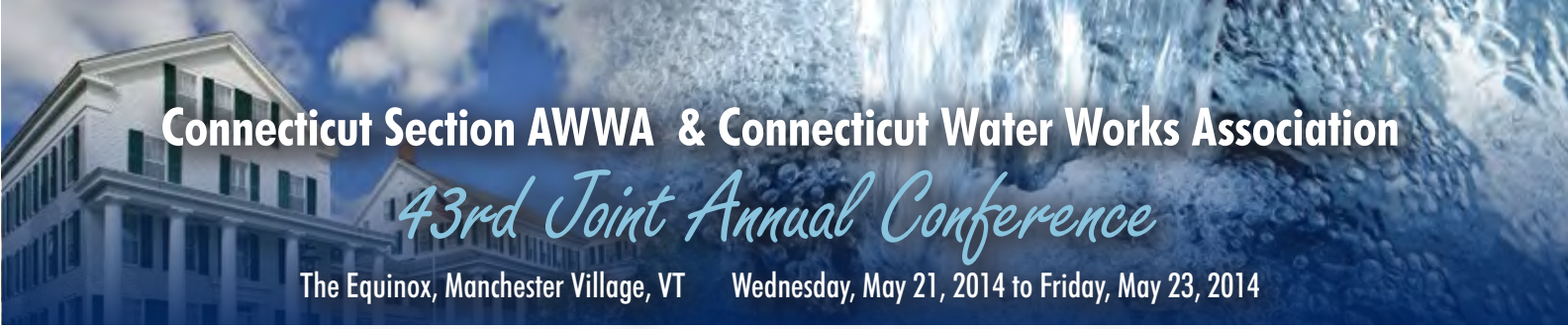
4:15 p.m. **Transferring Water Utility Capital Planning While Maintaining Focus on the Strategic Plan**
Beth Nesteriak, South Central Connecticut Regional Water Authority

4:45 p.m. **Joint Seals - A Solution to a Leaky Problem**
Leonard J. Assard, P.E., Heitkamp Inc.

5:15 p.m. **Technical Session Adjourns**

6:45 p.m. **Reception, Dinner and Awards Banquet**
Guest Speaker, Charlie Anderson, Immediate Past-President, AWWA

* TCH hours pending approval from CT DPH
Agenda subject to change



CONFERENCE AGENDA

Thursday, May 22

8:00 a.m. **AWWA / Section Forum** Facilitated by Charlie Anderson, Immediate Past-President, AWWA

9:15 a.m. **Technical Session Begins**

9:15 a.m. **Risk-based Prioritization of Capital Improvements Development of the Asset Planning Tool (APT) for Above Ground Assets**
Anne Vanrenterghem Raven, Ph.D., InfraPlan,
Shokoofeh Rezazadeh, Aquarion Water Company

9:45 a.m. **Filtration Rewilding for Iron and Manganese Removal**
Donald Thompson, PhD., P.E., Alan LeBlanc, P.E., Andrew Reid, P.E., CDM Smith
Erik Grotton, P.E., Blueleaf Pilot Testing Services

10:15 a.m. **How Can Commissioning Improve Long Term Reliability?**
Jen Muir, JK Muir, LLC

10:45 a.m. **CWWA Regulatory Update**
Betsy Gara, CWWA Executive Director
CWWA Legislative Chairs: Maureen Westbrook, Lori Vitagliano and Vinnie Susco

11:15 a.m. **Technical Session Adjourns**

7:00 p.m. **Reception and Dinner**

Friday, May 23

8:00 a.m. **Breakfast Meeting** CTAWWA / CWWA Joint Board Meeting

9:00 a.m. **Water Well Asset Management - The Importance of Time Based Preventative Well Maintenance**
Neil Mansuy, Subsurface Technologies, Inc.

9:30 a.m. **Sustainability of Lower Energy Costs by Utilization of Proper Pipeline Materials**
Roy Mundy II, P.E., M.S., McWane Inc.

10:00 a.m. **General Permits - The Latest Requirements for Water Treatment Residuals**
Paul E. Malmrose, P.E., Tighe & Bond

10:45 a.m. **Break**

11:00 a.m. **Water for People - Activity Update**
Rob Page, Water for People Committee

11:15 a.m. **WFP SMARTS Game**
Steve Melanson, Connecticut Water Company

Noon **Closing Comments and Adjournment**
Fred Rogers, CTAWWA Chair
Robert Wesneski, CWWA President

FEATURED SPEAKER

Charlie Anderson
Immediate Past-President
American Water Works Association



In his 40 years of employment in the public and private sector, Charlie Anderson has been involved in several aspects of the water business. In 2005 he retired from the City of Arlington, Texas after serving as assistant director and director of utilities for 31 years, and as deputy city manager from 2003 – 2005. Currently Charlie works for CDM Smith Inc. in their Fort Worth, Texas office as a Management Consultant.

Anderson joined AWWA in 1972, has served concurrently as the Texas Section Director and AWWA Vice President. He has served AWWA national as a member of the Coagulation-Filtration, Landmarks Award, Management Development Committees, and as the AWWA Management Division Chair. He has served the Texas Section as chair, chair-elect, vice-chair, past-chair, management division chair and trustee. Charlie was appointed by AWWA President Mike Leonard to Chair the Ad Hoc Committee on Affiliation Agreements. To this position he brought his long experience as a manager and negotiator to balance the interest of AWWA and the Sections, and to help forge the future of AWWA.

Charlie is a life member of AWWA and a recipient of the George Warren Fuller Award. He has received numerous awards from the Texas Water Utilities Association of which he is a member. He is also a member of the Water Environment Federation, Water Environment Association of Texas, and the American Chemical Society.

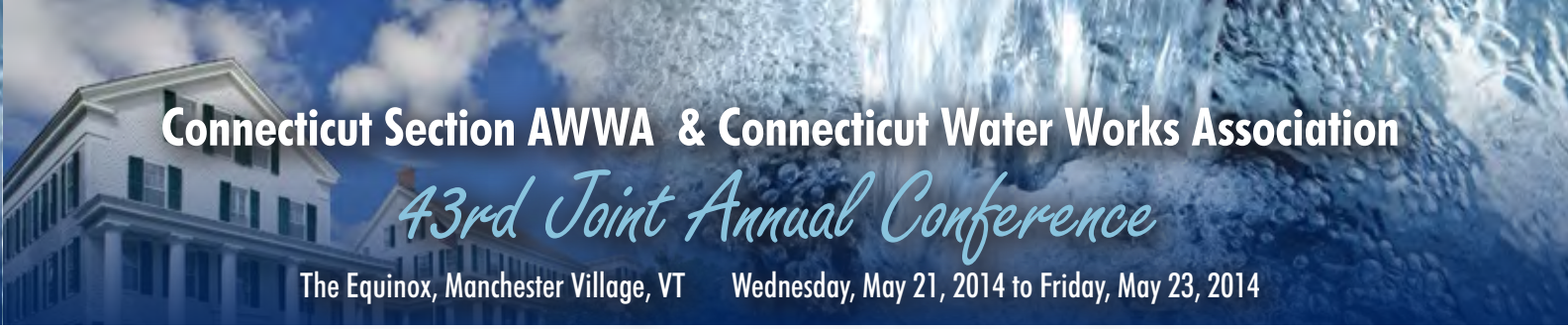
Charlie graduated from Texas Wesleyan University with a BA in Chemistry, and lives in Arlington Texas with his wife Cindy and enjoys spending time with his two daughters, their husbands and seven grandchildren.

