InFlow-Line

The Magazine of the CT Section American Water Works and the Connecticut Water Works Associations Winter 2020-21



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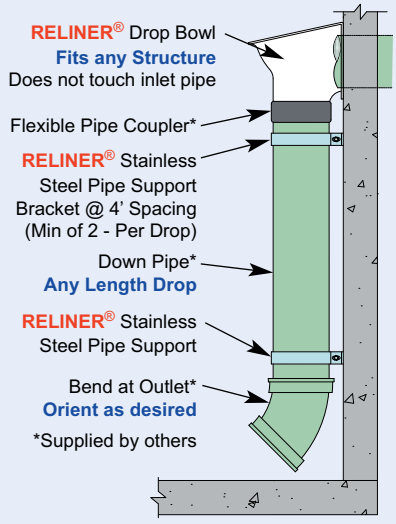
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Published four times a year by The Connecticut Section American Water Works (CTAWWA) and the Connecticut Water Works Associations (CWWA).

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InFlow-Line is published on behalf of CTAWWA and CWWA by:

Craig Kelman Associates

Tel: 866-985-9780
Fax: 866-985-9799
www.kelmanonline.com

Managing Editor: Tammy Marlowe Johnson
Marketing Manager: Dave Gill
Design/Layout: Dani Goulet
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Zooming into 2021



Happy New Year! Given the challenges we have all faced in the last year due to the COVID-19 pandemic, it's important to recognize all that we have accomplished as an industry.

Water utilities have played a critical role in helping to control the pandemic, which depends on frequent handwashing and sanitation and the availability of water to support operations at hospitals, testing sites, laboratories, and other healthcare facilities. Our employees have worked tirelessly to ensure the continued availability of safe, reliable public water supplies to protect the health and welfare of the communities we serve.

At the same time, as an organization, CWWA has worked quickly to ensure that we are positioned to continue to be a strong voice at the state legislature on issues affecting public water supplies. We have always encouraged members to play an active role in the state legislative process to ensure that lawmakers understand how legislation may impact our ability to provide customers with safe, high quality drinking water. At the start of each legislative session, we've reminded members that 'decisions are made by those who show up' and 'if you're not at the table, you may wind up on the menu.'

This year, however, the legislature will be holding meetings and public hearings remotely, making 'showing up' and 'being at the

"Technology has provided us with a way to meet with our colleagues, connect with lawmakers and state agency officials, and share information more easily than ever before."

table' more challenging. In addition, there are three new state senators and 22 new state representatives that we haven't had the opportunity to meet.

Fortunately, technology has provided us with a way to meet with our colleagues, connect with lawmakers and state agency officials, and share information more easily than ever before. Most of us have become experts in participating in meetings via Zoom or other platforms, even if we sometimes need to be reminded to mute or unmute ourselves.

In addition to using Zoom to hold board and legislative committee meetings, CWWA will be inviting members to participate in Zoom meetings with their legislators to discuss legislation affecting the water industry. For example, CWWA held a meeting with Sen. Paul Formica, Senate Republican Leader Pro Tempore, to discuss issues related to water meter replacement and meter reading installation projects that originally surfaced in his district.

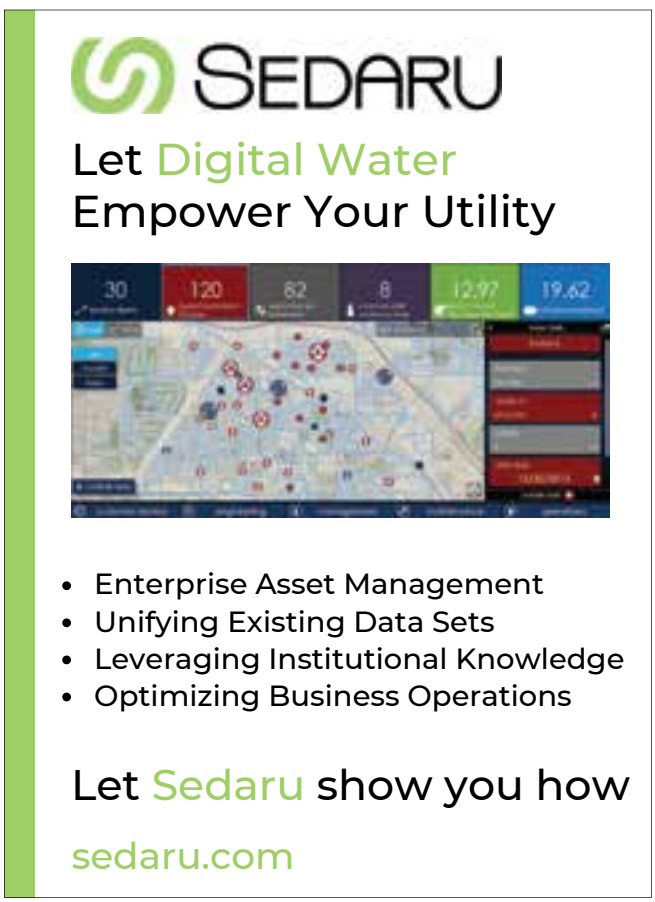
When a lawmaker hears from someone in the industry or someone in their district with expertise on a particular matter, they pay attention. Given the complexity of the water industry and how legislation may affect the availability, delivery and cost of public water supplies, it is more important than ever that we make sure our members are communicating with lawmakers on a regular basis.

Don't know who your legislators are? In addition to including a 'Find your Legislator' button on CWWA's website, CWWA will be providing each member utility with a list of legislators in their service area and their contact information. We will be issuing alerts on priority issues and counting on our members to call or email their legislators to make their voices heard.

Some of the major issues that are already identified to come up this session include PFAS testing/regulation, fire service charges, the Safe Drinking Water Primacy customer fee, and drought management. And it is early still. Your voice will be critical to ensuring that lawmakers understand how these issues may affect your operations and your customers.

All CWWA members are welcome to participate in CWWA's Legislative Committee. Please contact CWWA's Executive Director Betsy Gara at *gara@gmlobbying.com* or 860-841-7350 to join.






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Making **Adjustments**



Hi folks, I'm just 'back' from the virtual AWWA Winter Board of Directors meeting. What is normally a two-day event was compressed into a four-hour marathon online meeting that covered a review of performance on the 2020 Business Plan, AWWA's plans for 2021, the election of Officers (a President-Elect, four VPs and a Director-at-Large), and the landmark Lead and Copper Rule Revisions regulation recently published by EPA.

I am again very pleased to report that our Association is strong and resilient, is successfully adapting to the challenges caused by the pandemic and other factors, and is well positioned for progress in 2021.

The pandemic impacted every kind of business operation across the board during 2020 and AWWA was no exception. AWWA was able to make adjustments that reduced the negative impact on operations while continuing to deliver value to the membership. Accomplishments included changing to the virtual daily operating mode in Denver and Washington, holding the first ever virtual conference (Water Quality and Infrastructure in December), delivering 53 workshops, providing on-line access to AWWA's printed materials to 1,300 members via the new Envoi platform, delivering Section partnering guidelines and training, and actively engaging with membership and regulators in ongoing matters related to Lead, PFAS, and Source Protection.

The two primary areas of concern were a loss of 2,700 members during the year, and a net income loss of $3.6 million (primarily due to revenue

losses from not being able to hold in-person conferences). A combination of revenue enhancement and cost cutting adjustments implemented by AWWA staff significantly reduced the budget shortfall from the $5.8 million projected in June. The shortfall was covered by AWWA's financial reserves.

For 2021, AWWA plans to achieve a net gain in membership of more than 500 members for a total of more than 50,000 members by year end. Achieving this goal will require substantial support from the Sections, so please be prepared to pitch in and help with an every-member-get-a-member strategy. AWWA is also evaluating a new membership model for utilities that promises to increase overall membership.

Financially, AWWA projects smaller net income shortfalls for the next two years as they adjust revenue streams and program costs while the pandemic continues. Events such as summits, webinars, workshops and the Water Matters Fly-In will all be held in virtual mode only, at least during the first half of the year.

AWWA is planning to hold ACE in June 2021 in-person (with a virtual option) in San Diego. Success with this goal depends on vaccinations, a significant reduction in virus case counts, and the comfort level of utilities and vendors in participating in-person. Increasing the public's trust in tap water will remain a priority with a primary focus on Lead, PFAS, and Cyber Security issues. And it remains a top priority for AWWA to advance a culture of diversity and inclusion throughout the industry and staff will be working with Sections to achieve this goal.

AWWA Government Affairs staff provided a high-level review of the Lead and Copper Rule Revisions regulation issued by EPA in December 2020. The intent of the rule is to further reduce the exposure of consumers to lead in public drinking water. This regulation has significant implications for future regulatory compliance, level of effort to achieve compliance, utility finances, customer satisfaction, state and local government relations, and public trust.

The new regulation is large and complex, implementing changes to the requirements for monitoring, corrosion control treatment, lead service line inventories and replacement, and customer and public communications. The effective dates for compliance with various portions of the rule start in the first quarter of 2024. This might seem like a long way off, but due to the scope and complexity of the changes, it is best if all systems quickly understand the new requirements and how they will impact their operation so that plans and budgets can be put in place to ensure compliance in a timely manner.

It is especially important to be prepared to meet the requirements for the service line inventory and lead service line replacement plans, which have the earliest compliance deadlines. AWWA held a free webinar on the new Lead regulation on January 28, 2021, which provided an excellent overview of the new requirements. This webinar is being archived and will be available on AWWA's website at *www.awwa.org*. I highly recommend it.

