# In*Flow*-Line

The Magazine of the CT Section American Water Works and the Connecticut Water Works Associations Winter 2024-25



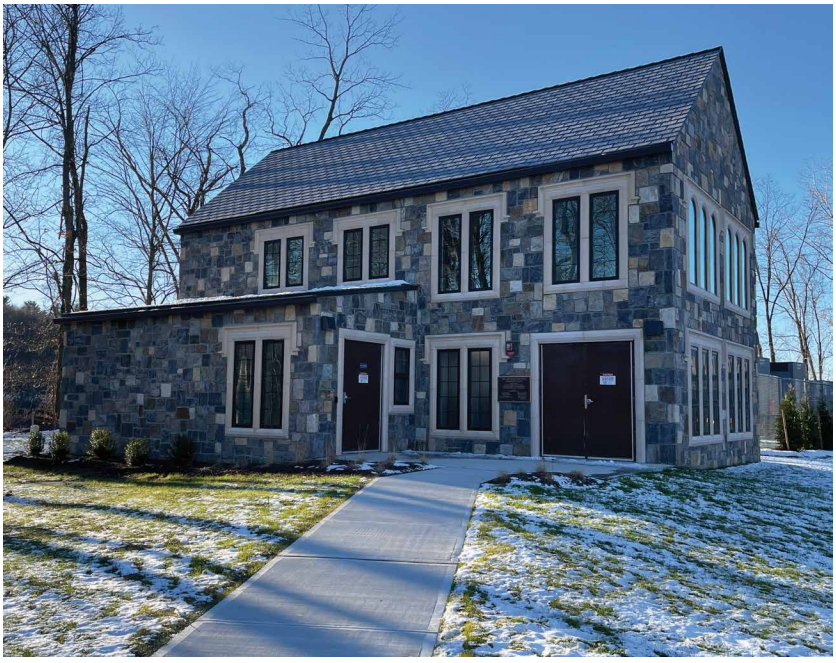
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**Volume 19 – Number 4**

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InFlow-Line

Volume 19 – Number 4

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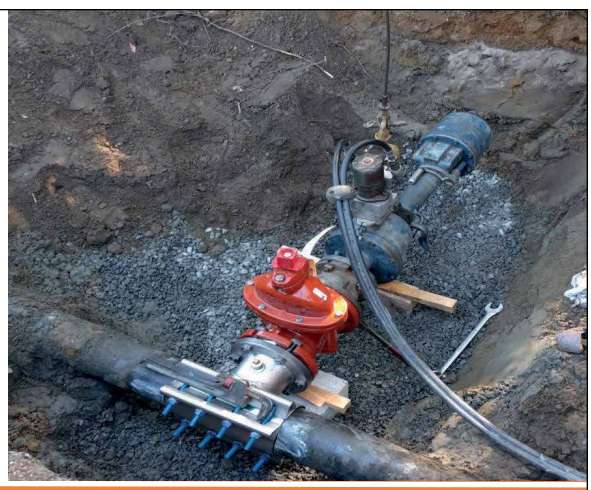
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Sunny Lakshminarayanan



# Water Utility Sector Facing Flood of Retirements; Drought of Skilled Workers

**As industry professionals, we all recognize the complexities of operating a modern water utility. One challenge that is not being necessarily addressed is a trend within the industry here in Connecticut and in other parts of the nation – an aging workforce.**

With approximately one-third of the workforce at the region's utility companies eligible to retire in the next several years, a collaborative approach involving a myriad of stakeholders including public and private utilities, educational institutions, utility associations, and professional groups needs to join forces to develop a pipeline to prepare workers to fill anticipated openings.



## Grooming Talent Pipelines

Currently, in the US, the average age of a utility worker is around 50. This suggests that the younger generation is not generally attracted toward this industry and one major reason could be that the trade lacks visibility. The water utility industry has often been called the silent service. The water mains are buried underground and the only time most people think how convenient it is to turn on the faucet and have water come out is when it doesn't or there is a news headline that highlights an infrastructure issue, drought impacts, significant contamination or other similar service interruption event. To appropriately respond to the exit of skilled water workers, the industry needs to develop career awareness campaigns aimed at trade schools and high schools that showcase the critical role that water utilities and their employees play in ensuring public health and environmental protection.

Another avenue to grow the talent pool is to partner with universities and community colleges. One program that I have been personally involved with is a unique collaboration with Southern Connecticut State University (SCSU) and Gateway Community College (GCC) which was the brainchild of Larry Bingaman, the immediate past president and CEO of the Regional Water Authority. SCSU and GCC joined forces to create degree programs for students to receive the education necessary to fill managerial and technological job openings at the state's water, wastewater, electric, and natural gas companies. These degree programs cover the gamut of utility operations including the development of financial, technical, risk management, and soft skills, and open a pathway for future workers who can tap the full scope of career opportunities available at a utility company along with a competitive salary, benefits, and career advancement.

## Embracing Technology and Automation

With the advent of Artificial intelligence (AI) and workforce automation, technology can play a vital role by reducing reliance on human capital. Increased technology adoption and information management using smart sensors, data analytics, and automated control systems can enhance the efficiency and accuracy of water distribution systems. Utilities can innovate by investing in these technologies to streamline operations, reduce operational costs, and improve delivery. Not only will these innovations have a beneficial effect on addressing the talent gaps but they can also aid in mitigating rates. Another ancillary benefit could be the creation of new-age job opportunities with the utilization of automation, cybersecurity, and AI, which can be attractive in recruiting the next-gen utility worker.

## Holistic Approach

To address the water utility workforce challenge, ideas that require radical and holistic thinking need to be executed. Raising awareness would be a primary step toward the end goal, which is to attract new talent but also to retain experienced workers to mentor and train the next generation of utility workers who want to be involved in supplying a vital need, providing a valuable public service and giving back to communities. The remedy to address this multifaceted challenge might rest in the development of comprehensive solutions that will address training, mentorship, and technology and create a sustainable and positive work environment.

If the various stakeholders come together as a collective and collaborate on these solutions, the needs of utilities will be met, experienced workers will be retained and students will gain new career opportunities in an industry that many may not have considered. Collaboration with colleagues in the water industry through our professional associations, CWWA and CTAWWA, provides a strong foundation and opportunity for brainstorming on these efforts.


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Nick Rossi



# Connecticut Section (CTAWWA) Happenings

**The Connecticut Section's wide network of volunteers is executing several strategic initiatives that bring tremendous value to the water industry in Connecticut. The following is a brief write-up on some of the current initiatives that are over and above the typical work of the Section (such as trainings, conferences, competitions, scholarships, and other committee work). Thanks to all CTAWWA volunteers and employees past, present, and future!**

## Financial Improvements

The CTAWWA Governing Board is making several administrative and financial changes that will both align the Section with AWWA's policies and modernize our financial administration. The first of which we will be incorporating in the State of Connecticut as "Connecticut Section American Water Works Association, Inc." in 2025. This is consistent with AWWA's guidance for sections, and CTAWWA will subsequently be making changes to our insurance policies. Concurrently with changing our corporate status, the Section will be updating our banking accounts to streamline financial operations and position our cash reserves into sustainable investments.



## Section Technology Improvements

The CTAWWA Governing Board has authorized the purchase of a Microsoft Teams account. The Teams account will provide a number of administrative improvements across the Section. The Teams account will be used to host and record virtual meetings, store and share the Section's administrative documents and files, and provide a space for committees to collaborate on shared work products.

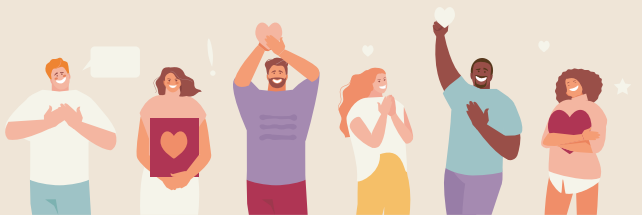
Note that the Section will continue to support the current functionality of *www.ctawwa.org* and our long-term goal is to integrate Teams with *www.ctawwa.org* for items like committee meeting calendars and links.

## Outreach Committee

The CTAWWA Governing Board is setting up in-person feedback sessions with Connecticut water utilities to learn how we can improve our service offerings to our members. Two workshops have been scheduled already in specific areas of the state and we are working on setting up additional meetings with interested utilities. We want to hear from you on how CTAWWA can better support the Connecticut water industry! Contact me at *rossinj@cdmsmith.com*.



*"Thanks to all CTAWWA volunteers and employees past, present, and future!"*



## Emerging Technology Committee

The CTAWWA Governing Board has founded the Emerging Technology Committee (name pending!) to promote the sharing of knowledge on new technologies in the water industry. This committee was formed in direct response to requests from various CTAWWA Utility members who are looking to capitalize on the wide variety of new technologies available to water systems. The new committee is currently drafting a survey to help understand the emerging technology interests and needs of our utility members.

## Ski Event

I am thrilled that we are going to have a night skiing event at Powder Ridge in Middlefield on Friday, February 21! Hopefully, we get some snow, and hope to see you there!



## Standard Practice Manual

Congratulations to the Governing Board memberships who had an active role in updating the Sections Standard Practice Manual. The October 2024 version of the Practice Manual is available on *www.ctawwa.org*. The Manual serves as a resource for all current and future volunteers by explaining the roles and responsibilities of the Governing Board and committees.

## Residuals Committee

The CTAWWA Residuals Committee is currently representing the Connecticut water industry in negotiating the conditions and requirements of the proposed update to the comprehensive general permit for discharges to surface water and groundwater with CTDEEP. CTDEEP issued a draft version of the general permit in September 2024 and the Residuals Committee, citing a wide variety of concerns with the proposed permit, collaborated with a large group of CTAWWA members to file a petition for public hearing. Currently, the two parties are meeting in private in an attempt to negotiate specific aspects of the permit before a hearing.

*Return to Table of Contents*

Tom Barger



# Happy New Year – I Hope Everyone Has a Great 2025!

**With the flipping of the calendar from December to January, I can't help but observe we're bringing a lot of 2024 issues along with us. Will things remain the same or will circumstances change? Only time will tell.**

AWWA continues to move along with two requests for judicial review of recent regulations, PFAS and the LCRI, objecting to specific components of each. Neither of these requests is intended to suggest that AWWA is opposed to regulatory oversight as some may suggest, but rather, to ensure that regulations are fair, adhere to the best scientific information available, and follow the established procedures of regulatory development. I think of rulemaking along the same lines of using the SMART format when setting our own personal or organizational goals – all the elements need to be accounted for. The judicial review process will follow a set of long legal procedures, but it is important that AWWA (and others) drive a stake into the ground that will prevent the EPA from establishing an unreasonable precedent that can then be brought back again and again.