WEDNESDAY'S LUNCHEON SPEAKER

Seth Bongartz, President
Hildene, The Lincoln Family Home

Hildene, The Lincoln Family Home, is the 412 acre estate of presidential son, successful lawyer, statesman and Pullman Company president, Robert Lincoln. Built in 1905, Hildene was home to three generations of Abraham Lincoln's direct descendants for 70 years. Members of the community fought to save the estate in 1978, protecting it from development, committing to the restoration and conservation of home and land and to honoring the family's legacy. For the more than three decades since, Hildene has evolved in its mission while remaining rooted in Lincoln ideals. Its mission, *Values into Action*, is about making a difference and its core values of integrity, perseverance and civic responsibility are manifest in venues and programming from the historic home to Pullman car, Sunbeam; farm to wetland; and gardens to pollinator sanctuary.





Full Conference Registration Form

Includes Technical Sessions

Name: _____ Spouse/Guest: _____

Company: _____

Address: _____

City: _____ State: _____ Zip: _____

E-Mail: _____ Phone #: _____

Note: Hotel registration includes overnight accommodations, dinners, breakfasts, taxes and gratuities.
Hotel registrations must be made directly with the hotel using the enclosed form.

CONFERENCE FEES (Per person): Circle choices

Registration Member (Before May 7, 2014) $200

Registration Member (After May 7, 2014)..... $250

Registration Spouse/Guest..... $75

18-Hole Golf Tournament: Circle choices

Price includes greens fee, cart, box lunch and prizes. Please note: Registration fee is NOT refundable.

Golf: Member..... $100

Box Lunch Selection (circle one): Roast Beef Turkey Ham

Golf Spouse/Guest $100

Box Lunch Selection (circle one): Roast Beef Turkey Ham

To arrange for golf teams: Contact Dan Lesnieski at (800) 428-3985 ext. 2834 Fax (860) 627-6344

Bocci Tournament:

Bocci: Member..... $15

Bocci: Spouse/Guest $15

Please note: Lunch is on your own for bocci participants.

TOTAL OF ALL CIRCLED ITEMS ..... _____

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ADVANCED REGISTRATION is required for the conference.
Please return this form with your check payable to: "CTAWWA" and mail to:

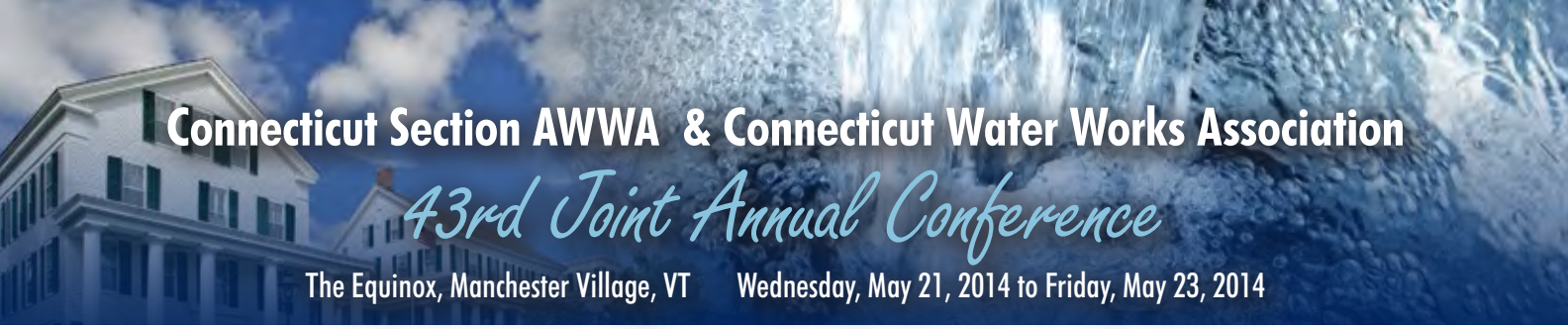
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Registration for Technical Sessions ONLY

Name: _____

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Note: **Please use this form to register for the Technical Sessions ONLY. By registering for only the Technical Sessions, you will not be admitted to any of the conference related activities. If you wish to register for the entire conference, please use the Full Conference Registration Form.**

TECHNICAL SESSIONS (Per person): Circle choices

Wednesday Afternoon Technical Session $50

Thursday Morning Technical Session $50

Both Wednesday Afternoon and Thursday Morning Technical Sessions $100

WEDNESDAY LUNCHEON:

Wednesday Afternoon Luncheon $25

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ADVANCED REGISTRATION is required for the technical sessions.
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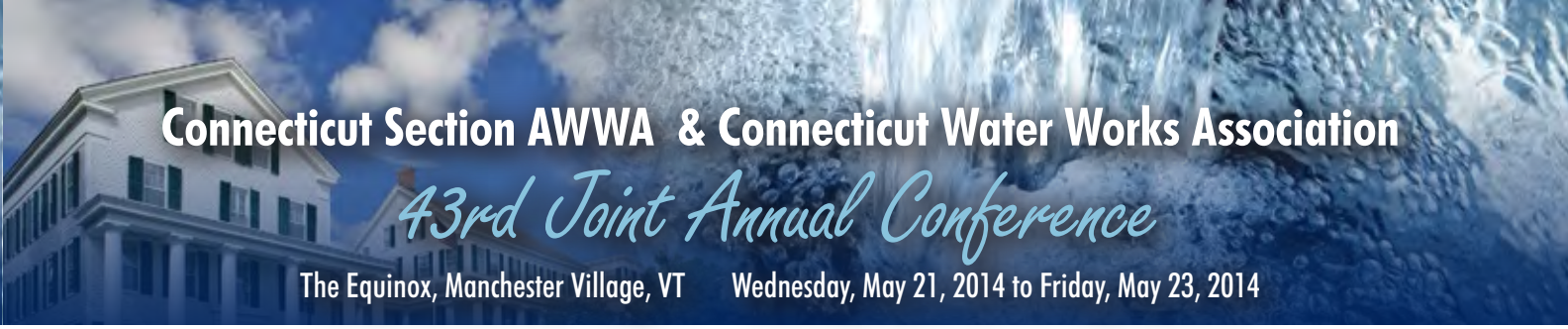
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Thank you for your support and sponsorship at the Annual Conference!!