Although several advocacy groups have filed petitions against the new regulation which could result in implementation delays and possible revisions that make the requirements even more stringent, it is still prudent to proceed now with a review of the impact of the rule as currently drafted in order to facilitate planning, and to begin working on things like the service line inventory.

Health experts have determined that there is no safe level of lead for humans, so it is in the best interest of your customer and your utility to be proactive on this issue.

In closing, it is obvious that we are living in very challenging times in the water industry. Water professionals and water service are essential at all times, but especially during emergencies. We can all be proud that during the pandemic in 2020 we showed the world that they could count on us and trust in their public water supply 24/7/365. Let's all continue to work together with AWWA, our Section, and our individual utilities, to further enhance that public trust in our industry during 2021.



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WHAT ARE THE MAJOR REQUIREMENTS OF THE EPA'S LEAD AND COPPER RULE REVISIONS?

By Sandra Kutzing, PE, CDM Smith

The EPA overhauled the 1991 Lead and Copper Rule and released the final Lead and Copper Rule Revisions (LCRR) on January 15, 2021. We've broken down some of the major changes water systems will have to comply with in the next three years:

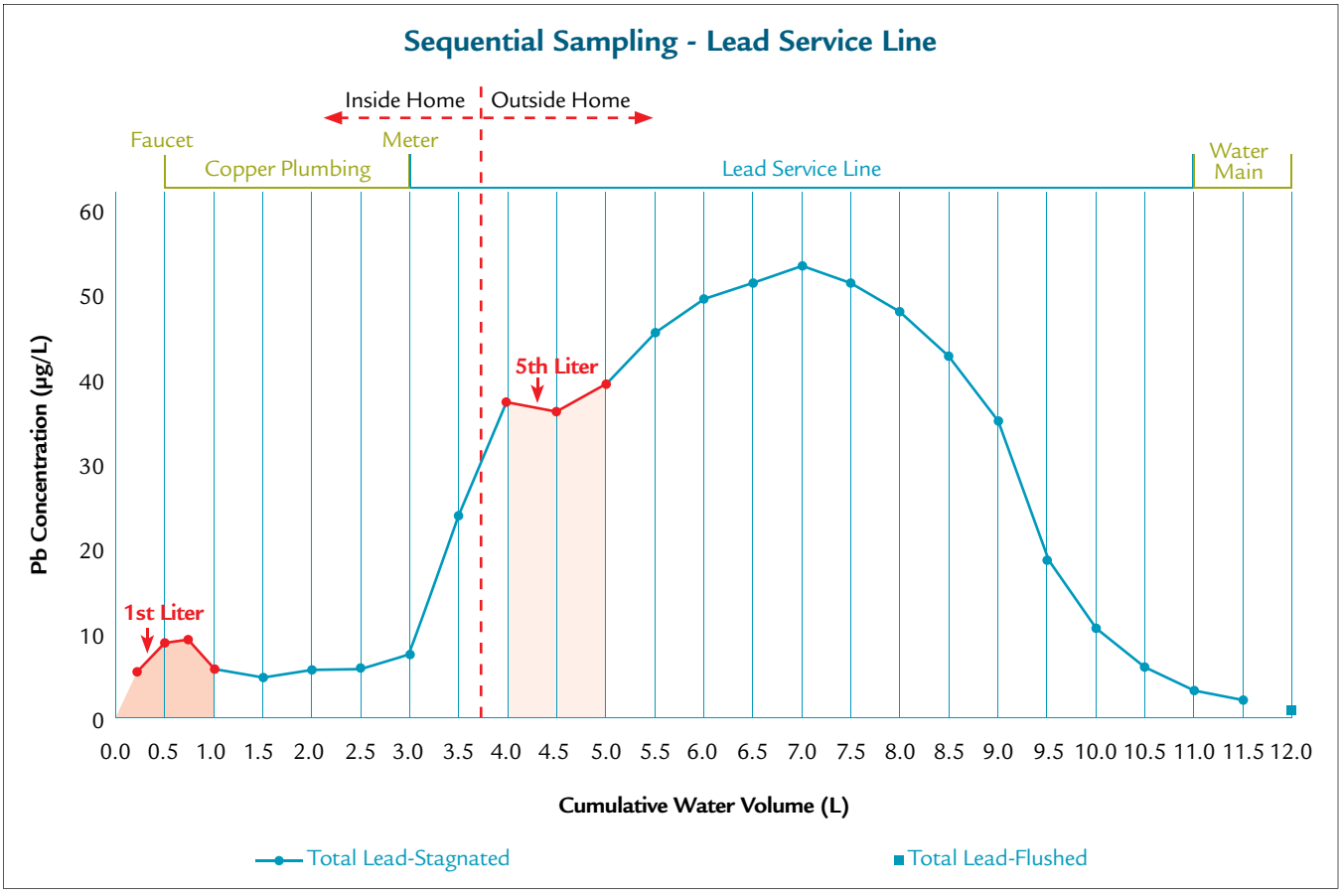
Fifth Liter Sampling

Research has shown that the major contributor to lead in drinking water is typically lead service lines (LSLs) in older homes based on sequential sampling which shows lead contributions from various components in home plumbing. For homes with LSLs, the compliance sample will now be the first liter to test copper levels and the 5th liter to test for lead levels to better capture water in contact with the LSL for the stagnation period.

The graph pictured below is a sequential sampling profile (a collection of each liter of water from the tap to the main) showing a common profile for homes with LSLs. As it shows, although the first liter may be below the 15 parts per billion (ppb) lead action level, that may not necessarily mean the fifth liter will be below 15 ppb. Through our sampling experience, we have found fifth liter samples to have a significantly higher lead concentration in LSLs. Consequently, the fifth liter requirement may result in higher lead levels for compliance purposes.

Adding a 10 ppb Trigger Level

The revised LCR adds a new lead trigger level of 10 ppb. The trigger level is based on a 90th percentile calculation, like the 15 ppb lead action level. If exceeded, actions such as corrosion control re-optimization treatment studies and LSL replacements at a goal-based annual rate are required for most systems.



> "An annual notification to all customers with lead, galvanized, and unknown service lines will be required until the line is removed or verified.

Defining a Lead Service Line

Another major change is the definition of a 'lead service line.' For clarity to customers, the EPA decided not to classify galvanized and unknown service lines as 'lead service lines.' Instead, galvanized service lines that are, or were formerly, downstream of any lead pipes, goosenecks or connectors will be classified as 'galvanized requiring replacement.' Service lines of undocumented materials that could potentially be lead – for example, installed prior to any local or federal lead ban – will be classified as 'lead status unknown.' Both the 'galvanized requiring replacement' and the 'lead status unknown' lines will count as lead service lines in a water system's inventory.

Galvanized service lines meeting this description will need to be part of your water system's replacement plan. Service lines of unknown material that could potentially be lead will need to be verified to be removed from the LSL inventory list. An annual notification to all customers with lead, galvanized, and unknown service lines will be required until the line is removed or verified.

Reclassifying Sampling Tiers

The sampling tiers have also been reclassified and now require systems with LSLs to sample only homes with LSLs, which means the sampling pool will consist of all 5th liter samples from LSLs for lead compliance. If there are not enough Tier 1 (single-family) and Tier 2 (multi-family) LSLs in the system to complete the pool, water systems will be required to sample from galvanized service lines, a new Tier 3 level. Sample sites with copper interior plumbing with lead solder have fallen to Tier 4. There is no longer a distinction between lead solder in copper plumbing before or after 1983 per the LCR revisions.

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Testing Water at Elementary Schools and Childcares

Water systems are now required to conduct lead in drinking water testing and public education at 20% of all elementary schools and 20% of licensed childcare facilities each year with the goal of reaching all elementary schools and childcare facilities in five years, rotating 20% each year. Sample results and public education are required to be provided to the schools, but the results do not count towards compliance sampling.

Facing New Challenges

Combining the fifth liter sample requirement for locations with LSLs and the 10 ppb lead trigger level will pose challenges for many utilities. In 2024 when the compliance with the LCRR will be mandatory, we anticipate most water systems, especially those with lead or galvanized service lines, will be required to go on two six-month monitoring periods, regardless of previous "optimized" status, since systems will now need to meet compliance using the revised sampling protocols. For those with LSLs, previous sampling rounds will not be able to be used to show compliance unless fifth liter samples were taken.

Changes to treatment processes, practices, or introduction of new sources of supply will also trigger a corrosion control treatment study, likely including a pilot-scale loop study, for the new conditions.

Getting Your System Ready

Within the next three years, utilities will need to do the following to meet new requirements:

- Develop a lead service line inventory, and if your system serves over 50,000 customers, host it on a public-facing site.
- Confirm as many service lines of unknown material as possible.
- Prepare a lead service line replacement plan.
- Revise sampling protocols and communications to sample the fifth liter for lead service lines and revise sampling pool locations to align with the new tiers.
- Prepare a sampling plan and communications for elementary schools.
- Potentially revise water quality parameter locations and sample parameters.
- Potentially modify or re-optimize corrosion control treatment (CCT) and consider changing to an approved CCT if currently using a polyphosphate or calcium carbonate stabilization, which are no longer approved CCT methods.
- Prepare for public education and public notification requirements.