Water2050 will continue to be an initiative that AWWA will be promoting throughout 2025 and beyond. As a reminder, Water2050 focuses on a vision of the water industry in the near future from both internal (what we think we need to be) and external (what do others need us to be) perspectives. Five specific focal areas have been identified: Sustainability, Finance, Technology, Governance, and Social/Demographic. Strategic Implementation Teams (SIT) have been established for each of the five topics and each SIT will be presenting their work at ACE25 in Denver. Outreach is also being established to allow for two-way communication – SIT-developed information to the membership, and a response to that information from AWWA membership in the form of comments, questions, applicability, and guidance. I am personally excited about being involved in this work and eager to see it shared with everyone.

While the items above are playing out, we will have plenty to keep us busy. Utilities will continue to further develop our service line inventories with the goal of changing service line unknowns into knowns to better understand what our replacement plans will entail (and everything else that goes along with that). We will also continue building our PFAS initial monitoring database to define what our compliance monitoring programs will look like. Soon to be added into the mix are the revisions to the DBPR expected to be released as a proposed rule in the summer of 2025. As we all are well aware, there are a lot of challenges associated with these requirements to ensure success. It's more important than ever to participate and support our Associations in their collective efforts to collaborate, educate, and lobby for our mutual benefit.

While I wish everyone the very best in 2025, I'd also suggest you hold on tight – our bumpy ride shows no sign of slowing down.

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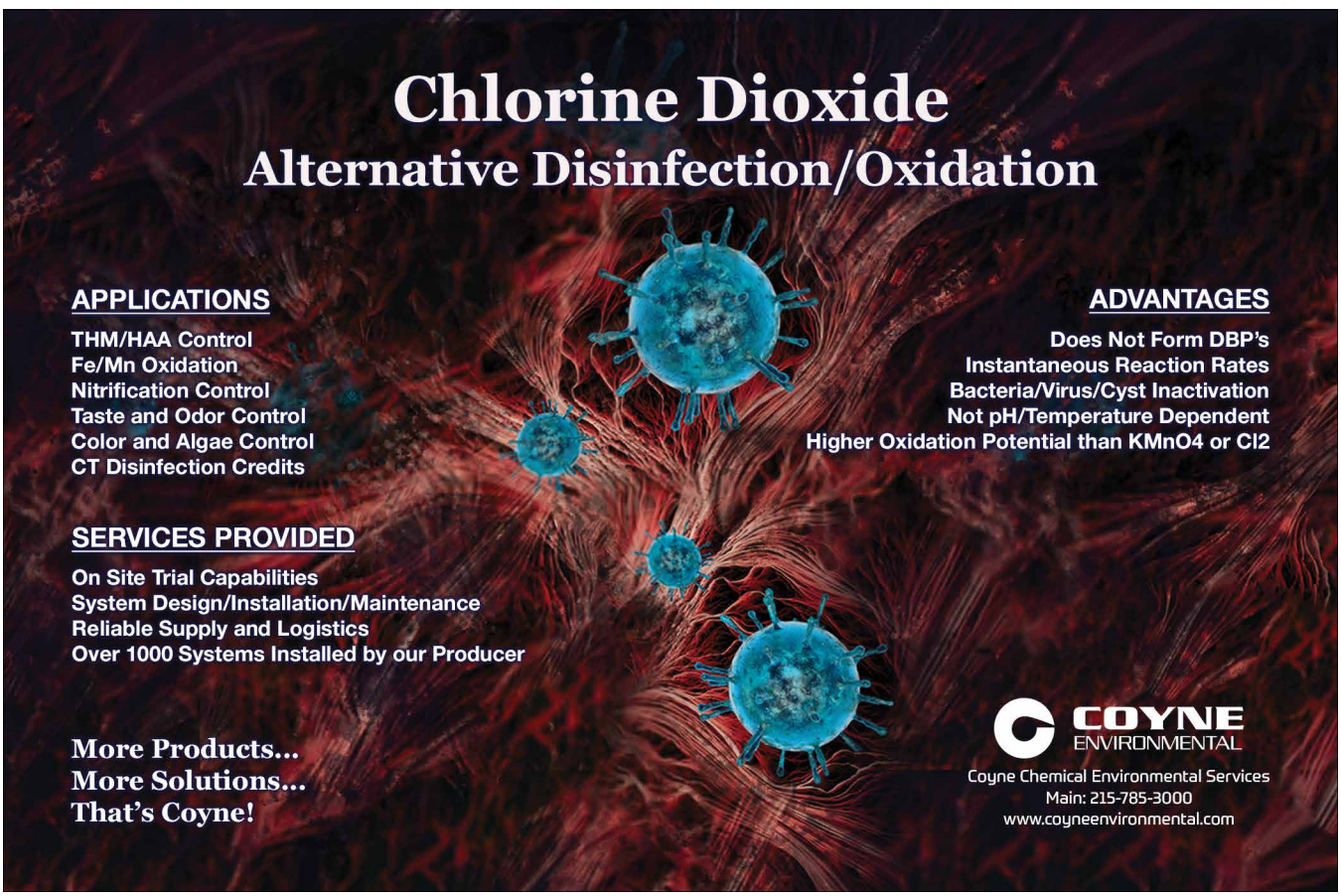
# *Water Resources Development Act of 2024* Approved by Congress

**Congress approved the *Water Resources Development Act of 2024* (WRDA) in December. The measure is aimed at addressing the nation's water resources infrastructure, including ports and harbors, inland waterway navigation, and flood and storm protection.**

The bipartisan measure, which was signed into law by President Joe Biden, is generally reviewed and adopted every two years and ensures that Congress has the opportunity to provide the US Army Corps of Engineers with input on priority projects and streamlining federal regulatory processes.

The bill included critical provisions to protect Connecticut's waterways, ports, and ecosystems:

1. **Wastewater and Drinking Water Infrastructure:** Authorizes $25 million each for East Lyme and East Hampton for water and wastewater infrastructure projects, including water supply.
2. **Shoreline and Riverine Protection and Restoration:** The bill adds Connecticut's shoreline to the list of areas that are prioritized for projects that will be undertaken by the US Army Corps of Engineers to address flooding and reduce damage from hurricanes and other storm events.
3. **Flooding, Hurricane, and Storm Damage Risk Reduction and Ecosystem Restoration:** The bill authorizes projects in several Connecticut municipalities to reduce risks associated with flooding, hurricanes, and storm events in addition to ecosystem restoration.
4. **Watershed Protection:** The bill adds the Connecticut River Watershed to the list of areas prioritized to receive federal support from the US Army Corps of Engineers in addressing concerns regarding rising sea levels, increased flooding, and other issues.
5. **Reducing Invasive Species:** The bill adds the Connecticut River Basin to the list of areas that the US Army Corps of Engineers must target to reduce invasive species, such as hydrilla.
6. **Colebrook River Reservoir, Connecticut**: The bill includes provisions terminating a specific water supply contract at the Colebrook River Reservoir.



# 2025 Legislative Session Kicks Off

**This year is a long legislative session for the Connecticut General Assembly running from January 8 through to June 4.**

CWWA's 2025 Government Affairs Agenda, which reflects input from CWWA's Board, Legislative Committee members, and CTAWWA committee members, includes the following priorities:

- Provide public water systems with clear, consistent guidelines and reasonable compliance timeframes to comply with water quality limits for PFAS.
- Ensure consistency between the state and federal Lead Service Line replacement requirements to facilitate compliance, minimize confusion, and reduce regulatory burdens.
- Improve the state Department of Energy & Environmental Protection's (DEEP) dam permitting process by 1) enhancing the pre-application/intake process to ensure that parties have a thorough understanding of the scope of the project and timelines; 2) clarifying requirements applicable to sediment sampling; 3) prioritizing permit reviews for high hazard dams, etc., and 4) expanding the activities that may be undertaken pursuant to general permits.
- Support and promote programs at the state's colleges and universities to prepare students for careers in the water sector, including the programs at Gateway Community College and Southern CT State University.
- Address concerns regarding changes to the proposed Comprehensive General Permit for Discharges to Surface and Groundwater.
- Provide public water systems with more flexibility to meet the state Department of Public Health's cross-connections compliance requirements.

The agenda also includes a number of other recommendations on issues ranging from water quality, infrastructure investment, operational issues, and source water protection.



### Enhancing Dam Safety Through Improved Permitting

Building upon the foundation of its highly successful 20BY20 initiative, the state Department of Energy & Environmental Protection (DEEP) has a new 20BY26 initiative committing the agency to pursuing 20 measurable improvements that increase the predictability, efficiency, and transparency of DEEP's processes. Among the goals included in DEEP's 20BY26 initiative is enhancing dam safety through improved permitting processes. The DEEP team has begun work to expand the eligibility for the use of Dam Safety General Permits to make it easier to repair or remove structures that pose a risk to public safety and fragment ecosystems.

Additional goals of the initiative include streamlining the Individual Permit Application process and developing clear sediment management guidelines. DEEP has convened an Advisory Group of professional engineers, water utilities (including CWWA members), and environmental advocates to receive their feedback on improvements to the Dam Safety permitting process. Alex Cosentino of MDC and Larry Marcik of RWA currently sit on the Advisory Group.

CWWA is encouraging its members to reach out to legislators to discuss challenges facing their water system in providing safe, high-quality water to customers.

"When legislators hear from businesses and residents in their district, they pay attention," said Betsy Gara, CWWA's Executive Director. "Making sure our members connect with their legislators on a regular basis to discuss proposed legislation and how it may impact the safety, quality, and availability of drinking water is absolutely critical to CWWA's advocacy."

"Lawmakers need to understand the challenges facing water companies in complying with new and emerging state and federal regulations, such as PFAS limits, lead service line replacement, stream flow release requirements, and ongoing efforts to upgrade aging water infrastructure," Gara added.

If you are interested in participating in CWWA's Legislative Committee meetings, please contact Betsy Gara at *gara@gmlobbying.com*. CWWA's Legislative Committee is open to all CWWA utility and associate members.

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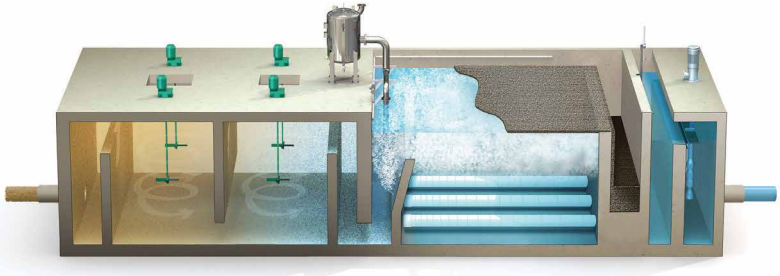
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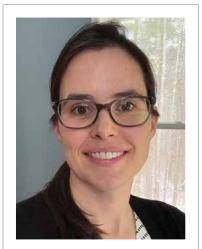
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# Meagan Morse



**CTAWWA Board Position**
Trustee at Large

**What do you do for work?**
Associate at Hazen and Sawyer. I'm a project manager/engineer for various drinking water projects in Connecticut and Massachusetts.