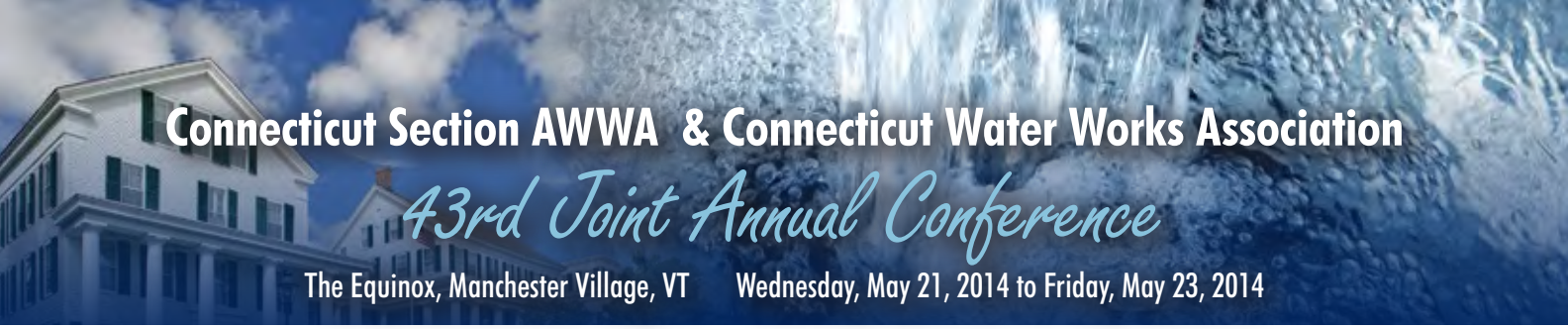
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Cancellations that occur **within 3 weeks of May 21, 2014** will result in forfeiture of the deposit.

Cancellations that occur prior to the 3-week cutoff will receive a full refund.

Please complete and return this form as soon as possible to ensure confirmation of your reservation.

This reservation must be faxed or mailed with deposit to confirm.

No phone reservations please.

Arrival Date: _____

Departure date: _____
Accommodations will be occupied by: (name persons sharing room, please print)
Are 2 beds required? _____(please check if Yes)

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2013 State Building Code adopted

The 2013 Amendment to the 2005 State Building Code were adopted effective February 28, 2014. This Amendment adopts the 2009 International Residential Code and the 2011 National Electrical Code into the 2005 State Building Code, with Connecticut specific changes. To access the code, visit *www.ct.gov/dcs*.

Pharmaceutical Universal Waste Stakeholders Group

The Connecticut Department of Energy and Environmental Protection (DEEP) has established a Pharmaceutical Universal Waste Stakeholders Group comprised of professionals with broad pharmaceutical expertise to assist in the development of the regulations to propose hazardous pharmaceutical wastes to be managed as a Connecticut universal waste. Designation as a Connecticut universal waste would be a less stringent regulatory framework than is currently required under the existing hazardous waste management regulations. All Stakeholder documents are accessible online at *www.ct.gov/deep*. For more information, please contact Michele DiNioa at 860-424-3816, or at *michele.dinioa@ct.gov.*

OPM completes Regional Boundary Study

The Office of Policy and Management (OPM) has completed its study of the regional planning boundaries. Each of the appeals to the proposed boundary changes (Burlington, Bristol and Plymouth) have been favorably resolved. There are now 9 planning regions, which must become Councils of Government by January 1, 2015.



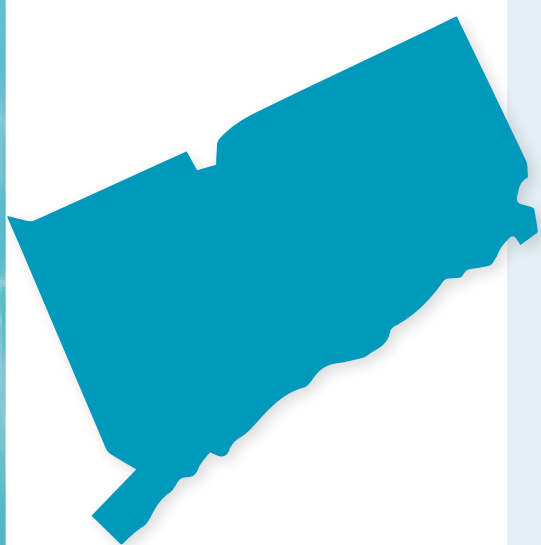
Connecticut 2014
Section Enhancement Program

The CTAWWA Associates Committee recognizes the following businesses that have become part of the Connecticut 2014 Section Enhancement Program. Section members of the manufacturer, supplier, consultant, service provider and contractor categories contribute significant time and financial resources to the Section.

The Section Enhancement Program offers recognition for participants. The program has sponsored luncheons, speakers, welcome gifts, scholarships and fund raising raffles at the various Section events.

In addition to various activities, in 2013 the Associates Committee was able to award a total of $7,000 in scholarships to ten college students with ties to Section members.

For more information on becoming at CTAWWA Section Enhancer, please contact Dennis Bove, Premier Laboratory, Chair of the Associates Committee at 860.334.0103, or e-mail at *dennisb@premierlaboratory.com*.



Thank you to our Enhancers:

- A.J. Penna & Sons
- A.Y. McDonald Mfg., Co.
- Able Tool & Equipment
- Aclara
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- Aquarion Water Company
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- Star Pipe Products
- Superior Products Distributors, Inc.
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Three-pronged approach protects drinking water

Larry L. Bingaman, President & CEO, South Central Connecticut Regional Water Authority

Last month, water consumers in the Charleston, West Virginia area were unable to use their tap water due to a chemical spill into the Elk River. The river is the sole source of drinking water for over 300,000 residents in nine counties in West Virginia. Fortunately, Connecticut's water utilities have earned high marks for their efforts to prevent and respond to such situations, as demonstrated by one utility's approach.

The nature of the South Central Connecticut Regional Water Authority's (RWA) business, providing drinking water to some 430,000 residents in 15 communities in south central Connecticut, demands that we have strong risk mitigation plans and procedures in place to limit our exposure to such an incident. However, the question remains, "Could something similar happen to the RWA's sources of water?"

While there is always that possibility, the RWA it is well positioned to limit its exposure to such an incident and has robust response and recovery procedures in place.