CASE STUDY

BELL ENCAPSULATION IN A UTILITY NEAR GREATER NEW YORK CITY

By Mark A. Langenhan, President of Marketing and Sales

THE WATER DISTRICT

The water districts piping materials range from pit cast iron pipe (dated 1888) to Universal Cast Iron Pipe along with newer ductile iron. The system ranges in diameters from two-inch to 12-inch with an average age of 90 years. A six-inch main had a major leak at an old lead joint bell.

THE PROBLEM

Numerous pipe connections are jointed with rope calk and lead or leadite is used to retain the rope calking. In some areas, Universal Cast Iron was used. Universal Cast Iron pipe utilizes no gasket and relies on a metal-to-metal bolted seal. With increasing age, nearly all pipe types experience leakage across the joints. The 6-inch leaking bell provides water to a major portion of the system and could not be shut down.



> Use of the Ultra-Sleeve provided a total dollar savings which included savings on time, material, and equipment, plus other intangibles. The traditional open cut repair would have taken significantly more time and use of assets and may have provided the utility with less than a desirable outcome.



EVALUATION

To prevent downtime and ensure that water service was not interrupted the superintendent evaluated various options to keep the system in operation. His goal was to make sure that repairs would outlast the life of the line and could be performed quickly without the need to shut down the system.

Option #1 involved a complete shut-down of the main and removal of the leaking joint. This involves replacing the section with a short section of new pipe and adding two additional joints. This method presents issues with disinfection and possible boil notices, plus involves hours of time.

Option #2 involved the use of an encapsulation sleeve, keeping the line under full pressure and eliminating the leak without cutting into the line. The work could possibly be completed in under 30 minutes and at a cost savings to the utility.

THE DECISION

Ultimately the repair was completed with a wide range encapsulation sleeve called the Ultra-Sleeve® which is produced and offered by Total Piping Solutions, Inc. in Olean, NY.

The decision to eliminate the need to perform an open cut repair involving a replacement section of line helped to minimize labor by cutting time and allowed the line to be in full service, avoiding the need for a complete shutdown of the system. By selecting the Ultra-Sleeve to fully encapsulate the leaking bell, the joint was good to go in less than 30 minutes, and the leak was fully contained under pressure.

In addition to meeting a working pressure rating of up to 200 psi, the Ultra-Sleeve exceeds all AWWA standards including AWWA C110 and 111, NSF 61, and NSF 372.

The Ultra-Sleeve is comprised of two halves. Each shell, which includes a top and matching bottom half, are produced of precision cast ductile-iron and are coated with 100% fusion bonded epoxy for enhanced corrosion protection. The gaskets are compounded of NBR Rubber which is resistant to the chemistry found in both water and sewage applications. The gasket is highly resistant to hydrocarbon compounds typically found in sewer mains. The gasket meets international drinking water standards and all applicable NSF 61 requirements.

The nuts, bolts, and washers are made of type 304 stainless steel with a rolled thread and coated with a double coating of an anti-seize fluorocarbon coating to prevent galling which may occur during the tightening process.

The Primary Reasons the superintendent selected the Ultra-Sleeve are many-fold:

1. Product and Company Reputation.
The crews found the Ultra-Sleeve to be a much faster and more effective way to repair a leaking joint. They found that it is by far the easiest way to make a repair. In addition, the product was required the next day, and all involved knew that Total Piping Solutions, Inc. was ready to deliver on time and with a quality product.

2. Less Installation Time Equates to Enhanced Safety for the Installer.
The typical cut in repair of a water main takes anywhere between two to three hours, depending upon the diameter of the pipe. A cut and couple repair requires a depressurization of the system opening the main to possible contaminants, the need to disinfect and a high need to protect the public.

In contrast, the Ultra-Sleeve may be installed in 30 minutes or less, is installed under pressure, requires a smaller excavation with the use of fewer assets in the field and disinfection is not required. The Ultra-Sleeve relies on a unique pressure assisted end seal that eliminates the need for an end-gland and extra bolts. Only perimeter bolts must be installed and tightened during installation speeding up the process.

3. The Ultra-Sleeve is Wide Range.
The Ultra-Sleeve has allowed for an extended range covering IPS, DIP, CIP and Asbestos Cement Pipe Diameters. The product is also approved for use on HDPE in common pipe diameters. With its larger pipe way and bigger belly, it can accommodate leaking joints, leaking couplings, AC Pipe Couplings, leaking repair clamps (up to 12.5 inches in lay length), along with flanges, Universal Cast Iron Pipe Joints and many other mechanical type joints.

4. Long Life.
The wide ranged Ultra-Sleeve offers a heavy-duty, long life repair solution that will likely outlive the life of the line. This product easily provides dynamic pipe deflections of up to 4° on each end and will accommodate pipe movement due to pipe creep. Pipe movement may result from shifting ground and changing temperatures or unstable slopes. The built in dynamic deflectional capability of the Ultra-Sleeve product lines will help to prevent future pipe damage from ground movement. The patented hydraulically assisted gasket features dynamic dual-stage sealing. The seal

TYPICAL REPAIR COST STRUCTURE (Verified by Various Utilities)	TRADITIONAL REPAIR Cut-In Method	ENCAPSULATION REPAIR Quick or Ultra-Sleeve	$$$ SAVINGS	% SAVINGS
Backhoe and Street Repair	$5,000	$3,500	$1,500	30%
Labor Cost: Repair & Documentation	$1,100	$165	$935	85%
Utility Truck & Other Equipment	$700	$75	$+-625	89%
Material Cost: $300 to $600	$400	$800	$(400)	0%
Average Repair Cost	**$7,200**	**$4,540**	**$2,660**	**37%**



Ultra-Sleeve® and Quick-Sleeve® by Total Piping Solutions, Inc.

is mechanically activated during the bolting process and secondarily sealed by line pressure.

5. Cost Savings of Up To 37% Achieved.
The Quick-Sleeve® and Ultra-Sleeve save on the total cost of the repair and allow the utility to do more with fewer products in a faster time than ever before. An analysis of a typical installation is shown on the previous page.

CONCLUSION

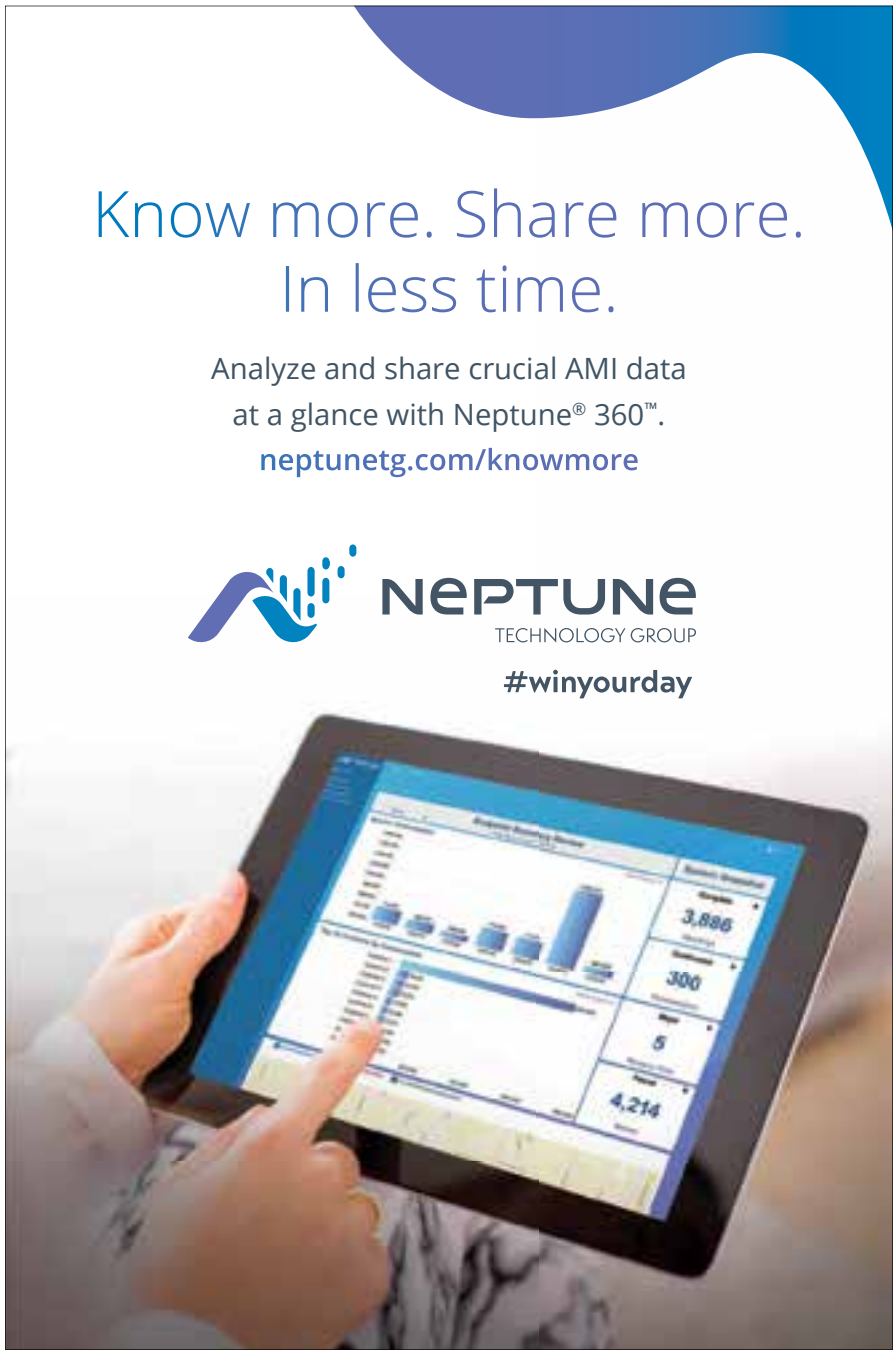
The Ultra-Sleeve allowed the superintendent to efficiently make a repair on a leaking joint and the advantages of the product outweighed any other way to perform the repair.