**What do you do for fun?**
I recently had a baby, so parenting takes up a lot of my time these days. I also enjoy cooking/baking and trying new recipes.

**How long have you been a CTAWWA Member?**
I've been a CTAWWA member since January 2021 (it feels like a lot longer!)

**Why do you volunteer for CTAWWA?**
Being involved in CTAWWA has helped me really understand the regulations and changes in our industry both at the national and state levels. The members of the sections include people from different corners of our industry and it's great to connect across the spectrum.

**What advice would you give anyone considering getting more involved with CTAWWA?**
Don't be afraid to go to events or join a committee. Everyone is so welcoming and there's a role for you if you want to be involved!



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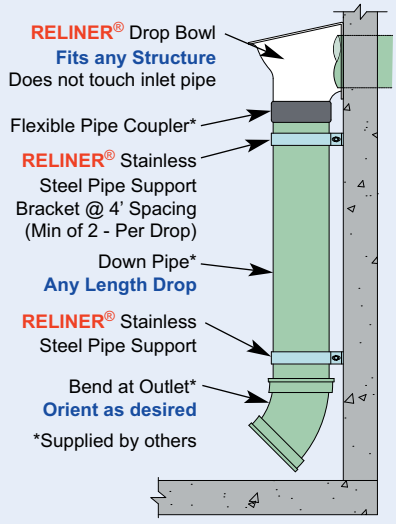
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# Shannon Miles



## Day Job
Chief Administrative Officer at Manchester Water & Sewer

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## Work History
My first job in the water industry was providing customer service at Connecticut Water, a position that really cemented my passion for water. Since then, I have worked both in the private sector producing Ultra-Pure water for semiconductors, and in the municipal sector in water/wastewater.

## CTAWWA/CWWA Activities
I started as a member of the Young Professionals. I am currently the Customer Service Committee Chair, a DEI Committee member, and a Technology Committee member, and I serve on the CTAWWA Board as the Administrative & Policy Council Chair.

## Personal Stats
I have been married for nine years, have a four-year-old son, and a Bernedoodle named Quinn. I really enjoy experimenting in my garden and attending UConn Women's Basketball games with my parents (who are also alumni).

## What accomplishment are you most proud of?
While serving as the first female construction lead at a water utility in CT, I found the advice and mentorship of other women who had also worked in predominantly male fields to be extremely valuable – but also exceedingly rare. I wanted to try and find a way to share more of this perspective with other women in our field so started the Women in Water group to try and accomplish this goal.

I am very proud of the Women in Water group and the work they continue to do, sharing their unique experiences and providing mentorship while normalizing the shift in the demographics of our workforce. I am excited to be able to expand on this passion in my position on the CTAWWA DEI Committee and provide a resource for even more individuals in the water industry.



Me and my father, Alan Shepard, at a UConn game.

## What do you value most about CTAWWA/CWWA membership?
I joined CTAWWA because I thought it would be good for my career, and it was, but not in the way I thought it would be. As a young professional, I thought advancing my career would be about networking with the right people. What I have come to realize is that the Section has helped me in my career by making me better in my job. I get to learn from so many different people who are passionate about different water topics. They generously share their expertise, which has been instrumental in expanding my knowledge. I will remain a proud member of the CTAWWA because the water industry is facing many challenges, and I would like to provide the same support to new members that I have received from my time in the Section.

## Favorite water memory
My favorite water memory was watching Bob "Sherm" Sherman locate a water line using dowsing rods. All conventional methods and expensive equipment had failed us and Sherm was called in to save the day. With over 37 years of experience, Sherm was a wealth of knowledge. I was lucky enough to work with him on the construction crew and learned many things that I still use today.

***"I get to learn from so many different people who are passionate about different water topics."***

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# Proposed Slate of Officers 2025-2026

Listed below is the proposed Slate of Officers for Term 2025/2026 for the Connecticut Section AWWA:

| Position | Length | Name |
|---|---|---|
| Chair | One Year Term | Peter Grabowski |
| Vice Chair | One Year Term | Carolyn Giampe |
| Past Chair | One Year Term | Nick Rossi |
| Secretary | One Year Term | Judy Soda |
| Treasurer | One Year Term | Rochelle Kowalski |
| 2nd Year Trustee | One Year Term | David Banker |
| 1st Year Trustee | One Year Term | Steve Vitko |
| National Director | Three Year Term(*)(**) | Steve Rupar |

(*) 1st year of a three-year term
(**) voted in during the May 2024 election

Article VII of the Section's Bylaws govern the election and nominations process and may be viewed at our website, *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, 2025, 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.

# Other Board Positions for 2025/2026

| Position | Name |
|---|---|
| Trustee at Large 2nd | Meagan Morse |
| Trustee at Large 1st | Jennifer Reynolds |
| Administrative & Policy Council Chair | Shannon Miles |
| Associates Council Chair | Kris Bates |
| Education & Public Affairs Council Chair | Peter Galant |
| Technical & Standards Council Chair | Yesher Larsen |
| Water Utility Council Chair | Tom Barger |

Officers of the Board voted at their January 30, 2025 board meeting to approve the Other Board Positions whose terms shall begin at the annual meeting in May 2025.

Per the CTAWWA Bylaws, this announcement is notifying membership of the election of the Other Board Positions and Proposed Slate of Officers for the 2025-2026 term.

# CWWA/CTAWWA FALL CONFERENCE WRAP-UP

The 2024 CWWA/CTAWWA Fall Conference was held at Aqua Turf in Southington, CT. Welcoming remarks were provided by CWWA Executive Director Betsy Gara and an opening address by CTAWWA Past Chair Alex Cosentino of MDC.

The conference kicked off with a panel discussion on the implementation of lead service line replacement programs. Sarah DeMezzo, the Manager of GIS for Aquarion Water Company, presented slides on the various challenges to inventory completion that were overcome by the utility, including using paving lists from various towns to identify streets that had not been paved for a while as a method of prioritizing replacements to manage costs. Joseph Lanzafame, Director of Public Utilities for the City of New London discussed the City's program and urged attendees to tailor their program specific to their needs. These sentiments were echoed by David D'Onofrio, the Water Quality Manager of Connecticut Water Company and Sunny Lakshminarayanan, Vice President of Regional Water Authority, who discussed the challenges of sifting through the enormous amount of, yet often lacking, historical data and the challenges of integrating field data into the utility GIS system, respectively.

The panel was followed by Wayne Cobleigh, Vice President of GZA who provided insights into designing and executing Climate Change Adaptation projects using living shoreline designs. Erik Mas, Vice President of Fuss & O'Neill and Randy Collins, Associate Director of Public Policy at the Connecticut Conference of Municipalities (CCM), presented on the completion of a recent CCM municipal flood study. Mr. Mas noted that there was limited capacity to both manage and apply for grants as well as challenges to meeting the local match requirements for grants to mitigate flooding. He further noted a need for State standards to incorporate resilient design elements into projects such as roadway culvert sizing in order to protect transportation and underground utility infrastructure.




Customer Service Award recipient Lucas MacFarlane (center), flanked by Barbara Tattersall (L) and Gerry McDermott (R) of Connecticut Water Company. *Photo by Richard Rathsack*

Next, Commissioner Jack Betkoski of the Connecticut Public Utility Regulatory Authority spoke briefly on the State Water Plan and the various existing state programs, committees, and workgroups that are working on implementation of the plan. He noted that the plan was now five years old and encouraged attendees to contact their legislators to have them set aside funding to perform an update. Following his speech, Ms. Gara presented the CWWA Leadership award to Mr. Betkoski in recognition of all his efforts to ensure that water is regulated wisely in Connecticut.

John Bau, the Assistant Dean for Student Experience and Career Development at Quinnipiac University provided advice on how to overcome generational challenges in the workplace based on the different ways that different generations take in, process, and use information.

Just before lunch, Alan Wells, Senior Project Manager at Tighe & Bond and CTAWWA Associates Committee Chair discussed the various good works performed by the Associates Committee and encouraged more firms to become Section Enhancers. Romana Longo, Executive Director of CTAWWA, then presented the Customer Service Award to Lucas MacFarlane of Connecticut Water Company.

Finally, keynote speaker Jim O'Donnell of CIRCA (pictured below) presented on the changing climate in Connecticut with regard to anticipated changes in temperature and precipitation, encouraging utilities to think about utility resilience related to the impacts of these changes.

As usual, there were many opportunities to network with water colleagues and friends and to see the vendors and the offerings at their booths.



*Photo by Richard Rathsack*



*Photo by Richard Rathsack*

# CWWA/CTAWWA FALL CONFERENCE WRAP-UP



Sunny Lakshminarayanan. *Photo by Richard Rathsack*



Joe Lanzafame. *Photo by Richard Rathsack*



Jim O'Donnell. *Photo by David Murphy*



*Photo by Richard Rathsack*



Commissioner Betkoski and CWWA Executive Director Betsy Gara. *Photo by Richard Rathsack*



*Photo by Richard Rathsack*


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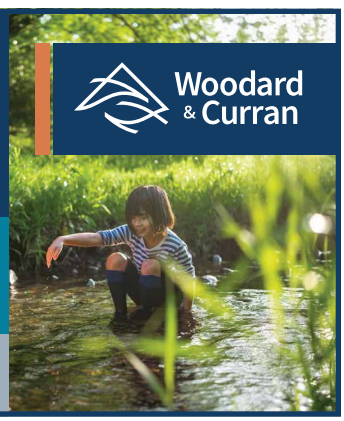




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# CTAWWA/CWWA Holiday Lunch Photo Recap

PHOTOS BY KATHY FORTIN




















# CTAWWA Water Quality Symposium Wrap-Up

American Water Works Association ConnecticutSection

The 2024 CTAWWA Water Quality Symposium, organized by the Water Treatment Plant Operations and Maintenance Committee, was held at Norwich Inn & Spa in Norwich, CT on November 20. There were approximately 75 attendees.

Following welcoming remarks by Nicole Petrozza of Hazen & Sawyer who was the moderator of the event, the conference kicked off with two presentations on water storage tanks. Elise DuBois of Stantec presented on how to properly size, maintain, and operate water storage tanks and Andrew Reid of New England Environmental Equipment, Inc. presented case studies on different types of tank mixing systems.

After the morning break, three presenters discussed per-and polyfluoroalkyl substances (PFAS) from different viewpoints. First, Liz Garvey from Stantec discussed how two PFAS compounds have received hazardous designations under CERCLA and how that would affect water treatment wastewater, as well as discussing various PFAS destruction technologies. Next, Derek Belanger of Tighe & Bond presented a case study using FLUORO-SORB® media on PFAS removal in comparison to granular activated carbon (GAC) and resin and lessons learned regarding different PFAS compounds. Finally, Chelsea Martinez of H2M presented a case study of how one Long Island, NY utility has been managing plant expansion projects for PFAS removal.