First, the RWA uses multiple sources for the area's drinking water, rather than relying on one source, as is the case in the Charleston area. The water we supply to our consumers comes from 10 lakes and three groundwater aquifers. Because the distribution system of pipes that deliver water to homes and businesses in the area is interconnected, we can shut down one treatment plant and still ensure that water is available to meet the area's needs. The water company for the nine counties affected by the spill in West Virginia did not have that option.

Second, the RWA's multi-barrier approach to protect the sources of your drinking water focuses on pollution prevention and watershed management. We own and protect over 27,000 acres of watershed and aquifer lands. The RWA monitors activities on the land around reservoirs, watching for potential contamination. We look at existing land uses near the reservoirs and scrutinize proposed developments on public water supply watersheds and aquifer lands. Inspections, combined with security measures and a team of environmental analysts, water quality and laboratory technicians, lake crews and foresters, work together to safeguard the health of our reservoirs and groundwater aquifers.

Water is tested all along the way from the source to your tap. Every year, the RWA's laboratory does more than 100,000 tests on over 15,000 water samples taken from many different places throughout the water distribution system, within our water treatment plants and in the reservoirs and aquifers where water is stored prior to treatment. Our nationally-certified laboratory tests for many different compounds and contaminants using state-of-the-art equipment. The results of these tests are compared to more than 175 state and federal standards and are reported to the Connecticut Department of Public Health. We produce a water quality report for our consumers each year, providing the details of those compounds for which we've tested and have found in the water.

Third, strong environmental regulations in Connecticut protect all water resources including public water supplies. Regulations on chemical use, storage and disposal that companies must follow reduce the risk of spills entering the environment. Connecticut is also one of two states in the nation that prohibit the discharge of wastewater into public water supply sources, such as streams and rivers.

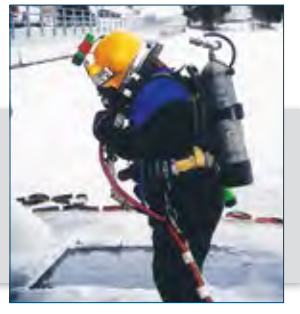
In the event of an emergency with the potential to affect the water we drink, the RWA uses an all-hazard incident management plan, which allows us to quickly organize our emergency response and recovery efforts to manmade or natural threats. The plan provides a framework to structure a response required to protect life, property, continuity of operations and water quality. The RWA also uses a wide variety of hazard-specific response plans which provide detailed procedures for various types of incidents including the failure of a treatment plant or pump station, water quality emergency, drought or flood response and severe weather.

The RWA monitors the sources of your drinking water closely to ensure you receive the highest-quality water possible. We are ready to respond in the unlikely event that a catastrophe such as a chemical spill happens in the greater New Haven region.

The South Central Connecticut Regional Water Authority (RWA) is a non-profit, public corporation and political subdivision of the state. Its mission is to provide customers with high-quality water at a reasonable cost while promoting the preservation of watershed land and aquifers. RWA provides approximately 48 million gallons of water per day to some 430,000 consumers in 15 communities in the New Haven region. The source of this water is a system of watershed and aquifer areas that cover about 120 square miles within 24 municipalities. Much of the 27,000 acres of the RWA land is managed for watershed protection, timber resource conservation, wildlife habitat, open space, education, and research.

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Training challenges for today's plant operator

Due to an aging workforce, utilities today are facing a tremendous loss of seasoned, very experienced employees. This poses many training challenges for all positions within a utility, but none as critical than the position as a Water Treatment Plant Operator.

The days of operating a treatment plant manually are long gone. Certainly there are a few utilities that have not made the jump into the 21st Century yet, but they are in the minority. The veteran operator remembers manually recording tank levels, flows, pH, turbidity, and chlorine residual, along with replacing strip charts and circular charts on a weekly, if not daily basis. Those operators made what they call rounds throughout the plant visiting all chemical feed systems, filters, and treatment processes. Today, with the advancement of automation and operation through Supervisory Control and Data Acquisition (SCADA) systems, the frequency of plants being unmanned has increased and operators have become more hands off. Data is collected and archived automatically; alarms are generated to alert the operator of a problem within the process automatically; filters are backwashed automatically; chemical day tanks are filled automatically; and even plant flows are increased or decreased automatically through clever and well thought-out computer programming. This makes things sound easy and life is good, right? Well until the system crashes.

The approach to training a new employee on the complete operation of the treatment plant has to be a balanced approach between knowing how to control the facility through your SCADA system, and knowing how to operate each and every process manually without the eyes of the computer operating system. If this approach isn't incorporated into your training regiment, the operator who only knows how to operate the plant through a click of a mouse will be useless in an emergency resulting from a loss of signal, loss of electricity, or complete computer failure. The training process is long and those involved must be patient, but believe me it will be worth it.

The training focus in water treatment tends to be on the treatment processes. Coagulation, flocculation, sedimentation, filtration, disinfection and corrosion control, are just a few of the processes the operator must fully understand, but the operation of the plant are equally important. Those supervisors and managers involved with the training process should incorporate both the automatic and manual operation of the following:

- Startup & Shutdown of the Plant
- Filter backwashing
- Emergency disinfection
- Switchover of chemical feed systems
- Spill Control
- Chemical deliveries
- Level monitoring within storage tanks
- Storage Tank isolation
- Sampling
- Data collection/Regulatory compliance

Through the use of continual training, and written Standard Operating Procedure's (SOP's), new plant operators will become more confident, require less supervision, and actually understand the whys and hows of plant operation. Remember, an educated operator is an asset to your organization. Don't become a headline due to a poor decision, train today and add value into your plant.

"Don't become a headline due to a poor decision, train today and add value into your plant."

__Raymond Baral__ is the Superintendent of Water Treatment for the MDC, past Chair of the CTAWWA, and is a member of the AWWA Treatment Plant Operation & Maintenance Committee.

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Drinking Water Week 2014

Tuesday, April 29 marks the date of the second 'Celebrate Water Week and Scholarship Awards Ceremony' to take place at the Main Atrium of the Legislative Office Building.

The Hon. Nancy Wyman, Lieutenant Governor of the state of Connecticut will be the guest speaker.

The event is jointly sponsored by the Connecticut Water Works Association (CWWA) and the CT Section of the American Water Works Association (AWWA) to recognize graduating high school students who have demonstrated a keen interest in pursuing a career in water and environmental related professions.

The Scholarship Awards will be presented by the Dennis Bove, Chair of the CTAWWA Associates Committee and Guy Russo, President of CWWA. Len Assard of Heitkamp, scholarship chair, will also be on hand to present the awards.

David Kuzminski of Portland Water Department and Seb Agostino of the Connecticut River Academy are this year's recipients of the Department of Public Health Education Merit Award for their work with the five-year old Water and People program.