With the extended range feature of the product, the pipe diameter could have been in any one nominal diameter class of the pipe and this alone helped to eliminate the need to have a pipe specific product on the shelf.

The repair was completed in less than 30 minutes and eliminated the need to disinfect the line prior to placing it back into service. This product could have been used on virtually any joint from two-inch to 12-inch diameter or could have encapsulated any other leaking joint including an old coupling, clamp, flange, or mechanical fitting.

Use of the Ultra-Sleeve provided a total dollar savings which included savings on time, material, and equipment, plus other intangibles. The traditional open cut repair would have taken significantly more time and use of assets and may have provided the utility with less than a desirable outcome.





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CtWARN Update

Connecticut's Water/Wastewater Agency Response Network (WARN) invites water and wastewater utilities of all sizes to join the WARN as part of your existing emergency preparedness and security efforts. Advanced planning and preparation are critical to meeting increasingly complex challenges in our industry, and the WARN can help with both.

WARNs are evolving from the 'weather-related response' platform and becoming involved in new assistance efforts, such as the deployment of face coverings to promote safety during the COVID-19 pandemic. We anticipate additional distribution efforts, expanding to new utility-to-utility services more in line with day-to-day activities and the provision of emergency preparedness training. These benefits are available to WARN member departments and utilities.

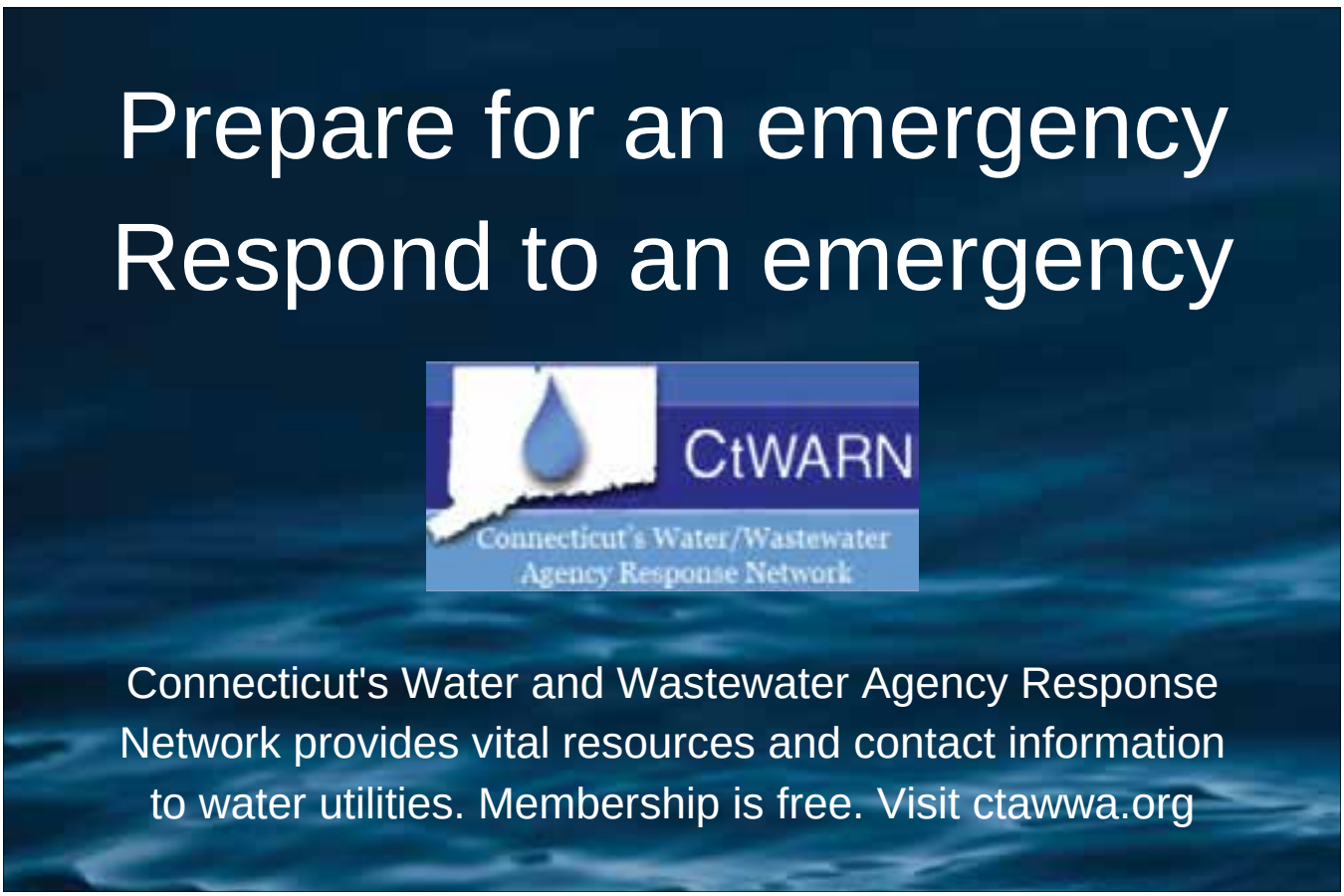
Over the past months, the WARN integrated into the Connecticut Section of the American Water Works Association (CTAWWA) and now resides within that organization as a committee. This allows the Section and WARN to better support and assist each other. Please consider membership on this committee if you are a WARN member and would like to help us to chart the path forward.

If you have not yet done so, the Connecticut WARN requests that you consider joining. We all have existing relationships with sister municipal departments or neighboring communities for assistance during times of need. These relationships are important and should be maintained. The WARN serves as an enhancement to your existing emergency preparedness and security plans.

Sharing of resources as part of the WARN carries significant benefits, including access to reimbursements, especially those associated with state and federal declarations of emergency. In addition, WARN membership enhances a system's redundancy, which can be considered with respect to the technical, financial and managerial capacity of systems applying for loans via the SRF process. The WARN continues to be a free and no-obligation organization. Simply put, the WARN is a powerful tool in your toolbox.

The Connecticut WARN meets monthly with the other five New England WARNs to share ideas, experiences and emergency preparedness training benefits. In April, we will participate in a free EPA-sponsored training, specific to interstate resource sharing within the water sector using existing tools, such as EMAC (Emergency Management Assistance Compact). This will further enhance our ability to provide assistance to each other.

Please contact Tom Barger at *tbarger@rwater.com* or Romana Longo at *longoctawwa@gmail.com* for additional information.



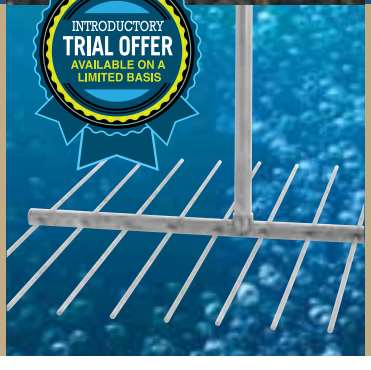


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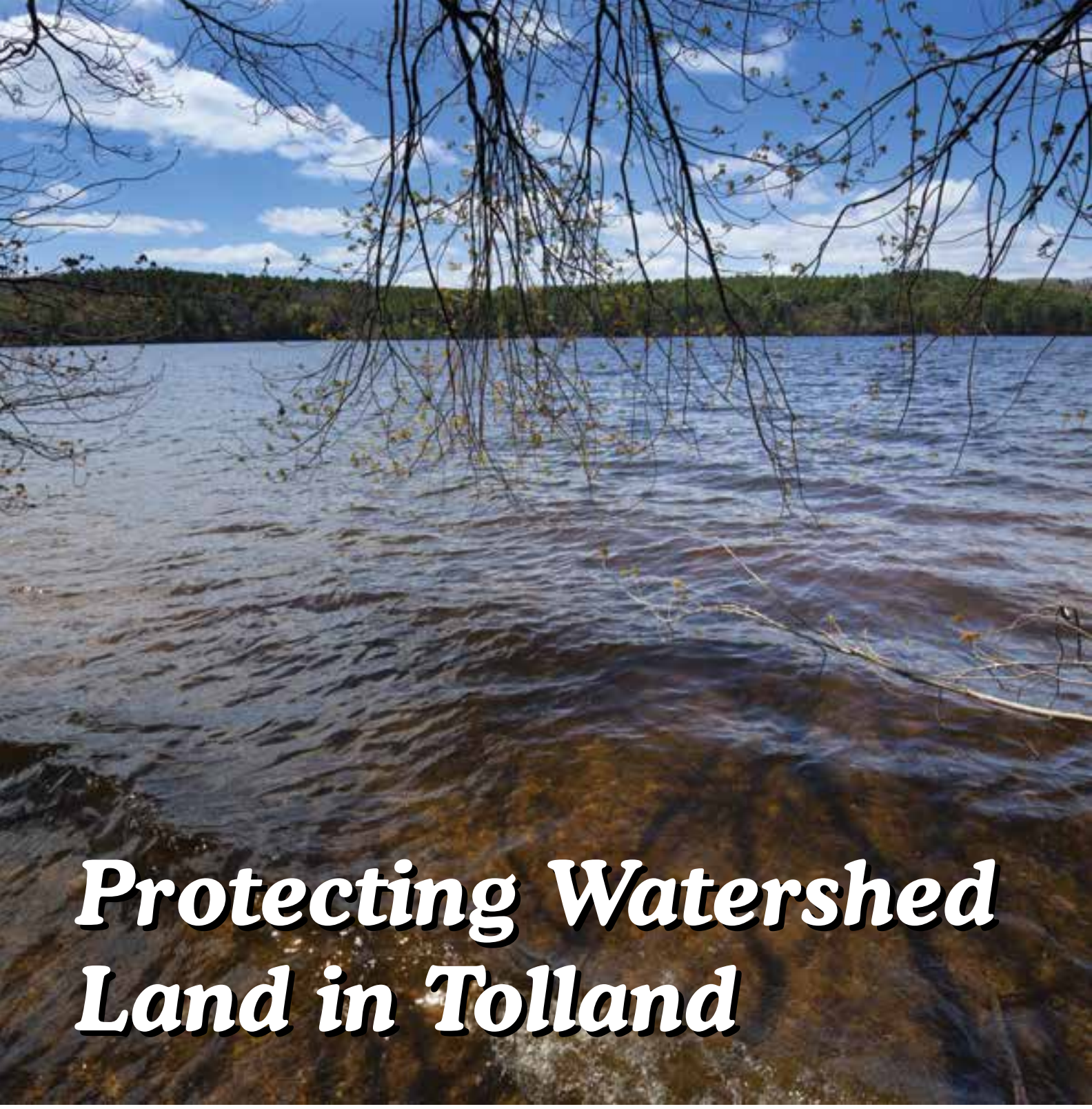
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Protecting Watershed Land in Tolland