The afternoon began with Adam Kulaczkowski from CDM Smith who presented on optimization of corrosion control treatment using geochemical models, and Alan LeBlanc of CDM Smith who presented on the impact of the changing climate on source water watersheds including elevated organics, higher backwashing needs, and higher algae counts.

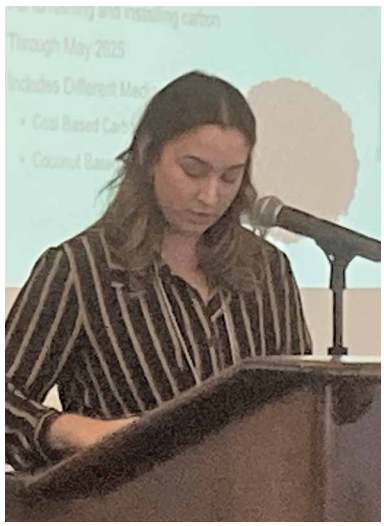
The "Best of Connecticut Water Taste Test" results were announced, with the Connecticut Water Company winning this year's taste test!

The final presentations of the day included Margaret McCarthy of Weston & Sampson presenting a case study of a groundwater supply system that was facing high levels of total trihalomethanes (TTHMs) in its distribution system, and Anne Malenfant of CDM Smith presenting on upcoming changes to the Disinfection Byproduct Rule (DBPR).

Thank you to our sponsors AECOM, York Analytical Laboratories, Inc., and H2Olsen Engineering, and to all presenters and attendees for making the event a success!



Derek Belanger. *Photo by Scott Bighinatti*



Chelsea Martinez *Photo by Scott Bighinatti*



Elise DuBois. *Photo by Romana Longo*



Liz Garvey. *Photo by Romana Longo*



A view of the room. *Photo by Romana Longo*

**Thank you to our sponsors AECOM, York Analytical Laboratories, Inc., and H2Olsen Engineering, and to all presenters and attendees for making the event a success!**



Taste Test Judges. *Photo by Romana Longo*



Winners! *Photo by Romana Longo*




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# 52ND ANNUAL CONFERENCE

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**Criteria for selection**

Originality, Innovative, Significance of Work, Audience Range, Technical Content, Case Studies, Quality of Abstract, Real Life.

**Suggested topics**

Innovated Solutions, Sustainability, Resilience and Cyber Security, Efficiency and Water Loss, Asset Management, Conservation, Emerging Technologies, Information Technology, Plant Operations, Small Systems, Water Treatment, Construction, Engineering, Maintenance, Regulatory Issues, Strategic Planning, Distribution, Utility Management, Safety, Water Quality. Please note that the selection of presentations for the Annual Conference will be made by the CT Section Conference Committee with the presenters being notified by March 28, 2025.

**What to submit**

For full consideration, the speaker biography and detailed outline of the 30-minute presentation must be submitted by the deadline indicated below. The course will be presented to the CT Department of Public Health for CEU approval for attendees.

Please complete the information in our online form including presentation title, a short description of the presentation, and names of presenters. Our online form is located at: *https://ctawwa.org/announcements.php?id=302*.

**Deadline**

Submissions are due by February 28, 2025.

**Questions**

Please email Romana Longo at *longoctawwa@gmail.com.*

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# AWWA's Statement on the Lead and Copper Rule Improvements (LCRI) Petition



On December 13, 2024, the American Water Works Association (AWWA) filed a Petition for Review of the Lead and Copper Rule Improvements (LCRI) in the US Court of Appeals for the District of Columbia Circuit. AWWA CEO David LaFrance released the following statement[1] that day:

"The American Water Works Association shares the US Environmental Protection Agency's (EPA) goal of replacing lead services lines nationwide – in their entirety – as quickly as possible. In fact, AWWA intervened in court in 2021 to support the previous Lead and Copper Rule Revisions (LCRR), which required the development and implementation of complete lead service line replacement strategies.

"We are proud of and encouraged by the tremendous progress water utilities are making to identify lead service lines, share that information with households, and overcome the legal and financial barriers to replacement.

"However, the implementation of the LCRI, in its current form, is not feasible. Among AWWA's concerns are:

- The LCRI's approach to lead service lines on private property. The rule requires water systems to replace lead service lines (and galvanized lines requiring replacement under the rule) when the water system controls those lines. The LCRI presumes that a water system "controls" a lead service line when it has "access" to that line. Under the Safe Drinking Water Act, access does not equal control. By attempting to define access and control as one and the same, the LCRI effectively expands the definition of a public water system to include private property and makes water utilities responsible for issues on private property they cannot necessarily address. This interpretation sets a precedent that deserves careful examination.
- The LCRI poses significant affordability challenges, particularly for households that struggle to pay for essential needs. A study sponsored by AWWA shows the cost of replacing lead service lines nationwide could top $100 billion, and most of these costs will fall to consumers through higher water bills. The LCRI comes on the heels of a recently finalized PFAS rule that will also cost billions of dollars annually. Additional assistance for consumers, particularly those with lower incomes, will be necessary to maintain water affordability.
- The LCRI's requirement to replace all lead service lines (and galvanized lines requiring replacement) by 2037 is not feasible. Many communities will face significant financial, logistical and personnel challenges. The timeframe for replacement must recognize local circumstances and encourage shared responsibility among utilities, government, consumers and other stakeholders.

"Additional observations and concerns are outlined in AWWA's February 2024 comments on the proposed LCRI. The petition and additional background are available at awwa.org/lead.[2]

"We look forward to working with EPA We look forward to working in good faith alongside EPA, water systems, environmental advocates, and many other partners to develop a lead rule that protects every community and is feasible and affordable to implement."

Established in 1881, the American Water Works Association is the largest nonprofit, scientific and educational association dedicated to managing and treating water, the world's most vital resource. With approximately 50,000 members, AWWA provides solutions to improve public health, protect the environment, strengthen the economy and enhance our quality of life.

## References


1 *https://www.awwa.org/wp-content/uploads/2024-02-02-AWWA-LCRI-Comments.pdf*

2 *https://www.awwa.org/resource/lead*

# LEAD SERVICE LINE REPLACEMENT PLANNING: ***BEYOND ENGINEERING***

By Kristin Epstein, PE, Project Technical Lead and Northeastern US LCR Compliance Coordinator with CDM Smith

The ownership of lead service lines is frequently split between water systems and homeowners. Under the EPA's final Lead and Copper Rule Improvement regulations, water systems will soon be required to coordinate lead service line replacements including the customer-owned portion. Work on private property and going inside homes involves careful planning and outreach. Now that the initial service line inventories are submitted and customers are notified of their service line statuses, it is time to start planning for the replacement phase. This article discusses funding and legal considerations for water systems developing programs to replace full lead service lines.

The United States Environmental Protection Agency (US EPA)'s final Lead and Copper Rule Improvements (LCRI) published in the Federal Register on October 30, 2024 mandates that public water systems with lead service lines (LSLs), galvanized requiring replacement service lines (GRR), and unknown service lines develop and implement a lead service line replacement (LSLR) program that investigates the unknown materials and replaces the lead and GRR service lines by 2037. Starting in 2028, the water systems will be accountable for replacing 10% of the number of LSL, GRR, and unknown service lines in their system's baseline inventory per year. Water systems that have a high ratio of unknowns to known LSLs and GRRs in their baseline inventory may not be able to meet the 10% replacement rate as they will be spending excessive time and effort finding the service lines to replace rather than focusing on replacing them. For water systems with high numbers of unknown service lines and no lead action level exceedances, it is recommended that they focus on investigating materials through various methods before the baseline inventory compliance date of November 1, 2027.

If LSLs and/or GRRs are present in the water system, it is also recommended to start planning for replacements now as the legal and financial issues can take several years to resolve. Based on case studies of several successful LSLR programs across the country, this article summarizes some of the non-engineering considerations leading up to actual construction. The common

## LCRI Baseline Inventor Replacement/Year Calculations

- Scenario: system with 10,000 service lines, 85% unknown initial inventory
- Investigate 2,000 unknowns per year, and 25% found to be LSL/GRR

Initial ——— 3 years ———→ Baseline

| Status | Oct. 2024 | Oct. 2025 | Oct. 2026 | Oct. 2027 |
|---|---|---|---|---|
| Not Lead | 1000 | 2500 | 4000 | 5500 |
| Known LSL/GRR | 500 (1,500 / 500) | 1000 (1,500 / 500) | 1500 (1,500 / 500) | 2000 |
| Unknown | 8500 | 6500 | 4500 | 2500 |
| Annual Replacement Rate | **900** ⚠ | **750** | **600** | **450** ☑ |

$$\text{Annual Replacement Rate} = \frac{\text{(Known LSL/GRR + Unknown)}}{\text{10 years}}$$

**Tip: Reduce unknowns by 2027**

Figure 1: Excerpt from New England Water Works Spring 2024 Conference "Hot Topics in Lead" presentation, K. Epstein.

themes across the LSLR programs are that it takes a motivated team of experts and decision-makers and sufficient time to establish the program, possibly two to three years, before the first service line is removed as part of a "LSLR program."

## COST-SHARING

When developing a LSLR program, the water system will first need to consider the level of financial support that they will provide property owners for the replacement of the privately owned portion of the service line. While water systems will be required under the US EPA's LCRI to offer to manage the replacement itself, there is no requirement to provide funding support to property owners. However, participation rates may be very low if utilities provide no financial support. Additionally, LSLR programs have found that even partial support results in lower replacement rates, especially in disadvantaged areas. On the other hand, providing "free" replacements to private property owners will cost the water system more money and may be perceived as an unfair benefit to only a few customers.

LSLR programs have used a range of options for supporting property owners including 1) providing free replacements 2) partial subsidies 3) long-term loans, and 4) charging the full cost of the replacement. For those that have charged the property owner, mechanisms have included up-front payment, fees on water bills, and special tax assessments imposed on the property.

## BARRIERS

The LCRI uses the phrase "service lines under the control of the system" for the replacement requirements but clarifies that this means "wherever the system has access (e.g., legal access, physical access) to conduct a full-service line replacement." The LCRI requires water systems to include in their LSLR plans due on November 1, 2027, the identification of legal barriers to gaining access for full LSLR. The LCRI also requires water systems to make their LSLR plans publicly available so as to "facilitate action by the community served to overcome those barriers." This strategy is risky for water systems trying to maintain trust with their customers; instead, this author recommends identifying and developing strategies to reduce those barriers now.