Dave Kuzminski is the Director of Technology for the Town of Portland. Seb, though retired from Portland High School, continues to teach students at the Connecticut River Academy.



A reception follows the ceremony. The joint effort of CTAWWA and CWWA is chaired by Guy Russo of the City of Middletown Water Department and includes members from both organizations.

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Upgrading to the 21st Century

Considerations when upgrading to VFDs in water pumping applications

Darleen Buttrick, P.E. and Marek Strojvus – Tighe & Bond

The replacement of flow control valves with variable frequency drives (VFDs), also known as adjustable frequency drives, has gained popularity over the last 15 years due to the promise of increased efficiency and added operational flexibility. However, several items must be considered prior to making the investment in VFDs.

Are VFDS the best solution?

VFDs provide an additional level of control for pumping applications, allowing flow rates to be varied. This can allow utilities to better meet distribution system demands, provide additional operational flexibility when filling water storage tanks, or provide better pressure control in other situations such as the removal of a water storage tank from service for repairs. However, VFDs may not always be the best solution. In cases where a pump has a "flat" curve, VFDs may offer little to no additional control before the reduced speed simply results in little to no flow from the pump. Also, in applications where a pump station pumps directly to a water storage tank, if a pump is always run in constant speed mode, a VFD may not be worth the investment, and a soft start may be a better application.



Typical 6- Pulse Variable Frequency Drive

In fact, a VFD may result in an overall net loss in efficiency in cases where a pump is run at constant speed at speeds close to 100%, due to energy losses associated with operation of a VFD. The VFD's function of high frequency switching results in switching losses in the VFD and electromagnetic compatibility (EMC) noise that is injected into the motor and associated equipment. EMC noise causes increased losses in the power supply and in the motor due to distortion of the current and voltage waveforms. Combined with additional losses in the VFD itself, VFD losses are typically in the order of 3% to 5%.

Prior to investing in a VFD, a utility should consider what the desired outcome is, and whether or not that can be achieved with the existing equipment in place.

Considerations when upgrading to VFDs

Harmonics

When considering an upgrade to VFDs, factors such as the size of the pump and the distance between the motor and drive need to be considered with respect to the possibility of harmonic distortion. Harmonics generally become more problematic for VFDs installed on larger horsepower pump motors or in applications where the VFDs cannot be installed in close proximity to the motor. Harmonics can result in electronics such as TVs, computers, or PLCs not functioning properly and can also impact controls on standby generators. If a standby generator is present, the generator manufacturer should be contacted to determine if harmonics will be an issue.

Also, harmonics may lead to bearing loss due to high frequency voltages and currents. Sparking between the bearing's ball and the bearing's ring occurs when these high frequency voltages find a path to ground through a bearing. Over time, this will cause erosion in the bearing known as a fluting pattern. For large motors, pathways for high frequency currents that pass through the motor shaft ends are provided by the winding's stray capacitance, creating a bearing current. Poor grounding of the motor can lead to shaft ground bearing currents.

If harmonics may be an issue, an upgrade from the a standard 6 pulse VFD to a 12 or 18 pulse VFD, or the addition of line reactors or harmonic filters (passive or active) may be warranted, which often more than doubles the cost of the upgrade to VFDs.

Is my flow control valve still needed?

Flow control valves are typically no longer needed once a VFD is installed, since the VFD will serve the purpose of gradually increasing flows at startup and shutdown of the pump. However, the utility may want to consider replacement of the existing check valve with a more sophisticated check valve. The sophisticated check valve has additional control of the valve closure via a high pressure hydraulic cylinder or other means, in situations where valve slam or water hammer associated with rapid flow reversal conditions on pump shut down have been known to be a concern or problem. The removal of flow control valves will only amplify an already pre-existing condition, since standard VFDs offer no control in the event of a sudden power failure, for example.

"When considering an upgrade to VFDs, factors such as the size of the pump and the distance between the motor and drive need to be considered with respect to the possibility of harmonic distortion."

Conclusion

In the right application, VFDs provide advanced operational flexibility and can result in added efficiencies and reduced power consumption. Also, utility rebates are often available for VFD upgrades. However, considerations such as the potential for damaging harmonics and the need for additional protection against flow reversal must be considered.

About the authors

Marek Strojvus *is an electrical engineer at Tighe & Bond and has been with the firm for approximately 6 years. He has a Master of Science degree in Electrical Engineering from University of Zilina, Slovakia. He is currently a member of the National Fire Protection Association (NFPA) and Institute of Electrical and Electronics Engineers (IEEE).*

Darleen Buttrick *is a Project Manager at Tighe & Bond and has been with the firm for 10 years. She has a Bachelor of Science in Chemistry from Bucknell University and a Master of Science in Environmental Engineering from the University of Massachusetts-Amherst. Darleen is a registered Professional Engineer in Massachusetts and Connecticut. She is currently a member of the American Water Works Association, the New England Water Works Association, the Western Massachusetts Water Works Association.*



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CtWARN

CtWARN chair Tom Barger of Regional Water Authority announces that in partnership with the EPA Water Security Division, DPH Drinking Water Section and Horsley & Witten, free ICS/NRF training will be offered in the coming months.

These workshops will assist water and wastewater utilities to operate more efficiently and effectively during an incident or event utilizing the ICS. The training is also being offered to help utilities to understand the purpose of the National Response Framework (NRF) and the US EPA's role within the NRF in support of Emergency Support Function (ESF) #3, Public Works and Engineering.

The first training, offered Wednesday, April 23 at the Lake Whitney Water Treatment Plant in Hamden, is one day, and will be training for IS-200 b (ICS for Single Resources and Initial Action Incidents) and IS-800 B (National Response Framework, An Introduction). Any utility management employee or those employees who may supervise others in the field under emergency conditions should have this training. In addition, any utility employee whose primary responsibility is emergency management or has an emergency planning role at the utility should complete the training.

There is no registration fee, but pre-registration is required. Register at: *www.horsleywitten.com/ICS200/*.

The second training is a four-day course from Tuesday, June 17 to Friday, June 20 at the Buck-Foreman Community Center in Portland. Courses offered are: ICS -300 (Water Sector Intermediate) and ICS-400 (Advanced Incident Command Training/Certification). Any utility management employee who may service in an ICS leadership role should attend the training.

There is no registration fee, but pre-registration is required: Register at: *www.horsleywittin.com/advancedICS/*

State of Connecticut Water Sector

Water Sector Intermediate (ICS-300) and Advanced (ICS-400) Incident Command System Training/Certification

Tuesday, June 17 – Friday, June 20, 2014 · Portland, CT

Why are Water Sector Intermediate (ICS-300) and Advanced (ICS-400) Incident Command System Training and Certification being offered?