In 2020, Connecticut Water completed an historic purchase of 154 acres of land in the Lake Shenipsit Reservoir watershed in Tolland. The Lake Shenipsit Reservoir is a vital public water source serving north-central Connecticut since the 1800s. The source can produce up to nine million gallons per day and provides approximately one third of the supply to serve the 30,000 customers in Connecticut Water's Northern-Western Region. The supply is treated at the nearby Rockville Water Treatment Facility, a state-of-the-art facility that went online in May 2017.

"Water utilities have long been encouraged to secure watershed lands to protect their drinking water supplies, particularly properties in close proximity to a water supply source. Connecticut Water already owns nearly 6,500 acres of lands for source protection and the purchase of this property further demonstrates Connecticut Water's commitment to public health and the protection of its public water supplies. As we joined with San Jose Water,



> *Protecting watersheds ensures high quality source water, which requires less treatment before it is delivered to customers as clean, safe drinking water.*



they shared the same priority for the protection of water resources and preservation of open space lands and supported this significant investment," stated Maureen P. Westbrook, president of Connecticut Water. The purchase is among the largest watershed purchases in Connecticut in decades.

There have been limited opportunities to acquire property in the immediate vicinity of Shenipsit Lake, and particularly not parcels of this size. The company saw this as a unique opportunity to make the investment to secure the land and expand its ownership of watershed lands to further enhance source protection measures for this critical public drinking water supply.

Westbrook noted that the company believes in a multi-barrier approach to protecting water quality. Protecting watersheds ensures high quality source water, which requires less treatment before it is delivered to customers as clean, safe drinking water. In addition to the benefits to the water supply, the purchase aligns with the Town of Tolland's Plan of Conservation and Development and existing agricultural conservation easement on the property.

Under Connecticut Water ownership, the property is subject to stringent Connecticut Department of Public Health land-use controls to protect the water quality of the public water supply. As part of the purchase, the land will be leased back to original owners, Oakridge Dairy, for continued agricultural use subject to specific use restrictions and best management practices to protect the water source.

The company continues to operate a DPH approved recreation program at the Shenipsit Lake Reservoir. The program, which has been in place for over 25 years, in partnership with the local communities, allows for hiking and fishing from shoreline or approved boats quarantined at the site, consistent with the terms of the DPH permit.

The program was modified in 2020 in view of the pandemic to only allow hiking and shoreline fishing and was thousands of people enjoyed those recreational opportunities last season. The company plans to offer the program again in 2021 and will coordinate with the neighboring towns of Ellington, Tolland, and Vernon and seek DPH approval on the details for the upcoming season.

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ATCAVE 25TH ANNUAL TECHNICAL CONFERENCE AND VENDOR EXPO

February 23-25, 2021

The CTAWWA section is excited to open up attendee registration for the 25th Annual Technical Conference and Vendor Expo (ATCAVE).

Hosted through the virtual platform Map-Dynamics, the conference will be held online from February 23 to 25, 2021. A different track will take place each day: Distribution and Storage, Management and Water Quality, and Treatment.

Full conference participants will be eligible to earn up to 8.5 CTUs. The conference will include a vendor market place as well as networking opportunities throughout the three-day event.

All participants will receive an ATCAVE in a Box and a 25th Anniversary of ATCAVE tee-shirt.

Requirements for TCU Certificate: Participants must have individual email and technology devices to participate in the self-assessment evaluations.

If you have questions regarding ATCAVE, please contact Romana Longo at *ctawwa@gmail.com* or 860-604-8996.

VIRTUAL SCHEDULE OF EVENTS

FEBRUARY 23

9:00 am – 12:00 pm

DISTRIBUTION AND STORAGE

2.5 TCH

IMPORTANT ITEMS AND DEPARTMENT INITIATIVES

Lori Mathieu, Public Health Branch Chief, CT Department of Health-Drinking Water Section

REHAB OF 150-YEAR-OLD PUMP STATION

Amanda Ziegler, PE, Wright-Pierce
Mariusz Jedrychowski, PE, Wright-Pierce

The presentation will review a project which included rehabilitation of a raw water supply and 70 MGD hydroelectric pump station from 1885 and replacement of raw water, and electric turbine sluice gates and a fuel tank at the Windham Water Works (WWW) facility. WWW retained Wright-Pierce to evaluate the issue and assess the original equipment, which was still in place but no longer operational, including the original wooden sluice gate used to control flow to the active hydroelectric turbine. The presentation will describe the approach taken to evaluate the raw water pump station building and equipment and rehabilitation methods.

HDD WITH DUCTILE IRON PIPE

Roy Mundy, PE, McWane Ductile

Sometimes, open-cut trench installation of a pipeline is not practical or even possible, such as across a waterway, a lake, an area of unstable ground, or where disruption of the roadway or other structures above the intended pipeline is unacceptable.

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LEAD HAS A BEAUTIFUL PROFILE: SEQUENTIAL SAMPLING AS PART OF CORROSION CONTROL OPTIMIZATION

John Civardi, PE, Mott MacDonald
David Goncalves, Mott MacDonald

The Pittsburgh Water and Sewer Authority (PWSA) has engaged in an intensive investigation to reduce lead at the point of use. Orthophosphate addition was implemented in April 2019 in a phased approach. Prior to the release of the Draft Lead and Copper Rule Revision, the PWSA enacted a home profiling (sequential sampling) program. The home profiling program was initially used to assess the effectiveness of the orthophosphate addition. Home profiles were collected on multiple occasions prior to the addition of orthophosphate. Upon addition of orthophosphate, these homes continue to be 'profiled' as part of PWSA's corrosion control optimization program.

CONTAMINANT REVIEW LEAD AND COPPER

Cindy Sek, CT Department of Health-Drinking Water Section

CT DPH Drinking Water Section Staff will present on EPA's final Lead and Copper Rule Revision (LCRR) and what that means for the Community and Non-Transient Non-Community Public Water Systems. Discussion will center around the key changes to the current Lead and Copper Rule, new lead trigger level, sampling sites and frequencies, removal of lead service lines, and the school sampling requirement.

FEBRUARY 24

9:00 am – 12:00 pm

MANAGEMENT

2.5 TCH

ASSET MANAGEMENT AND CAPITAL PLANS FOR SYSTEM-WIDE WATER DISTRIBUTION

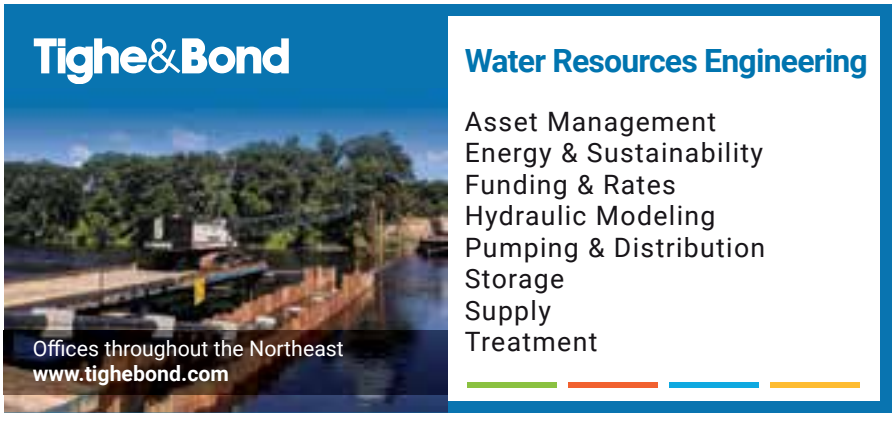
Mariusz Jedrychowski, PE, Wright-Pierce
Christine Mandeson, GISP, Wright-Pierce

The Springfield Water and Sewer Commission operates drinking water systems serving a total population of 250,000, which includes 620 miles of water distribution mains aging back to 1800s. The Commission is committed to developing asset management (AM) and capital improvements plan (CIP) to better manage its water distribution system and, as part of this commitment, retained Wright-Pierce to develop these plans. This presentation will summarize development of the Commission's water distribution AM and CIP including asset inventory, condition assessment; mapping; level of service; prioritization of water main replacements based on their likelihood and consequence of failure; and ranking of projects.