The first potential barrier is political will. Political will is essential for successful LSLR programs, regardless of ownership of the water system. Even if the water system is a private company, leadership at local political jurisdictions is critical for supporting efficient construction measures and participation by residents. Questions include: Do the decision makers in your community agree that LSLR is a public health issue that requires adequate resources and budget to address in a timely manner, possibly taking precedence over other concerns? Are the decision makers willing to raise the importance of this issue with their voting residents to gain their cooperation with the water system's LSLR program? Do the decision-makers agree with your approach to charging or not charging private property owners for this work?

Resources to help win over local and state politicians are available from:

- Lead Service Line Replacement Collaborative (*www.lslr-collaborative.org*),
- Jersey Water Works (*www.jerseywaterworks.org/committees/lead-in-drinking-water-task-force/resources*), and
- Environmental Policy Innovation Center (*www.policyinnovation.org/leadfreewater*).

The second potential barrier is the legality of access onto private property. In many water systems across the country, the service line ownership and maintenance are split between the private property owner and the water system. Even when under single ownership, the inspection and replacement work requires entry into homes and buildings and/or work at the building inlet, which is outside the public right of way and inherently puts the water system at some liability risk. Many water systems' LSLR programs use Right of Entry or Consent Forms, vetted by their legal advisors and signed by the property owner, to provide access to private property and reduce their risk. Other water systems have instead or additionally used new local municipal ordinances to provide the right of entry and liability protection. Some of the ordinances contain language that requires

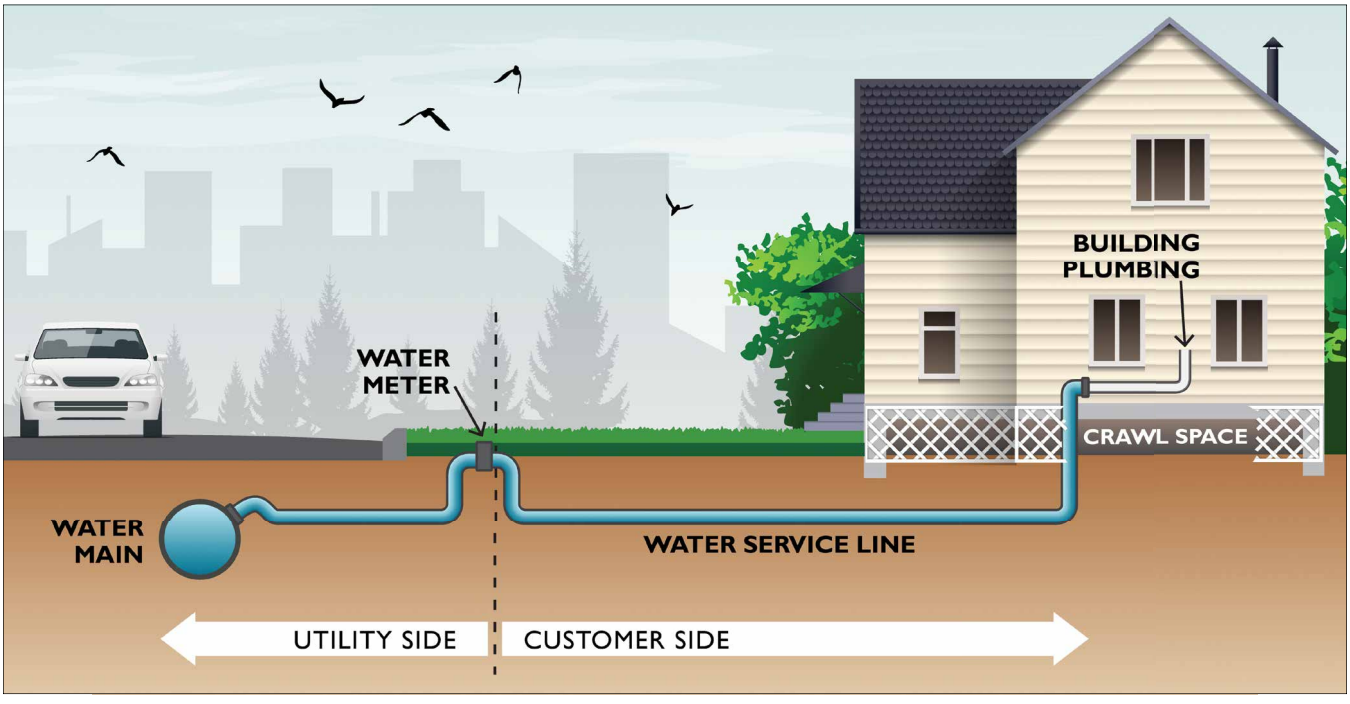



Figure 2: Typical Service Line Ownership, Split between the Water System and the Private Property Owner.

| Impact Description | Cost Impact | Impact to Whom |
|---|---|---|
| Annual notifications for LSLs/GRRs | Direct | Water System |
| Include LSLs/GRRs in monitoring compliance samples | Risk of Action Level Exceedance | Water System |
| Required disturbance actions | Direct | Water System |
| Short-turnaround time for utility-side replacement if customer replaces their side | Direct | Water System, Roadways |
| Tracking property ownership changes for notifications and LSLR outreach attempts | Direct | Water System |
| More challenges with future water main and infrastructure work to avoid partial replacements | Direct | Water System, Roadways, Customers |
| More emergencies due to leaks on older infrastructure | Direct | Water System, Customers |
| Inefficient work, sporadic road openings | Indirect | Water System, Roadways |
| Health and community impacts | Indirect | Customers, Community |

Table 1: Impacts of Leaving LSLs Behind

the private property owner to provide entry or they face a penalty. Other water systems' legal advisors have reasoned that their work is for the benefit of public health, and much like entry for fighting fires or other emergencies, they are allowed access without explicit property owner signature. Whatever the perceived barrier for access to private property is, it can be reduced or eliminated with the assistance of legal counsel and political will.

The final potential barrier is funding the private ownership-side work. Many water systems are convinced that they are restricted at the state or local level from using water rates for improvements on private property. However, there are many examples of private-property improvements conducted by water systems or other utilities, whether performed by private companies or publicly owned systems. Stormwater projects, sewer laterals, sidewalk projects, and more have been completed with public or customer-rate funding. Local municipal ordinances can be passed to clarify the public benefit of the LSLR work and that the water system's private property LSLR funding source, whether it is operating budget, loans, or grants, can be used for this important project. For example, Jersey Water Works provides a model ordinance for municipalities in New Jersey where LSLR is currently a state-wide mandate. Other such municipal ordinances can be found in Paterson, New Jersey (Passaic Valley Water Commission); Aurora, Colorado (Aurora Water); and Trenton, New Jersey (Trenton Water Works). Both the Passaic Valley Water Commission and Trenton Water Works serve multiple municipalities and worked with local leadership to pass ordinances in each township they serve to conduct free and mandatory LSLRs covered by loans repaid through the water system-wide rates.




## EQUITY CONSIDERATIONS

The LCRI requires that the LSLR plan, due on November 1, 2027, includes a discussion on how the water system "intends to assist customers who are unable to pay to replace the portion of the service line they own." While offering free or subsidized LSLRs to some or all of their customers may be politically unpopular or considered too expensive, Table 1 lists some of the long-term impacts for not aggressively pursuing replacement of all service lines through a no or low-cost strategy, many of which will result in real costs to the water system and the community down the road. Note that future costs to the water system will be ultimately borne to the customer through water rates.

Advantageous funding sources available to water systems may also favor LSLR programs that address equity issues, especially where eligible or all customers are able to receive free LSLRs. Funding strategies that increase customer participation can also improve construction efficiencies, as well. In the Newark, New Jersey, 2017-2019 LSLR program, they experienced 13% construction savings after converting their reduced-cost program into a free and mandatory program, which saved the overall LSLR program 10s of millions of dollars.

Water systems must weigh the pros and cons of short-term savings due to charging private property owners for LSLR work versus their long-term costs, impacts, and other complications.

## Evaluate Funding Sources for LSLR Programs

- Federal grants/loans (WIFIA, WIIN)*
- BIL and SRF programs*
- Community Development Block Grants (CDBG/HUD)*
- Grants from foundations/non-profits*
- Municipal bonds, private long-term loans
- Rising rates slightly over a **long** time-period
- Special tax assessments
- Water tax

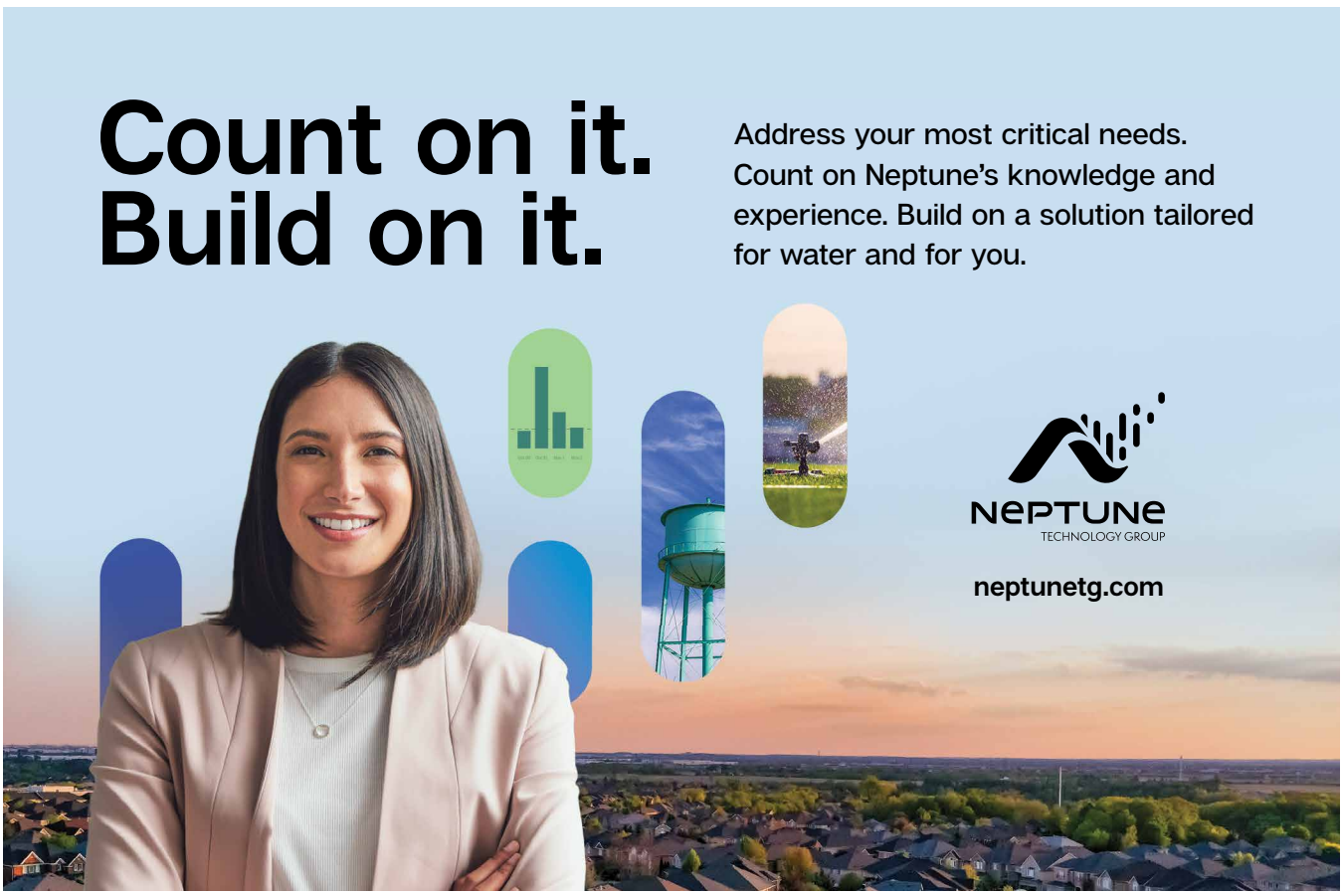
** Free programs get preference or are a pre-requesite*




Figure 3. Excerpt from AWWA's ACE 2024 Conference "Getting to Full LSLRs" presentation, K. Epstein.