In order to help the water sector achieve National Incident Management System (NIMS) compliance and be better prepared to manage emergencies, the USEPA previously offered water sector introductory Incident Command System (ICS) and NIMS training. This 4-day training sponsored by the USEPA builds on the previous training and will help drinking water and wastewater utilities to operate as efficiently and effectively as possible during a large incident or event utilizing the ICS. Training participants will receive certification in both courses, which further enhances NIMS compliance within the water sector.

What topics will be covered at the Water Sector ICS-300/400 Training and Certification?

ICS-300

- ICS fundamentals;
- Unified Command;
- Incident management operations;
- Resource management;
- Planning process (the planning "P"); and
- Demobilization, transfer of command, and closeout.

ICS-400

- Command and general staff;
- Major and/or complex incident/event management;
- Area Command;
- Multiagency coordination; and
- Organizational relationships.

Why should I attend the Water Sector ICS-300/400 Training and Certification?

First, it is vital to understand ICS, as this incident management system is the national standard for responding to any incident anywhere in the U.S. Second, using ICS is required by NIMS. In addition, it is important for utility management staff to understand how larger incidents and events will be managed when several agencies and jurisdictions will be involved in a response. Federal Emergency Management Agency (FEMA) ICS-300 (Intermediate ICS) and ICS-400 (Advanced ICS) certifications will be available to all participants. There is no fee to attend this training.

Who should attend the Water Sector ICS-300/400 Training and Certification?

Any utility management employee who may serve in an ICS leadership role should attend the water sector ICS-300/400 training.

What are the Prerequisites?

Participants must have taken and received FEMA certifications in Introduction to the ICS (IS-100.PWb), ICS for Single Resources and Initial Action Incidents (IS-200.b), National Incident Management System (NIMS) An Introduction (IS-700.a), and National Response Framework, An Introduction (IS-800.b). If you do not have these prerequisites, they can be taken at *http://training.fema.gov/IS/NIMS.aspx*.

What are the dates for the Water Sector ICS-300/400 Training and Certification?

Please log on to *www.horsleywitten.com/advancedICS* to register for the training.

State of Connecticut Water Sector

Free ICS/NRF Training
Wednesday, April 23, 2014

Lake Whitney Water Treatment Plant • Community Room
900 Whitney Ave • Hamden, CT 06517

Workshop Description:
This one-day ICS and NRF training workshop is sponsored by the EPA Water Security Division and will help water and wastewater utilities to operate more efficiently and effectively during an incident or event utilizing the ICS. The training is also being offered to help utilities to understand the purpose of the NRF and the US EPA's role within the NRF in support of Emergency Support Function (ESF) #3, Public Works and Engineering. The specific courses offered as part of this workshop are:

- IS-200.b – ICS for Single Resources and Initial Action Incidents
- IS-800.B – National Response Framework, An Introduction

Why is Water Sector ICS/NIMS Training being offered?
Feedback from utilities, states, EPA regions, and other stakeholders indicates that water sector-specific ICS and NIMS training remains a priority.

What is the Incident Command System (ICS)?
ICS is a standardized, on-scene, all hazard incident management concept. ICS allows its users to adopt an integrated organizational structure to match the complexities and demands of single or multiple incidents without being hindered by jurisdictional boundaries.



What is the National Response Framework (NRF)?
The NRF, or the National Response Framework, presents the guiding principles that enable all response partners to prepare for and provide a unified national response to disasters and emergencies – from the smallest incident to the largest catastrophe. The NRF establishes a comprehensive, national, all-hazards approach to domestic incident response.

Who Should Attend:
Any utility management employee or those employees who may supervise others in the field under emergency conditions should attend the water sector ICS-200 training. Any utility employee whose primary responsibility is emergency management or has an emergency planning role at the utility should complete the NRF training.

Prerequisites:
Participants must have taken and received FEMA certification in Introduction to the Incident Command System (IS-100) which is available to be taken online at: *http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=IS-100.PWb*

Training Hours:
An application will be made for water and wastewater operators to earn TCHs toward their license renewal requirements for their participation in the entire workshop.

Registration: *www.horsleywitten.com/ICS200/*
There is no registration fee, but please pre-register so we can obtain an accurate headcount.

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Connecticut Water Service, Inc. Promotes

David C. Benoit to Senior Vice President

The Board of Directors of Connecticut Water Service, Inc. (NASDAQ:CTWS) at its Board meeting on March 12, 2014, unanimously approved the promotion of David C. Benoit to Senior Vice President, Treasurer and CFO, effective April 1, 2014.

David, who joined the company in 1996, had served as the Vice President, Treasurer and CFO. Eric W. Thornburg, President and CEO of Connecticut Water, commented, "David has provided us with outstanding leadership and financial expertise. He expertly leads the finance and accounting team, and honors and reflects the company's core values." His recent work on the stock issuance in December 2012, our rate settlement to implement the repair tax accounting treatment, and the acquisitions of 32,000 customers between Maine Water and Biddeford and Saco Water Company are just examples of the many successful efforts he has led.

Carol Wallace, Lead Director of the Board, noted, "Mr. Benoit's strategic thinking and financial acumen has delivered exceptional results for the company and our shareholders." She continued, "Over the last three years, David has led us to the top tier of our peer group in Total Shareholder Value added."

In 2013 the Company produced a total return for shareholders of 23% placing CTWS in the top quartile of publicly traded water utilities and exceeding the broader S&P Utility Index. During 2013 Standard and Poor's affirmed the Company's "A" rating.

"Over the last three years, David has led us to the top tier of our peer group in Total Shareholder Value added."





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Connecticut Water Company Promotes

Craig J. Patla to Vice President of Service Delivery

The Board of Directors of Connecticut Water Service, Inc. (NASDAQ:CTWS) unanimously approved the promotion of Craig J. Patla to Vice President of Service Delivery for The Connecticut Water Company, effective April 1, 2014. In this new role, Mr. Patla will oversee the company's operations, engineering, water quality and service delivery teams.

Mr. Patla is a licensed professional engineer and a certified water distribution operator who began his career at Connecticut Water in 1990. He joined the company as an engineer, overseeing the design and construction of various water infrastructure projects including water treatment plants, pump stations, and water main installations. Mr. Patla has assumed increasing levels of responsibility in the organization, most recently as Director of Service Delivery, providing leadership and direction for the 100 water professionals who deliver water service from source to tap for the 300,000 people served by Connecticut Water in 56 communities across Connecticut.

Eric W. Thornburg, President and CEO of Connecticut Water, commented, "Craig is extremely knowledgeable of our systems and operations, is passionate about our mission, and honors and reflects our core values. He is a natural and accomplished leader, who has embraced his role as the Director of Service Delivery, leading his teams to meet numerous operational challenges and to deliver world class customer service."