INTEGRATING END USE ACCOUNTING AND ECONOMETRICS FOR LONG-TERM DEMAND FORECASTING

Jack Kiefer, PE, Hazen and Sawyer

This presentation describes the development of a hybrid water demand forecast model for South Central Connecticut Regional Water Authority (RWA), which provides water to over 400,000 customers in and around New Haven County. Based on an assessment of available data, a mix of econometric and end-use accounting approaches was recommended to provide the most flexibility for explaining historical demand trends and translating this knowledge to construct future forecasts. End-use accounting was used to trace and project indoor consumption trends primarily for the residential class. This model was to develop a long-term demand forecast for the RWA to 2070.



EMERGING APPROACHES TO HOLISTIC PFAS MANAGEMENT IN THE WATER CYCLE

Christopher Curran, PE, AECOM
Tom Loto, PE, AECOM

The presentation will share examples of PFAS treatment challenges and emerging strategies for PFAS removal from both groundwater and surface water potable supplies and effective management of waste streams including ion exchange resin regeneration streams for ion exchange and novel adsorbents, reverse osmosis reject, and along with impacted water treatment plant residuals such as spent GAC media. A comprehensive approach is important to effectively mitigate the impact of PFAS to our environment. The presentation will describe data from a PFAS destruction technology using electrochemical oxidation to manage PFAS in waste streams derived from removal of PFAS from various environmental media.

DROUGHT RISK MANAGEMENT USING DYNAMIC RESERVOIR OPERATIONS IN SOUTHWESTERN CONNECTICUT

Steve Nebiker, Hazen and Sawyer
Robert (Jeff) Ulrich, PE,
Aquarion Water Company

Aquarion Water Company has taken the lead on finding improved ways of operating and planning for its water supplies, including the development of its own water supply models and operating rules that can be tested and implemented with those models. The presentation will talk about the initial development of the forecast-based operating rules following the severe drought in 2016, the subsequent refinement of the rules, and how they have performed during the most recent drought in 2020. Aquarion provides a powerful case study through its implementation of sophisticated drought planning that balance reliability against the hardships of imposing drought-related actions.

WATER SUPPLY PLANNING AND WUCC IMPLEMENTATION

Mike Hage, CT Department of Health, Drinking Water Section

FEBRUARY 25

9:00 am – 12:00 pm

WATER QUALITY AND TREATMENT

2.5 TCH

AQUARION WATER CHLORINATION IMPROVEMENTS INITIATIVES

Phat Phung, Aquarion Water Company
Zachary Kuegler, PE, Snyder Civil Engineering

Aquarion Water Company proposed an initiative in 2019 to add disinfectant to all of its non-chlorinated water systems by 2021. The goal was to reduce the risk associated with operating non-chlorinated systems, specifically the risk to human health, risk of unplanned outages, and the risk associated with drinking water quality non-compliance. The short-term plan includes chlorination committee meetings with a consulting engineer to evaluate each system regarding site security, source protection improvements, and site conditions. Long term plans were divided into six multi-facility projects, all of which are being designed, constructed, and placed into service by end of 2021.

LARGE SCALE ION EXCHANGE WATER SOFTENING SYSTEM: A FIRST OF ITS KIND IN NEW ENGLAND

Ryan Fleming, PE, Weston & Sampson, Inc.
Robert Gallo, PE, Valley Water Systems, Inc.

Valley Water Systems operates a public water system serving the Town of Plainville, CT. The system is supplied by two wellfields. Hardness from each wellfield is deemed Extremely Hard according to USGS and AWWA literature. Customer complaints from 2016-2017 resulted in widespread media coverage and the situation ultimately resulted in commissioning of the design for an ion exchange water softening system. This softening system is the first of its kind in New England. Our presentation will demonstrate a unique, split-stream, strong acid cation exchange treatment technique for hardness reduction from the Woodford Ave wellfield including brine storage and regeneration processes.

PUBLIC WATER SYSTEM COMPLIANCE UPDATES

Christopher Roy, CT Department of Health, Drinking Water Section

ION EXCHANGE RESIN SOLUTION COMBINES SOURCE AREA PFAS REMEDIATION WITH TREATMENT OF PUBLIC WATER SUPPLY

Steve Woodard, PhD, PE, ECT2

AFCEC's response to PFAS in groundwater at Pease included the installation and operation of a full-scale regenerable ion exchange (IX) resin system to remediate groundwater impacted by years of firefighting training activities. The IX system was selected based on the results of a comprehensive pilot test that evaluated and compared multiple technologies. In parallel, PFAS contamination was detected in the City of Portsmouth (City) public water supply and needed treatment. The City decided to run a pilot test of IX resin versus Granular Activated Carbon (GAC). The study concluded IX + GAC would be the best solution.

PILOT-SCALE ASSESSMENT OF FERRATE FOR WATER REUSE

Charles Spellman Jr., University of Rhode Island
Joseph Goodwill, PE, PhD,
University of Rhode Island

Potassium Ferrate is an emerging, sustainable treatment technology. Ferrate is a strong oxidant capable of removing contaminants and inactivating pathogens, while producing minimal halogenated byproducts and decaying to ferric iron. Increased demand and droughts have stressed water systems, creating the need for sustainable water sources. Wastewater effluent has emerged as a potential source via recycling (reuse). This presentation will report the results from continuous-flow (~0.5 gpm) studies analyzing the impacts of dosing potassium ferrate as a pre-oxidant utilizing a water reuse pilot system. The pilot system includes pre-oxidation, coagulation, adsorption-clarification, and dual-media filtration along with an array of online instrumentation.

At the time of publication, DPH Training Contact Hour Applications for technical sessions were pending.

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For more information or questions please contact Romana Longo at *longoctawwa@gmail.com* or 860-604-8996.

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Connecticut Water Recognized

by Connecticut Construction Industries Association for Excellence in Safety and Community Service

Connecticut Water was recognized in December with two awards from the Connecticut Construction Industries Association. The company received a Safety Recognition Award for excellence in construction health and safety and the CCIA's Community Service Award for its School Water Bottle Filling Station Grant Program, which supplied 15 schools in Connecticut Water service communities with touch-free water filling stations.



"Connecticut Water is committed to the health and safety of its employees and wants their time on the job to be the safest eight hours of their day, and we thank our environmental health and safety teams for their diligence to keeping their coworkers safe," said Maureen Westbrook, president of Connecticut Water. "We are also proud to be recognized for our School Water Bottle Filling Station Grant Program. As an organization, we are always looking for opportunities to support our communities and schools, and especially during the pandemic, we are proud to offer a safe, low-waste hydration option for students across the state."

The School Water Bottle Filling Station Grant Program began accepting applications in early 2020. Applications were open to any school served by Connecticut Water to supply them with a new or retrofit unit to provide an alternative to single-serve, disposable water bottles and a touch-free alternative to traditional water fountains. As the pandemic changed daily operations for schools across the states, the units played an even more important role in the safety measures necessary to welcome students back this fall. The program will continue in 2021.

This is the 17th consecutive year that Connecticut Water has received CCIA's Safety Recognition Award. Companies recognized by CCIA have demonstrated solid construction safety and health programs and are evaluated across 17 safety categories, including management involvement, employee training, safety hazard analysis, noncompliance and correction of violations. At Connecticut Water, a cross-functional safety committee, comprising nearly 10% of the workforce, meets on a bimonthly basis to review and reduce incidents and injuries, with a focus on providing a safe and healthy workplace for all areas of the company.

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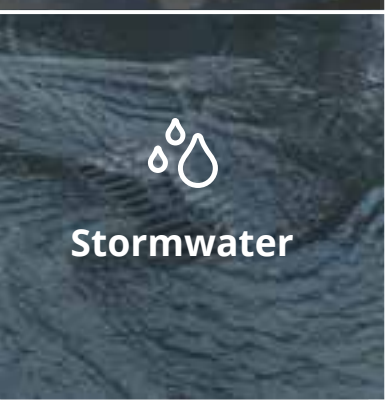


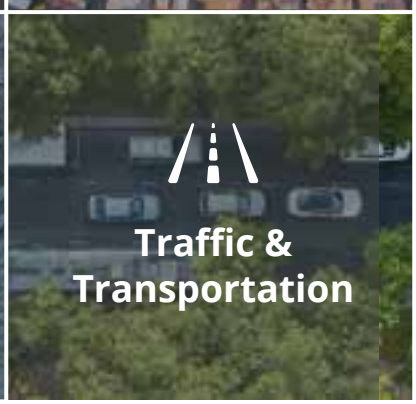


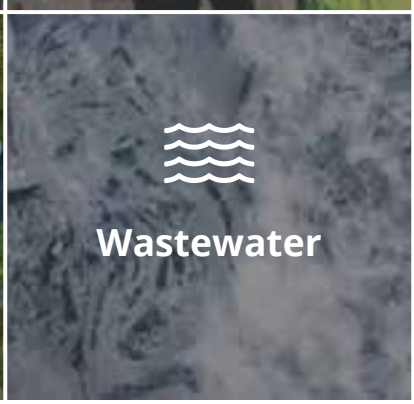












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Determination of the Method Detection Limit

The Environmental Laboratory Certification program (ELCP) currently requires laboratories to demonstrate instrument response to low level concentration standards by annually calculating the method detection limit (MDL). Effective January 2021, ELCP is adopting the EPA's MDL procedure which was published in 40 CFR part 136 on August 28, 2017.