### CONCLUSION

The next steps of LSLR program planning involves the collaboration of many stakeholders, many of whom do not typically work together to forward water engineering projects. If a water system serves more than one political entity, the process is even more complicated. Water systems with LSLs and/or GRRs should identify and meet with their stakeholders and start the discussions well ahead of the LCRI compliance deadline. With proper planning, education, and resources, a realistic LSLR program supported by stakeholders can be achieved.



# MOBILE ELEVATING WORK PLATFORMS: *SAFETY TIPS FOR FACILITIES*

By Tina Merritt, AECOM

Does your workplace use scissor lifts, boom lifts, bucket trucks, or other types of Mobile Elevating Work Platforms? Aerial lifts are vital equipment at industrial and construction sites, but their use can present critical hazards if not managed properly. ***Approximately 30 Americans lose their life each year because of MEWP incidents.***




Operator training needs to include a hands-on field evaluation of the operator's ability to safely control the MEWP. *Photo by Kevin Ahearn*

What is a Mobile Elevating Work Platform (MEWP)? A MEWP is a machine intended for moving persons, tools, and materials to working positions consisting of a work platform with controls, an extending structure, and a chassis. Simply stated, it's a machine designed to move people to elevated positions to perform work. Boom lifts, bucket trucks, cherry pickers, and scissor lifts are all common types of MEWPs.

MEWPs are regulated by OSHA general industry (29 CFR 1910 Subpart F) and construction industry (29 CFR 1926.453) regulations. In addition, OSHA references the American National Standards Institute (ANSI) A92 Standards for Aerial Work Platforms. Machines designed to move materials only, such as forklifts, are not MEWPs and are regulated separately.

It is imperative to understand and implement certain things to reduce the risks associated with using MEWPs and to comply with standards and regulations. Read on for six helpful tips on how to do so.

## 1. TRAIN YOUR OPERATORS

Human factors are the root cause of most safety incidents involving MEWPs. That's why training is at the top of this list. All operators must complete training with a qualified instructor on the specific equipment they will be operating. The training is to include selection criteria for the specific MEWP, the responsibilities of the operator, reading the operator's manual, performing a pre-use inspection, and understanding the safety devices and operating controls on the equipment.

The training must include a hands-on practical evaluation of the operator's ability to safely use the MEWP.

### 2. SELECT THE CORRECT MEWP

Is a scissor lift right for your facility or would a boom lift be better, or maybe a bucket truck? Here are some questions to consider when determining what type of lift is needed:

- How high do you need to reach?
- Is there direct access vertically?
- How many people will be on the platform?
- Will they need to carry any materials, tools, or equipment?
- How much weight will need to be carried?
- Will it be used inside, or outside, or both?
- Will it be used on finished surfaces or rough terrain? Will it need to fit through narrow or congested areas?
- How will it be transported to the work area?

Scissor lifts are ideal for congested areas and indoor work. Boom lifts have the highest reach. Bucket trucks allow for easy transport between facilities. Whether renting or purchasing a MEWP, answering these questions will help you select the best one for your facility.

### 3. INSPECT EQUIPMENT AND THE WORK AREA

Don't wait until you're 20 feet above ground on an elevated platform to find out the MEWP you're using is defective or broken. Always perform and document a pre-use inspection and function test of controls at ground level before use. If the machine is damaged or malfunctioning, immediately take it out of service. Also, make sure to inspect the work area prior to moving the MEWP. Look for hazards like ground debris, holes, slopes, overhead lines and obstructions, simultaneous operations, and weather conditions like high winds or thunderstorms, and develop a plan in advance of the work to eliminate or control the hazards.

### 4. MAINTAIN THE MEWP

Do you own your equipment or rent it? MEWPs require regular maintenance by a qualified mechanic including frequent inspections (every three months or 150 hours of use), annual inspections (every 13 months), and structural inspections (after 15 years of service, and every 10 years after). Coordinate with the equipment owner for maintenance and inspections for rented equipment. You'll need to determine if you have qualified personnel in-house, or if outside services are needed for owned equipment.




Ground controls on a MEWP are the primary means for rescuing workers in an emergency. Make sure ground personnel are trained on how to use these controls. *Photo by Kevin Ahearn*

### 5. WEAR PERSONAL PROTECTION EQUIPMENT (PPE)

The number one cause of serious injury or fatality when using a MEWP is falling from the platform. Protect yourself by wearing a properly fitted full-body harness and lanyard connected to the designated anchor point on the MEWP. Also, your head is typically the highest point on the machine so always wear a hard hat, and any other necessary PPE based on the conditions at your facility (i.e. safety glasses, safety-toed boots, high visibility retro-reflective vest).

### 6. HAVE A RESCUE PLAN

Who is going to retrieve you if you've fallen from the platform and are suspended in your harness? What if the MEWP loses power and you can't return to ground level? Having a plan in place before the platform is elevated will help expedite emergency response. All MEWPs have emergency descent controls allowing the platform to be lowered if the main power is lost. Operators should become familiar with how to use these controls and test them during the documented pre-use inspection. Additionally, MEWPs are equipped with ground controls designed to take over the machine in scenarios when the operator is incapacitated or having a medical emergency. Make sure ground personnel are familiar with how to operate these controls.

As a final consideration, a written Safe Use Program outlining these tips and other guidelines from the ANSI A92 standards is a helpful tool for making sure all employees at your facility are using MEWPs in accordance with best safety practices.



# Is Your Utility Sufficiently Cybersecure?

By Michael S. McCarthy, Department of Homeland Security – Cybersecurity and Infrastructure Security Agency




America relies on the supply of clean water every hour of every day for personal use, supporting other critical infrastructure sectors, and propelling the nation's economy. The Water and Wastewater Sector in turn depends on the digital world, leveraging technology for monitoring, operations, and communicating with customers. Any disruption to a clean water system's digital ecosystem could have significant impacts on the community it serves.

But what can organizations do to better protect themselves and their critical systems?

The Cybersecurity and Infrastructure Security Agency (CISA) is America's cyber defense agency. We work with partners to defend against today's threats and collaborate to build a more secure and resilient infrastructure for the future.

## WHAT SHOULD ORGANIZATIONS DO?

CISA worked alongside the Environmental Protection Agency (EPA) to develop a cybersecurity toolkit because cybersecurity is one of many areas where the clean water sector faces persistent challenges. The toolkit consolidates key resources for water and wastewater systems at every level of cybersecurity maturity. For organizations that are just starting to develop their cybersecurity strategies, the fundamental cyber hygiene steps are basic, low, or no-cost steps that every organization and individual should take to improve their security.

The toolkit can help water and wastewater systems build their cybersecurity foundation and progress to implement more advanced, complex tools to strengthen their defenses and stay ahead of current threats.

> **CISA has cybersecurity and physical security advisors based in all 50 states – including Connecticut – who are available to work directly with your organization. CISA's services are confidential and there is no cost to organizations.**

## FOUR SIMPLE STEPS

Online criminals are always looking for easy targets. Organizations that don't take basic precautions are at risk. The following four steps make it harder for malicious actors to access your data or trick an employee into allowing access to your systems.

### 1. Teach Employees to Avoid Phishing

Harmful links or attachments could provide unauthorized access to information or infect your network with malicious code. This can result in data being held for ransom.

### 2. Turn on Multi-Factor Authentication

Using more than a password to access an account – such as a text code, authenticator app, fingerprint, or access card – makes an account safer than a password alone.

### 3. Require Strong Passwords

This is one of the easiest ways to protect your business from criminals who might otherwise access your accounts by guessing or automating hacking programs.

### 4. Update Business Software

Flaws give criminals an opening. Programmers publish patches, but you must install them to get their protection. Smaller businesses are often running outdated software because they don't have full-time IT staff to keep up.

CISA brings technical expertise as the nation's cyber defense agency and EPA, as the Sector Risk Management Agency, offers extensive sector expertise and resources.