Mr. Patla is an active member of the water industry professional association, American Water Works Association, serving on various committees including as Chair of the Standards Committee for Ductile Iron Pipe and Fittings.

Carol P. Wallace, Lead Director on the Company's Board of Directors commented, "We are confident that Craig has the skills and breadth of knowledge to capably oversee the engineering and service delivery teams, integrating the essential components to provide for delivery of reliable, quality service to our customers."

Mr. Patla's predecessor, Terrance P. O'Neill recently retired from the position of Vice President, Service Delivery after 35 years of loyal and dedicated service to the Company. The Company and his colleagues thank Mr. O'Neill for his many contributions over the span of his career. Connecticut Water Service, Inc. is the largest publicly traded water company based in New England. Through its wholly-owned public water utility subsidiaries, The Connecticut Water Company and The Maine Water Company, the Company provides drinking water to 122,000 customers, or about 400,000 people, throughout the states of Connecticut and Maine.

"Craig is extremely knowledgeable of our systems and operations, is passionate about our mission, and honors and reflects our core values. He is a natural and accomplished leader, who has embraced his role as the Director of Service Delivery, leading his teams to meet numerous operational challenges and to deliver world class customer service."

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ACE14

ACE 2014, June 8 – June 12, takes us in Connecticut's backyard this year – Boston, Massachusetts. Many CTAWWA section members are assisting in the preparations including National Director, Dan Lesnieski, of Connecticut Water Company, Tiffany Lufkin, of Regional Water Authority, and Pam Monahan, CTAWWA Executive Manager, to name a few. CTAWWA members are volunteering as monitors for education classes, poster sessions and the like.

AWWA lists 10 reasons to attend ACE:

1. Represent the Connecticut Section at the Opening General Session
2. Discover new and comprehensive professional tracks
3. Be in-the-know about upcoming regulatory updates and actions
4. Learn from more than 900 expert speakers.
5. Compare water industry products and services from more than 450 companies in one convenient place.
6. Share knowledge with your peers at multiple networking events.
7. Experience priceless professional development only found at ACE.
8. Stay current with water community trends.
9. Take advantage of expanded education and networking opportunities in the ACE 14 Exposition.
10. Earn a maximum of 3.4 CEU credits.

Support CTAWWA and be at the section seating at the opening session where everybody's mayor, Rudy Giuliani speaks on Monday, June 9.

Monday, June 9 is also the date of the CTAWWA/NEWWA ACE Luncheon at Legal Harborside. In addition, the annual Water for People Luncheon is held.

Chloe Greenberg of Tighe & Bond, the CTAWWA winner of the Fresh Ideas poster contest, will be competing in the national poster contest.

Tuesday, June 10 is the Water Industry Luncheon as well as the Leading for Growth Forum which celebrates and recognizes volunteers.

Wednesday, June 11 will kick off with the Fuller Award breakfast. The section will be naming its Fuller Award winner at the annual conference in May. Also the new AWWA president for the coming year, John Donahue will take office.

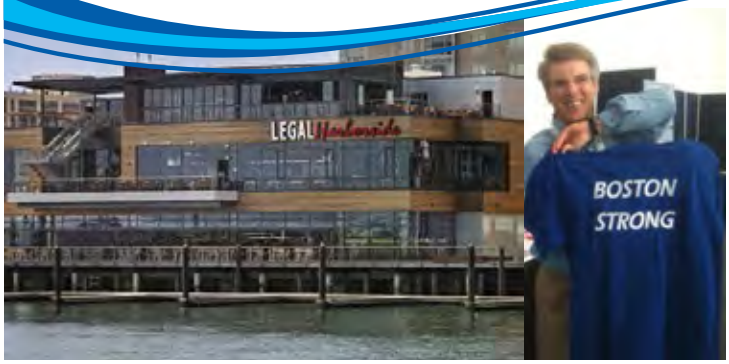
Some members of the section took advantage of the early discount offer to those who signed up for both the section's annual conference and as a full-time conference registrant for ACE.

For more information, please visit *www.awwa.org/ACE14*.

New England Water Works Association
American Water Works Association

American Water Works Association
ConnecticutSection

40th Annual Joint ACE Luncheon



Monday, June 9, 2014
11:45AM - 1:30PM
Legal Harborside, 2nd Floor

270 Northern Avenue, Boston, MA 02210
(8 minute walk from convention center)

Join members of the New England and Connecticut sections of AWWA during ACE14

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first course | new england clam chowder or caesar salad

entrée | **baked boston cod** *crumbs, tomato, roasted fingerling potatoes* or **chicken breast paillard** *spinach salad, pancetta, goat cheese*

dessert | chocolate mousse with caramelized bananas or chef's special seasonal dessert

Register by June 2nd at the advanced rate of $65. After June 2nd, rate is $75.

NEWWA & CTAWWA 40th Joint ACE Luncheon - Monday, June 9, 2014 - Legal Harborside, Boston, Mass.

Name: _____ ☐ NEWWA Member ☐ CTAWWA Member

Company: _____ E-mail: _____

Address: _____ City, State & Zip: _____

Additional Registrants : _____

Entrée selection: ☐ Baked Boston cod ☐ Chicken breast paillard Dietary restrictions: _____

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Return to: NEWWA, Attn: Jeanne Gilpin
125 Hopping Brook Rd, Holliston, MA 01746 Fax: (508) 893-9898 E-Mail: jgilpin@newwa.org

There is still time to register for the remaining classes for the ***Spring 2014 Education Schedule***

CTAWWA/NEWWA Partnership Courses: To register for these courses, please call NEWWA at 508-893-7979, or visit the website at *www.newwa.org*. CTAWWA does not accept registration for these classes.

ETHICS AND DRINKING WATER OPERATIONS

Course Code: TEO414AC
Date: Wednesday April 30, 2014
Location: MDC Training Center, Hartford
Time: 9:00 am – 12:30 pm
CEU: 0.3 CEU
Applicable for Treatment & Distribution (T&D)

COURSE DESCRIPTION: This class is designed to introduce the importance of ethics in the field of drinking water. Often times we are all face with the temptation to do something that we believe is harmless and will temporarily make our lives easier, but may be contrary to what we believe is 'right.' By establishing a proper code of conduct, and training employees to follow that code, many of the temptations can be avoided. Starting with an explanation of what 'ethics' entails, the class will define the steps in the creation of a code of conduct. Next, once the code is established, the methods of applying the code to everyday workplace situations will be discussed, then illustrated by a short exercise by the group of participants.