Over the course of the next six months, all in-state certified laboratories should implement the procedure to be fully compliant by July 31, 2021.

The updated procedure has a few significant changes as well as a new definition of the MDL. The MDL is now defined as the minimum measured concentration of a substance that can be reported with 99% confidence that the measured concentration is distinguishable from method blank results. The procedure now uses method blanks in addition to spikes to determine the MDL, allows for data to be pooled from multiple instruments to create on MDL, and requires data from multiple states to obtain a year's worth of representative data. For more information, visit *www.epa.gov/cwa-methods/methods-update-rule-2017.* Contact Dawn Shaban from ELCP at *dawn.shaban@ct.gov* or 860-488-0652 with any questions or for technical assistance.



Emerald Ash Borer No Longer Regulated by the USDA



Although the Emerald Ash Borer (EAB) is no longer regulated by the United States Department of Agriculture's Animal and Plant Health Inspection Service (APHIS) under a final rule effective January 14, 2021, Connecticut's regulations prohibiting the movement of firewood from out-of-state into Connecticut or within Connecticut remain in effect. These regulations help ensure that other invasive insects are not carried into Connecticut, or spread throughout New England, through the shipment of firewood. Permits or certificates from the State Entomologist or the state of origin will still be required to bring firewood into Connecticut.

The federal program will transition to one that is focused on methods for management of EABs, such as rearing and releasing biological control agents – ie: tiny stingless parasitoid wasps.

The USDA will continue to provide EAB parasitoid wasps for release for the biological control of the emerald ash borer. The emerald ash borer has been responsible for the death and decline of tens of millions of ash trees in 35 states from the midwest to New England and south to Louisiana. It is currently found throughout Connecticut and most of New England.

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CWWA Legislative Update



Virtual Legislative Session Presents Challenges

The Connecticut General Assembly convened on January 6 for a legislative session that is expected to be conducted almost entirely virtually. Although legislators will be at the state Capitol to take action on bills on the Senate or House floor, committee meetings and public hearings will be held remotely. In addition, the state Capitol and Legislative Office Building remain closed to the public. This presents a number of challenges to organizations that must vie for 'Zoom time' to discuss issues with legislators.

Fortunately, CWWA has developed excellent working relationships with key legislators and is recognized as the go-to organization on water related issues. In addition, CWWA is taking steps to ensure that its members connect with legislators in their service area on priority issues throughout the legislative session.

Legislative leaders have asked committee chairs to limit the number of bills raised this year, to ensure that the process doesn't get bogged down with hundreds of proposed bills. Recognizing the need to focus on top legislative priorities, CWWA's Board of Directors approved the following legislative priorities:

Support the establishment of a Safe Drinking Water Advisory Council comprised of toxicologists, hydrologists, scientists, engineers, water utilities, economists, and other experts to ensure that any drinking water standards and action levels to address PFAS and other emerging contaminants are developed using a scientifically defensible, risk-based, and data-driven process.

Ensure that meter replacements and device installations as part of an Automatic Meter installation program may be performed by qualified non-licensed installers subject to appropriate supervision.

Adopt legislation requiring the CT Sitting Council to fully consider the impact on water quality and quantity with regard to the siting of solar installations and other renewable energy facilities on watershed lands.

Expand opportunities for water companies to reduce energy costs and improve energy efficiency, including increasing the cap on Virtual Net Metering (VNM) and making private and regional water utilities eligible to participate in VNM.

Address barriers facing individuals in obtaining certification, including adopting legislation to clarify licensing reciprocity opportunities, and recognizing credit for work experience, including military experience.

Increase funding for the Public Water System Improvement program to provide meaningful grants to water companies to fund infrastructure upgrades, including lead line replacement.

CWWA's full 2021 Government Affairs Agenda can be viewed on our website at *www.cwwa.org*.

If you are interested in weighing in on state laws and regulations affecting the water industry, consider joining CWWA's Legislative Committee. CWWA utility members and associate members are eligible to attend the meetings, which will be held via Zoom on the fourth Friday of the month during the legislative session.

Please contact CWWA's Betsy Gara at *gara@gmlobbying.com* for more information.

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Tighe & Bond Receives 2021 ACEC/CT Engineering Excellence Award







Tighe & Bond was recently recognized by the American Council of Engineering Companies of Connecticut (ACEC/CT) with an Engineering Excellence Award. The project team received the award for the design of phosphorous removal upgrades at the Water Pollution Control Facility (WPCF) in Plainville, CT.

The Connecticut Department of Energy and Environmental Protection (CT DEEP) set new phosphorous limits after it was determined the nutrient was negatively affecting water quality in the state's freshwater rivers and streams. While phosphorus is a naturally occurring element that is an essential nutrient to support plant growth, excessive amounts contribute to dense growth of algae and suffocation of marine life. This meant the Plainville WPCF needed to reduce the amount of phosphorous leaving the facility by 88%.

In anticipation of these changes, Tighe & Bond prepared a Phosphorus Removal Plan to determine how best to meet the new phosphorus limits.

The plan recommended the addition of a Filter Building that would house new multi-point chemical addition and disc filtration processes to reduce the amount of phosphorous from the facility's water. The design also included cost-effective improvements to the existing WPCF including a larger sludge processing system, raising the facility's existing UV Disinfection System for improved flood resiliency, new flow equalization tanks to stabilize the effluent from the facility's Sequencing Batch Reactors (SBRs), and filter influent pumps to lift the flow up to the disc filters.

The project was completed four months ahead of schedule and $1 million under budget. The upgrades have enabled the Town of Plainville to meet its phosphorous limits. The new system continues to remove phosphorus from the treated water the facility discharges daily into the Pequabuck River which joins the Quinnipiac River and Long Island Sound. The renovations to the WPCF also meets all state and federal environmental regulations and ensures the protection of surrounding bodies of water.

Tighe & Bond and its project partners will be honored at the ACEC/CT Engineering Excellence Awards Gala in June 2021.

Proposed Slate of Officers for Term 2021-2022

Listed below is the proposed Slate of Officers for Term 2021-2022 for the Connecticut Section AWWA:

Chair	One-Year Term	Scott Bonett
Vice Chair	One-Year Term	Ingrid Jacobs
Past Chair (a)	One-Year Term	Gerry McDermott
Secretary	One-Year Term	Judy Soda
Treasurer	One-Year Term	Rochelle Kowalski
2nd Year Trustee (b)	2nd of a Two-Year Term	Alex Cosentino
1st Year Trustee	1st of a Two-Year Term	Brian Robillard
National Director (c)	Three-Year Term	John Herlihy

(a) Automatic appointment, no vote required.
(b) Serving the 2nd of a two-year term, no vote required.
(c) Serving the 3rd of a three-year term.

Article VII of the Section's Bylaws govern the election and nominations process and may be viewed at *www.ctawwa.org* (select 'About Us' and 'Bylaws'). Any questions may be directed to Judy Soda at *jesoda38@gmail.com*.

If no further nominations are received by April 20, 2021, Judy Soda, as Secretary, will cast a ballot for the above slate and issue a notice to the membership via the next available issue of the Section magazine.

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

Other Board Positions for 2021-2022	
Trustee at Large 2nd	Nick Rossi
Trustee at Large 1st	Brian Robillard
Administrative and Policy Council Chair	Carolyn Giampe
Associates Council Chair	Mark Anderson
Education and Public Affairs Council Chair	Peter Grabowski
Technical and Standards Council Chair	Thomas Cutler
Water Utility Council Chair	Tom Barger

Per the CTAWWA Bylaws, this announcement is notifying membership of the election of the Other Board Positions and Proposed Slate of Officers for the 2021-2022 term.

Alan E. Huth Appointed Chief Executive Officer and General Manager of South Norwalk Electric & Water



The Second Taxing District Commission unanimously voted to appoint Alan E. Huth, previously SNEW Interim General Manager, to the position of Chief Executive Officer and General Manager of South Norwalk Electric & Water, effective September 25, 2020. Alan served as Interim General Manager since April 2020 and has done a terrific job leading SNEW through the pandemic, the aftermath of a hurricane, and drought. Alan's openness, communication skills, and efforts at transparency are helping to reshape the organization's culture in a positive direction.

Alan joined SNEW in February 2018 as Director of Water Operations, working along with our water team to implement numerous repairs and improvements to our water system, prior to being appointed as our Interim General Manager.

Mr. Huth previously held positions at Aquarion Water Company of Connecticut, Lawler Environmental Group LLC and Flintlock Construction LLC. He earned a Bachelor of Science in Aerospace from Embry Riddle University and is currently pursuing an MBA from Sacred Heart University.

Welcome New Members!