## ALREADY DOING THE FOUR SIMPLE STEPS?

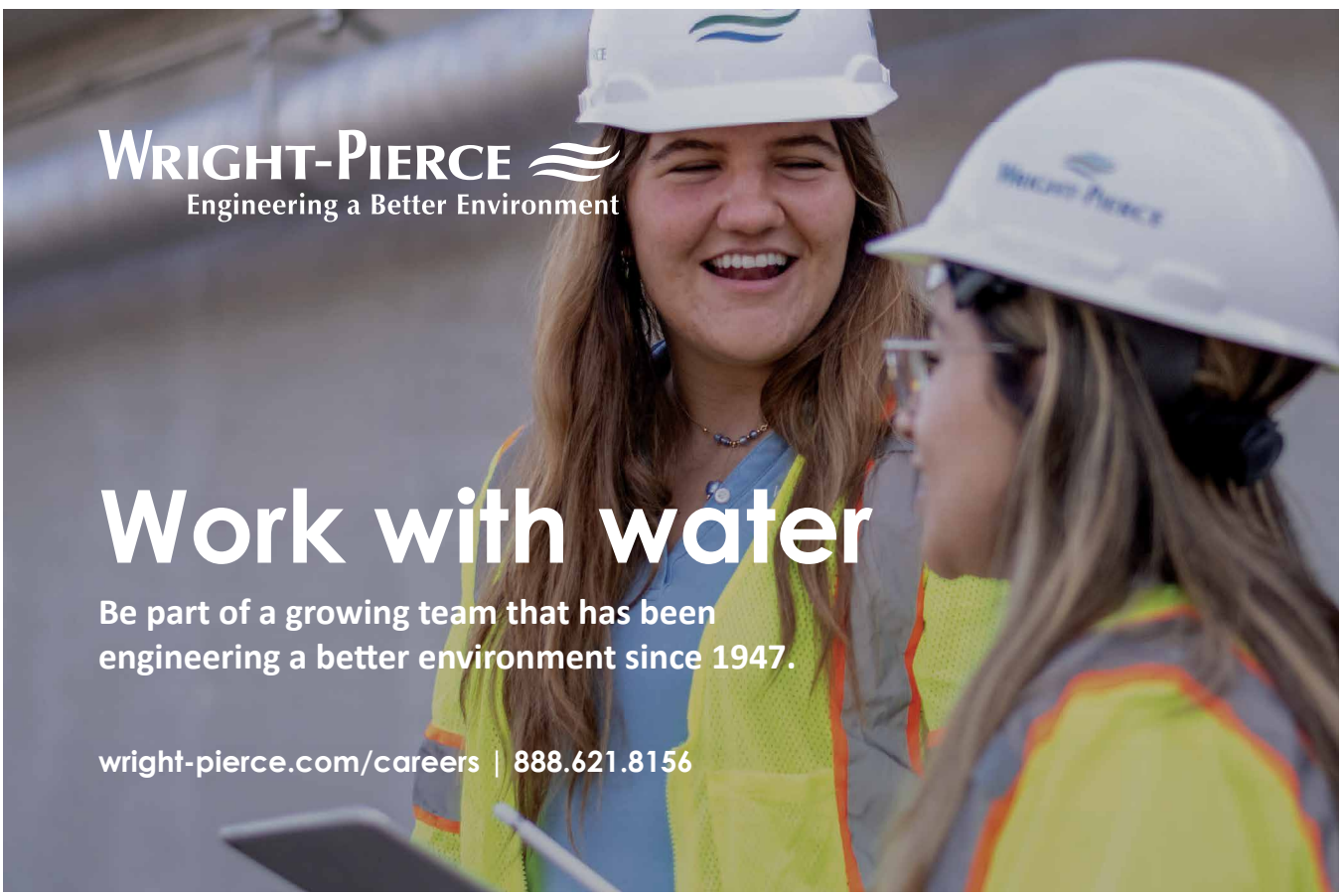
You can review our fact sheet at *www.cisa.gov/sites/default/files/2024-03/fact-sheet-top-cyber-actions-for-securing-water-systems*.pdf, which outlines further actions your organization can take to reduce risk and improve resilience to malicious cyber activity. These include:

1. Reduce Exposure to Public Facing Internet
2. Conduct Regular Cybersecurity Assessments
3. Change Default Passwords Immediately
4. Conduct an Inventory of Operational Technology and Information Technology Systems Needing Protection
5. Develop and Exercise Cybersecurity Incident Response and Recovery Plans
6. Backup Operational Technology and Information Technology Systems
7. Reduce Exposure to Vulnerabilities
8. Conduct Cybersecurity Awareness Training

The fact sheet lists free services, resources, and tools to support these actions.

## YOU ARE NOT ALONE

CISA has cybersecurity and physical security advisors based in all 50 states – including Connecticut – who are available to work directly with your organization. CISA's services are confidential and there is no cost to organizations. Those seeking additional support should contact their local security advisor to discuss a tailored approach to building resilience at: *www.cisa.gov/about/regions* or *cisaregion1@cisa.dhs.gov*.



# in memoriam

## Larry L. Bingaman



Photo by Kathy Fortin

It is with deep sadness that we announce the passing of Larry L. Bingaman, a visionary leader, devoted family man and father, and passionate advocate for conscious business practices. Larry passed away peacefully on November 15, 2024, surrounded by his loving family.

Larry is survived by his beloved wife Martha, his sons Scott and Paul, daughter Anna, and four grandchildren. His family was the cornerstone of his life, and he cherished every moment spent with them.

Larry was the President and Chief Executive Officer of the South-Central Connecticut Regional Water Authority (RWA) since 2009 and previously held leadership positions at Aquarion Water Company (20 years), United Technologies, and Texaco. It was one of the high honors of Larry's life to be entrusted to lead the RWA. He was a tremendous supporter of the organization, its employees, customers, and all stakeholders.

Larry's 15-year career at the RWA began in the midst of the Great Recession of 2008. His leadership helped guide the company through that difficult period and strengthened it to withstand future economic downturns including the COVID pandemic recession. In addition to leading the organization through many financial and operational successes, he championed the development of the RWA's first integrated five-year strategic plan, helped achieve the highest bond rating in the RWA's history, established new operating and productivity initiatives that saved customers millions of dollars annually and steered several transformational milestones including the journey to become a 21st-century environmental services company. Larry's era of quality, service, growth, public and community service, and long-term transformation will have a lasting impact on the RWA's company culture, the region's water quality, and the health of the environment.

Larry's passion for education and community service was evident in his involvement with various institutions. He was a board director and member of AdvanceCT, served on Southern Connecticut State University's (SCSU) Executive Business Advisory Council in addition to chairing its Public Utilities Management Degree Program Advisory Council and lending guidance to the development of the Experiential Education Platform, which is named in his honor. Seeing a need in business and an opportunity for students, he brought together stakeholders from the utility sector and higher education to develop this first-of-its-kind degree program to prepare students to find careers in the utility industry.

He received an honorary doctorate of humane letters from SCSU and an honorary associate degree from Gateway Community College. His commitment to ethics and leadership was recognized with numerous awards, including the John Winthrop Wright Ethics in Action Award and the Greater New Haven Chamber's Community Leadership Award. Larry was also the 2004 recipient of the Connecticut Section AWWA's George Warren Fuller Award for distinguished service to the water supply field.

A founding member of the Conscious Capitalism Senior Leader Network and founder of the Connecticut Chapter of Conscious Capitalism, Larry was a tireless advocate for ethical business practices. He believed in the power of business to create positive change and worked diligently to promote this vision throughout his career.

Larry's love for his Porsche and enjoyment of comedy, action, and drama films with his family showcased his zest for life beyond the office and boardroom. His warm personality, integrity, and dedication to making the world a better place touched countless lives.

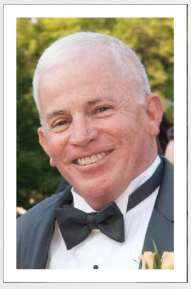
As we bid farewell to Larry, we celebrate a life well-lived and a legacy that will continue to inspire. His vision of conscious capitalism and commitment to community welfare and inclusive economic growth will live on through the many lives he touched and the institutions he helped shape.



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# in memoriam

## Walter J. Dillon, Jr.



Walter J. Dillon, Jr., 73, of Plantsville passed away on Friday, March 8, 2024. He was born in 1950 to Walter Sr. and Margaret (Stewart) Dillon and grew up in Southington. He graduated from Southington High School in 1968 and from Providence College in 1972. Wally was a kind, generous, and compassionate man who had a positive impact on everyone he met.

Wally is survived by his wife, Maura; his son, Neal, and wife Caitlin; his daughter, Courtney, and fiancé Chris; his daughter, Kathleen, and husband John; and four grandchildren. In addition, he leaves his sister Nancy and husband Denis; and his niece, nephews, sister-in-law, and brothers-in-law.

Wally was happily married to Maura for over 40 years. He was a selfless husband who always put his family first. Wally and Maura raised three children and loved spending time together. They enjoyed their vacation home in Vermont and traveling, especially to Ireland. They loved entertaining friends and family and exploring new restaurants together.

Wally loved to coach his kids' sports teams, attend all of their school activities, and take them to sporting events and concerts. As they grew older, he was always around or a phone call away for anything they needed. Wally loved being a grandfather, or "Geika," as the kids called him, and had an incredible impact on their lives.

Wally was the owner of G&L Water Works Supply Corp. along with his business partner and brother-in-law, Stanley Cop, Jr. He worked at G&L for 40 years and met many of his closest friends through work. He was an avid sports fan, especially for the Boston Red Sox and Providence College Friars. He was very active throughout his life and enjoyed running and playing softball. He loved reading, learning about history, and visiting historical sites. He received the AWWA Life Member Award in 2015 and the AWWA Silver Water Drop Award in 2014.


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# Water Planning Council Welcomes New Members

Connecticut's Water Planning Council (WPC) consists of four members as outlined by state statute. The WPC, established in 2001, is charged with overseeing the development and implementation of a State Water Plan for the management of water resources that balances the state's drinking water, economic development, recreation, and ecological health needs.

Since its inception, John "Jack" Betkoski III, Commissioner of the Public Utilities Regulatory Authority (PURA), has chaired the WPC. After serving tirelessly for many years as a PURA Commissioner and WPC Chair, Jack retired from PURA in January of 2025 and will no longer lead the WPC (see sidebar).

Succeeding Jack as WPC Chair is Martin L. Heft, Undersecretary of the Office of Policy and Management's Intergovernmental Policy and Planning Division. Martin has over 37 years of municipal and state experience, including serving as a member of the WPC for many years. Before joining OPM in 2018, Martin served as Senior Advisor to Nancy Wyman in her elected positions of Lieutenant Governor and Comptroller. In addition, Martin has held several leadership roles on the municipal level having served as First Selectman, Selectman, Town Treasurer, and Assistant Town Clerk for the Town of Chester.

David Arconti, who was appointed by Governor Ned Lamont as a Commissioner of the PURA in July, has been appointed as a member of the Water Planning Council to represent PURA. Prior to being appointed as a PURA Commissioner, David served as vice president of state government relations for United Illuminating and before that, as the director of community engagement for Fuel Cell Energy. In addition, David served five consecutive terms as a state representative for the 109th Assembly District of Danbury, including serving as Co-Chair of the legislature's Energy & Technology Committee, before deciding not to seek reelection in 2022.

## Longtime WPC Chair Jack Betkoski Retires

John "Jack" Betkoski III served on Connecticut's utility regulatory authority since 1997 when he was named a commissioner of the former Department of Public Utility Control (DPUC) and later elected Vice Chairman in 2007.

When PURA was established in 2011 to replace DPUC as the state's new regulatory authority, Jack was appointed a Director by Governor Dannel P. Malloy and elected as Vice Chairman of the new authority.

Jack further served as President of the New England Conference of Public Utilities Commissioners (NECPUC) and on the Executive Committee of the National Association of Regulatory Utility Commissioners (NARUC) and was on the Executive Committee of NARUC for many years. In addition to his NECPUC and NARUC responsibilities, Jack served as a member of the American Water Works Association Research Foundation's Public Council on Drinking Water Research. He was also a member of the EPA National Drinking Water Advisory Council, serving on its Water Security Working Group.

Prior to his time with DPUC and PURA, Jack served as a member of the Connecticut General Assembly, representing the 105th District (Ansonia, Beacon Falls, and Seymour) as a state representative from 1987 to 1997. He was co-chairman of the legislature's Commerce Committee from 1993 to 1997. He has served on municipal boards and commissions and has been on the board of numerous nonprofits, including Griffin Hospital, the National Multiple Sclerosis Society, and Waterbury Youth Services.