This training is for all water system employees, working for either public or private drinking water systems or organizations related to drinking water systems. The course will be of primary interest to operators, lab personnel and customer service employees. You will receive ample opportunity to ask questions, participate in hands-on exercises, and work closely with your instructor and the other students in the learning opportunity.

Registration Fee: CTAWWA Members: $125.00; Non-Members: $165.00

'HANDS-ON' BENCH TOP LABORATORY SKILLS

Course Code: BBT414AC
Date: Thursday May 15, 2014
Location: Groton Utilities, Groton
Time: 9:00 am – 4:15 pm
CEU: 0.6 CEU
Applicable for Treatment (T)

COURSE DESCRIPTION: This one day 'hands-on' seminar will present an overview of key techniques utilized in drinking water analysis. Classroom instruction will be provided in each of the following analytic areas: pH, hardness, alkalinity, turbidity, chlorine residual, temperature, colorimetry /spectrophotometry, and microbiology. Attendees will attend four different 'themed' laboratory workstations, which will contain the appropriate lab equipment. Each workstation will be directed by an instructor/facilitator who will provide a written standard operating procedure (SOP) for each test, and supervise and assist each group member in performing a given technique.

A straightforward overview approach will make it of interest to water utility operations personnel and those management professionals who wish to increase their awareness of basic water quality analysis.

Registration Fee: CTAWWA Members: $165.00; Non-Members: $205.00

Courses presented by CTAWWA - There is a listing of the course offerings on the website, *www.ctawwa.org*. You can fax the registration to 203-725-0445, or register online (credit cards accepted). NEWWA does not accept registration for these classes.

RESPONSIBLE MANAGEMENT OF WATERSHED LANDS*

Course Code: Spring 1407
Location: MDC Training Center, Hartford
Date: Tuesday, April 29, 2014
Time: 8:15 am – 12:30 pm
CEU: 4.0 TCH, (0.4 CEU)
Applicable for Treatment & Distribution (T&D)

COURSE DESCRIPTION: This seminar will provide the state's water utilities with information on the many resources available to assist and advise them in

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their efforts to manage their critically important watershed/aquifer properties. Topics include: invasive plants; wildlife management, UCONN's Center for Land Use Education and Research and DEEP Watershed Management Planning.

Registration Fee: CTAWWA Members: $120.00; Non-Members: $160.00

BEST PRACTICES IN CUSTOMER SERVICE

Course Code: Spring 1408
Location: MDC Training Center, Hartford, CT
Date: Tuesday, May 6, 2014
Time: 9:00 am – 4:15 pm
CEU: 6.0 TCH (0.6 CEU)
Applicable for Treatment & Distribution (T & D)

COURSE DESCRIPTION: Effective customer service in all areas of the water industry is an integral part of public water safety. This class will transform the average water supply employee into an effective tool for decisive action in the water industry. Attendees will learn how to say what you do, when to listen and when to talk, how to identify the real issues, identifying trigger points – making decisions simpler, and how to gain closure in every instance. Topics that will be covered include: honesty in customer relationships, listening skills, top-notch telephone skills, knowing your boundaries, and commitment to follow-up.

Registration Fee: CTAWWA Members: $160.00; Non-Members: $200.00

CONFINED SPACE ENTRY

Course Code: Spring 1409
Date: Thursday, May 22, 2014
Location: Regional Water Authority, New Haven
Time: 8:00 am – 12:15 pm
CEU: 4.0 TCH (0.4 CEU)
Applicable for Treatment (T)

COURSE DESCRIPTION: Water utilities must develop, maintain and provide continual training for operators on safe entry of confined spaces. Injuries and deaths can be avoided by following the proven protocols and procedures provided by OSHA regulations. Each attendee that completes this class will receive a 'Permit Required Confined Space Entry Training Certification.' This course provides thorough instruction in safe confined space entry. Each protocol and procedure is covered in detail with case histories, explanation, and step-by-step solutions to everyday confined space challenges. Some of the topics that will be covered include: Explanation of OSHA 1910.146 Permit Required Confined Spaces, Construction Requirements – Confined Space Entry, How confined spaces are classified, Alternate Procedures for entering a permit space, Hazards associates with confined spaces and how to eliminate them, Confined space permit requirements, 12 general safety requirements, including atmospheric and ventilation testing, Non Entry rescue - Emergency Procedures, Requirements for Entry Rescue, Review of confined space equipment and atmospheric monitoring devices. This training is applicable for operators of all-sized public water systems.

Registration Fee: CTAWWA Members: $120.00; Non-Members: $160.00

DPH OPERATOR CERTIFICATION

Course Code: Spring 1402, Spring 1403
Date: Wednesday, May 28, 2014
Location: Regional Water Authority, New Haven
Time: 9:00 am – 3:30 pm

COURSE DESCRIPTION: This course will be a one-day review session to assist treatment plant and distribution system operators for the state certificate examinations. The morning review session will focus on treatment plant operations, and the afternoon session will focus on distribution system operations. Attendees should bring a calculator to the review session and will be provided with a copy of AWWA's Operator Certification Study Guide (5th edition).

Exam applications are available on the DPH Drinking Water Section website: *www.ctgov/dph*. From there, click on 'Drinking Water,' then 'Certified Operators,' then 'Exam Information.' For more information, contact the Connecticut Department of Public Health at 860-509-7333.

No Book: CTAWWA Member $120.00; Non-Member $160.00

With Book: CTAWWA Member $160.00; Non-Member $200.00

BUSINESS 101

Course Code: Spring 1405
Location: Bristol Water Treatment Plant, Bristol
Date: Tuesday, June 3, 2014
Time: 9:00 am – 4:15 pm
CEU: 6.0 TCH, (0.6 CEU)
Applicable for Treatment & Distribution (T&D)

COURSE DESCRIPTION: Water operators benefit from understanding just how a business works so that they may better appreciate the business decision-making process. This full-day course presents to the student the nature of a business and what the risks associated with a large business operation such as a utility are, and how risk is managed. Basic concepts in business organization and operation, form of business, why businesses exist, how businesses are organized, and how the money come in and goes out will be addressed. Upon completion of the course, the student will have a better appreciation for how business decisions are made.

Registration Fee: CTAWWA Members: $160.00; Non-Members: $200.00
*Subject to DPH approval for TCH hours.



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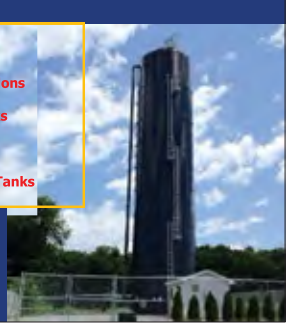
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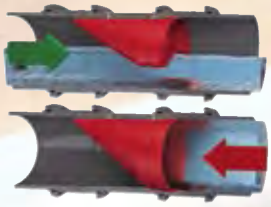
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