Doug Bacon, Oracle Utilities
Benjamin Berman, student
Benjamin Burpee,
Ecosystem Consulting Service, Inc.
Themba Chirambo
Maria Ciliegia, student
Amy Fitzpatrick, WMP
Benjamin Gilmore,
Town of East Hampton WPCA
Jeff Glagowski,
Aquarion Water Co. of Connecticut
Meagan Heslin, Hazen and Sawyer
Emanuel Lungu,
The Metropolitan District
Amrik Matharu, Regional Water Authority
Geoffrey McKay, HESCO
Dan O'Shea, Aquarion Water Company
Hannah Rouillard, BioSafe Systems
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USALCO Appoints Ken Gayer CEO, Founding Members to Co-Chair Board of Directors

USALCO, a leading producer of high-quality aluminum-based chemicals used in water treatment and refinery catalyst manufacturing, has appointed Ken Gayer as its first non-family chief executive officer (CEO).

Founding family members Peter and David Askew, both of whom have served as former USALCO CEOs, will continue to serve the Company as co-chairmen of the Board of Directors.

Founded in 1980 and headquartered in Baltimore, MD, USALCO supplies high quality products with best-in-class service and industry-leading research and development to design solutions that meet its customers' individual needs and ever-changing regulatory requirements. USALCO operates an efficient network of nine plants in the Mid-Atlantic, Midwest, and Southeast United States and an extensive logistics platform. Over the past decade the Company has grown significantly through new product introductions, capital investment, and acquisition. In June 2020, H.I.G. Capital announced a strategic investment in USALCO to further accelerate the Company's growth objectives.

Keval Patel, Managing Director at H.I.G. Capital, said, "We see significant opportunities for USALCO to continue building its exceptional technology and engineering-based client service capabilities and to partner with customers to find new ways to address their most pressing needs. Since forming the partnership with Peter and David last June, we are seeing even more growth potential than initially envisioned. Ken is a great addition to lead an already strong management team and help us deliver on the promise of this investment."

"We are excited to welcome Ken to USALCO as the next step in our ongoing growth plan, said Board of Directors Co-chairman Peter Askew. "Ken has decades of leadership experience in the chemicals sector and a proven track record of adding value for customers, employees, and shareholders."

Co-chairman David Askew added, "I am pleased with the progress against our strategic plan and look forward to continuing to be a part of shaping USALCO's future. We will always remain focused on the safety and health of our employees and the environment and stay committed to providing exceptional products and service to our customers."

Gayer most recently served as CEO of Gelest, a specialty silicones and silanes producer recently sold to Mitsubishi Chemical Company. Prior to Gelest, Ken was Business President of Honeywell Specialty Products and had a 15-year tenure at Honeywell in a variety of leadership positions. Prior to Honeywell, he held leadership roles at McKinsey & Company, the Polaroid Corporation, and served as a Lieutenant in the United States Navy Nuclear Submarine Force. Gayer holds an MBA from MIT Sloan School of Management, a Masters in Chemical Engineering from MIT, and a Bachelor of Science in Chemical Engineering from the New Jersey Institute of Technology.

"Ken is a great addition to lead an already strong management team and help us deliver on the promise of this investment."

PURA Establishes Education, Outreach, and Enforcement Office

The Connecticut Public Utilities Regulatory Authority (PURA) has established the Office of Education, Outreach & Enforcement (EOE).

Led by Director Thomas Lopez, the key objective of EOE is to provide ratepayers and parties that interact with PURA an improved customer service experience. The 'ex parte' rules that apply to PURA's decisional staff do not apply to EOE, meaning ratepayers and other parties may pose questions and concerns to the office.

EOE is comprised of three units, including:

Licensing and Certification Unit

- Processes and analyzes routine licensing and certification matters that are filed with PURA. Matters include electric/water submetering applications, small cell antenna applications, renewable generator certification requests, supplier licensing applications and reviews, and natural gas seller registrations, among others.

Mediation and Enforcement Unit

- Mediates disputes concerning matters related to regulated entities whenever possible or appropriate.
- Enforces orders, regulations, and statutes.
- Independently investigates any PURA-regulated or licensed entities.

Education & Outreach Unit

(includes Consumer Affairs)

- Receives Connecticut ratepayer complaints, with a focus on providing timely resolution for complainant and relevant educational materials to assist the complainant.
- Produces, distributes and presents educational materials through public forums.

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Partnership Courses with NEWWA: Spring 2021

These courses are offered in partnership with the New England Water Works Association, a section of the American Water Works Association. Due to the pandemic, ALL courses will be online, live, instructor-led learning events. To register, visit *www.newwa.org* or call 508-893-7979. CTAWWA does not accept registration for these classes. Once registered, you will receive call-in information via email. Registration fee includes all electronic versions of course materials, TCHs, and TCH Certificate. All courses are approved for CT Certified Drinking Water Operator Training Renewal Requirements. Distribution (D), Treatment (T), or combined (T&D) applicability is listed for each course.

Pandemic Problem Solving and Planning for PWS

Course Code: WPP321ACV
Date: Thursday, March 11, 2021
Time: 8:15 am – 11:45 pm
TCH: 3.0
Applicable for Distribution (D) and Treatment (T)
Course Description: Many public drinking water systems were caught off-guard when the SARS Cov-2 pandemic began to affect the world in early 2020. Despite some systems believing that they were adequately prepared, several issues with the continuation of operations have been identified. This 3-hour course will cover some of the facts of what a pandemic is and how it can and will affect a PWS. It will examine methods that have been and could be used to keep your workforce healthy and available during a pandemic. Also covered will be a segment on how to deal directly with the public, when necessary. Collecting compliance samples may also be a concern, so alternatives to conventional sampling sites will be examined. Finally, the maintenance of premise plumbing and how to advise owners and operators of unoccupied buildings how to restore proper water quality when returning will be discussed.

This class has been designed for anyone who is involved in the day-to-day operation of a public drinking water system, including system managers, operators, maintenance personnel, clerks, and others.

Registration Fee:
CTAWWA Members: $140.00
Non-Members: $190.00

Using Unidirectional Flushing as a Distribution System Tool

Course Code: DUF321ACV
Date: Thursday , March 25, 2021
Time: 8:15 am – 11:45 pm
TCH: 3.0
Applicable for Distribution (D)
Course Description: This half-day class will examine, in detail, the benefits of using distribution system fire hydrant flushing as a tool to prevent buildup of contaminants in your water mains. Specifically, the class will provide an overview of the process of planning and using a Unidirectional Flushing (UDF) Program. The use of the latest technology will be described to assist distribution systems in planning and implementation of flushing. Other topics will include proper sampling of your flush water, predicting and examining water quality changes, and communication required among system employees, with the media and with the public. Lastly, a segment will explain the methods of carrying out a systematic full system flush in case of a serious water quality emergency.

Professionals involved in any type of task involving drinking water quality in a distribution system, who work on or plan distribution maintenance, or who are involved in emergency preparedness will find this course of value.

Registration Fee:
CTAWWA Members: $140.00
Non-Members: $190.00

Iron and Manganese Removal Chemistry

Course Code: TIM421ACV
Date: Wednesday, April 21, 2021
Time: 8:15 am – 11:45 pm
TCH: 3.0
Applicable for Treatment (T)
Course Description: This course will help participants describe characteristics of Iron (Fe) and Manganese (Mn); describe the value of removing Fe and Mn; describe basic treatment methods and processes for removing Fe and Mn; perform basic calculations relating to Fe and Mn treatment methods; discuss chemical application and feed methods; and identify potential problems and corrective actions.

While this course is designed for operators, it will be especially useful to new or less experienced personnel but also will be of interest to seasoned operators, supervisors, plant managers, and entry-level engineers who are interested in expanding their knowledge on the subject area.

Registration Fee:
CTAWWA Members: $140.00
Non-Members: $190.00

Preparing for and Responding to Customer Water Quality Complaints

Course Code: WWQ421ACV
Date: Wednesday, May 5, 2021
Time: 8:15 am – 11:45 pm
TCH: 3.0
Applicable for Treatment (T)
Course Description: This course will allow participants to carefully plan how to create an effective program for receiving water quality complaints, and how to deal with the various types of expected and unexpected water quality complaints. Because of serious liability issues, as well as the need to learn more about your system's water quality, an overview of how to properly receive and record complaints will be presented along with proven remedies to ease any fears in the minds of the customer. Sound practices for setting up and completing a site visit, if required, will be discussed along with a list of the most common types of water quality complaints, and how to satisfy the customer.

This course is geared toward drinking water utility managers, supervisors, and staff who deal directly with key public officials, the media, and public.

Registration Fee:
CTAWWA Members: $140.00
Non-Members: $190.00

Distribution System Fire Flow: How Does Your System Measure Up?
Course Code: DFF4211ACV
Date: Thursday, June 10, 2021
Time: 8:15 am – 11:45 pm
TCH: 3.0
Applicable for Distribution (D)
Course Description: Systems that provide fire protection to their customers are evaluated by the insurance industry and this affects all customers' ratings on fire insurance policies. This course will provide utilities insight into a public drinking water system's fire flow concerns and requirements. Specifically, it will cover the basics of how fire flow requirements are determined; examine distribution system demand related to design-flow; review proper water storage and available water use control during fire events; evaluate system pumping capacities, strength, and redundancy; and review how to perform and assess hydrant fire flow tests.

Water utility professionals in both treatment and distribution operations will find this course of interest. Management professionals who supervise water treatment or distribution systems will also find this program useful.

Registration Fee:
CTAWWA Members: $140.00;
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For additional information about becoming a CTAWWA Enhancer, visit the CTAWWA website at *www.ctawwa.org.*



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