Recognizing his leadership role in guiding the development and implementation of the State Water Plan, CWWA presented him with its 2024 Leadership Award at the CWWA/CTAWWA Fall Conference.

"The development of the State Water Plan involved engaging a wide range of stakeholders, including water utilities, agriculture, economic development, and environmental organizations, that sometimes had competing goals," said Betsy Gara, Executive Director of CWWA, in presenting the award.

"Jack's ability to understand the different perspectives and lead discussions in a thoughtful, respectful manner was instrumental to successfully adopting a State Water Plan that appropriately balances the management of Connecticut's water resources to meet the state's public health, safety, economic development, agricultural, and environmental needs."

Christopher Roy, who was recently named Section Chief, Drinking Water Section, Connecticut Department of Public Health (DPH) following the retirement of Lori Mathieu, has also been appointed as a member of the Water Planning Council to represent DPH. He replaces Eric McPhee who most recently held the position. Prior to this new role at DPH, Chris served as a Senior Technical Specialist with Global Environmental Consulting, Inc., and as a Supervising Sanitary Engineer with DPH for many years.

Graham Stevens, Bureau Chief, Bureau of Water Protection and Land Reuse, Connecticut Department of Energy & Environmental Protection (DEEP), will continue serving on the WPC. Prior to becoming Bureau Chief, Graham served as Office Director of Constituent Affairs and Land Management and Chief of Staff to previous DEEP Commissioners Amey Marrella, and Gina McCarthy.

## CT Launches New Student Loan Reimbursement Program

Attention employers! Some of your employees may be eligible for up to $20,000 over a four-year period through a student loan reimbursement program that began January 1, 2025. Under the state's new program, Connecticut residents who have an outstanding student loan balance and have lived in the state for a minimum of five consecutive years immediately prior to the date of their application who meet the income requirements and the following criteria may be eligible for student loan reimbursement:

1. Graduated from a Connecticut public or private college.
2. Have an occupational or professional license or certificate, including engineers and water system operators.
3. Have received financial or medical hardship waivers from the state Office of Higher Education.

Also, applicants must have performed 50 hours of volunteer work for a non-profit or municipality and meet certain income thresholds. For more information, go to *www.ohe.ct.gov/Docs/SLRPInformation2025.pdf.*

## CT Department of Public Health Water System Operator Certification Courses Public Utility Management A.S. Degree and Certificate Courses

### Spring 2025

| Course | Name | Location | Day | Time |
|---|---|---|---|---|
| BUSN 2195 | Business (Utility) Co-Op - Internship | Hybrid | T | 5:30-6:45 pm |
| BMGT 1410/CWM 1006 | Public Utility Management/Introduction to Utility Management | Live Remote Online | M | 5:30-6:45 pm |
| BMGT 2416 | Rates and Revenues | Live Remote Online | T | 5:30-8:00 pm |
| BMGT 2419 | Asset and Infrastructure Management | Live Remote Online | W | 5:30-8:00 pm |
| WMTR 1002 | Special Topics in Water Treatment | Live Remote Online | T | 5:30-8:00 pm |
| WMTR 1003 | Special Topics in Water Distribution | Live Remote Online | Th | 5:30-8:00 pm |

The Spring 2025 Semester starts on January 24, 2025, and ends on May 19, 2025. Already CT DPH licensed water treatment and distribution system operators can use these courses to meet CT DPH Continuing Education CEU requirements. New students can receive admissions and registration materials at *www.ctstate.edu*. Continuing students may register online at *www.ctstate.edu*.

Please contact Professor Wesley L. Winterbottom, PE at *wesley.winterbottom@ctstate.edu* with questions about these courses or the Water Management Certificate Program and the Public Utility Management A.S. Degree and Certificate Programs.

## Welcome New Members

Raul Almonacid, Aquarion Water Company
Daniel Bradley, Norwich Public Utilities
Christina Carbone, Student
Daniel Carney, Tighe & Bond, Inc.
Christopher Dobens, Student
Trent Guihan, Tighe & Bond, Inc.
Michael Hoover, Carlsen Systems
MD Tariqul Islam, Student
Rachel Kovac, Aquarion Water Company
Carly Osborne
Tanisha Peryer, Connecticut Water Co.
Kevin Rota, Tighe & Bond, Inc.
Courtney Schaumberg
Jill Stevens
Benjamin Traverso, Tighe & Bond, Inc.



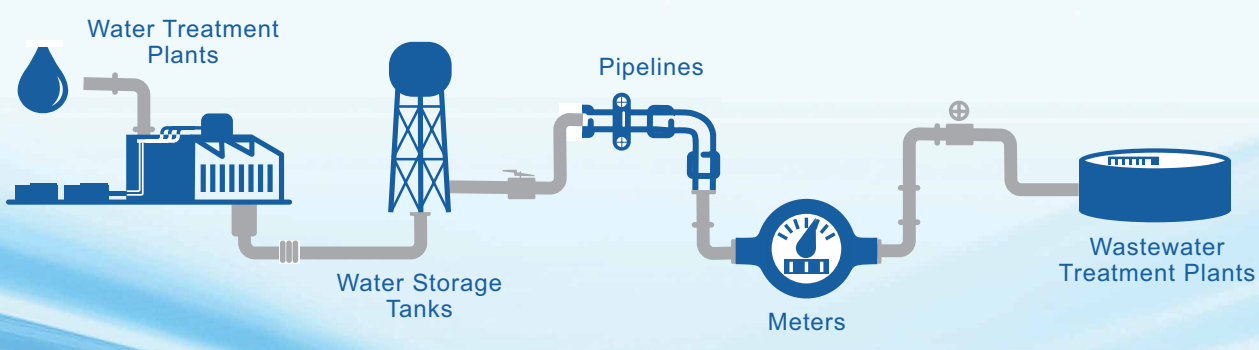
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# Kleinfelder Welcomes Dr. Scott Grieco as National PFAS Lead

With more than 33 years of experience, Dr. Grieco is an internationally recognized subject matter expert in PFAS & emerging contaminant occurrence and treatment, as well as process evaluations, treatment process development, and the design and optimization of treatment systems. He is based in the Northeast and is an active member of the AWWA's PFAS Technical Working Group. "I am thrilled to join Kleinfelder as the National PFAS Lead," said Grieco. "I've witnessed Kleinfelder's growth in the PFAS space and am excited to contribute to the continued expansion of service offerings and solutions to our clients across the public and private sectors".

Scott will be collaborating closely with Kirsten Ryan, Sr. Program Manager, and the rest of Kleinfelder's New England Water Team. As Kirsten observed, "Scott brings both extensive hands-on design experience and cutting-edge research to the table. His leadership will enhance our ability to bring best-fit solutions to drinking water emerging contaminant challenges."



# Patrick Kearney Receives NEWWA State Leadership Award

Patrick Kearney, Water and Sewer Chief Operating Officer of the City of New Britain's Public Works Utility Division, was recognized for his leadership role in shaping legislative and regulatory policies with the New England Water Works Association's (NEWWA) State Leadership Award.

Each year, the NEWWA State Leadership Award is given to a member of either a state or regional water works association for their contribution to the excellence of the water works profession.

Kearney has served as a CWWA Legislative Tri-Chair for many years and as a member of Connecticut's Water Planning Council Advisory Group. He is also the Past Chair of the CTAWWA Education Committee.

"Pat is one of our organization's unsung heroes. He is always on tap to provide practical input on how a proposed regulation or bill affects water utility operations and customers," said CWWA Executive Director Betsy Gara when presenting the award. "His commonsense way of summing up complex issues resonates with policymakers."

"Pat once noted that he volunteers because as the saying goes 'the world is run by those who show up'. CWWA is very fortunate that Pat recognizes this because by 'showing up', Pat has helped strengthen CWWA's advocacy efforts to ensure that Connecticut's water utilities can continue to provide safe, high-quality drinking water to customers."

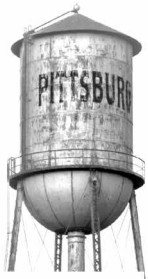


Patrick Kearney (New Britain Water Department, second from right) received the 2024 New England Water Works Association (NEWWA) State Leadership Award "in grateful appreciation of his outstanding leadership and contributions to the advancement of excellence in the waterworks profession" and received his plaque at the Holiday Luncheon. With him (L-R) are CTAWWA Chair Nick Rossi, CWWA Executive Director Betsy Gara, and CWWA President Sunny Lakshminarayanan. *Photo by Kathy Fortin*

Pat holds several professional licenses and certifications, including a Connecticut Class IV Water Treatment Plant Operator's Certification and a Class III Water Distribution Operator's Certification. He has a B.S. in civil engineering from the University of Lowell in Massachusetts.

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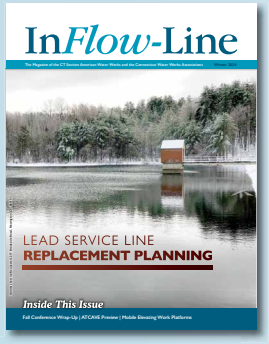

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| Coyne Environmental Services | 14, 18 | 215-785-3000 | www.coyneenvironmental.com |
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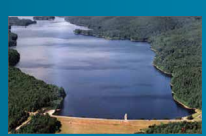




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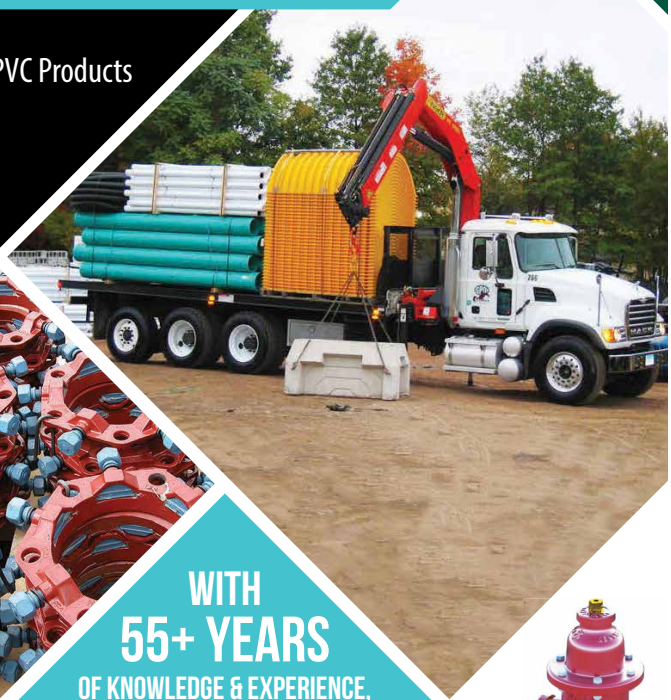
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