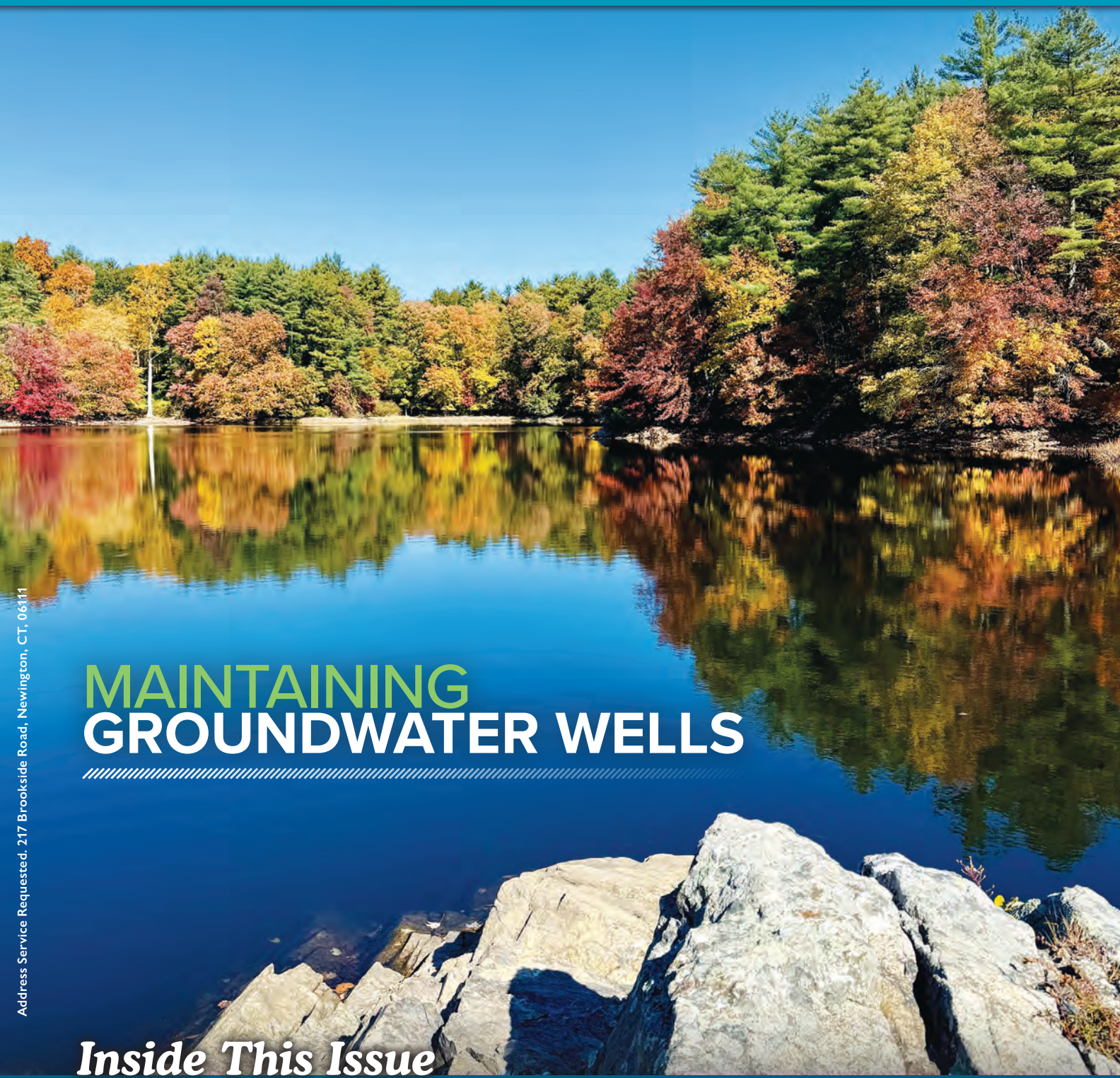
InFlow-Line

The Magazine of the CT Section American Water Works and the Connecticut Water Works Associations Fall 2025



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CWWA
Betsy Gara, Executive Director
1245 Farmington Avenue
West Hartford, CT 06107
860-841-7350
gara@gmlobbying.com
www.cwwa.org

CTAWWA
Romana Longo,
Executive Director
PO Box 330472
West Hartford, CT 06133
Cell: 860-604-8996
Fax: 860-953-3051
adminmanager@ctawwa.org
www.ctawwa.org

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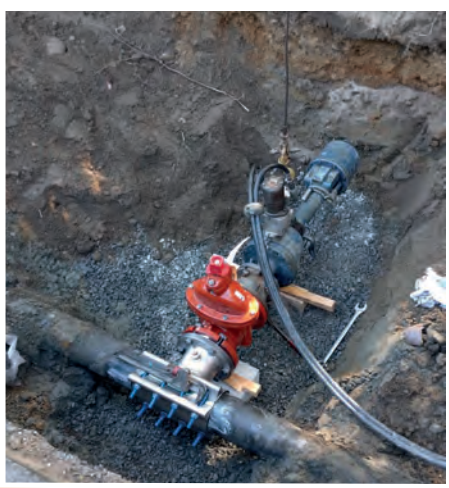
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Peter J. Grabowski



Alleviating Financial Pressure

Over the years, water systems throughout Connecticut have consistently provided reliable and affordable service to its customer base. Today, a combination of regulatory requirements, infrastructure needs, and climate pressures are impacting utility costs, and the financial pressure continues to mount on water utilities. As we all know, rising compliance costs associated with PFAS treatment and lead service line replacements as well as the replacement of aging infrastructure, including treatment plants, pumping stations, storage tanks, and pipe networks, need to be addressed by water utilities and their leadership. Asset management and sound financial planning are strategies to alleviate some of the financial pressures facing water utilities.

Asset management and sound financial planning – How can asset management and financial planning alleviate financial pressures?

- Asset management programs assist utilities with **prioritizing investments.** Utilities can identify their most critical assets for system performance and prioritize their investments into those assets. A capital improvements plan will assist with inventorying the assets, assessing the condition of those assets, identifying the associated service life, analyzing the criticality and probability of failure including its impact on system performance, and developing a repair or replacement plan. As such, utilities can concentrate their capital budgets on those prioritized items.
- Proactive maintenance and tracking asset performance will **extend the asset life**. The planned and scheduled maintenance of assets will assist with avoiding unnecessary spending and catastrophic failure, which is extremely costly for utilities. Fewer emergency replacements and repairs result in less overtime costs, fewer service disruptions to customers, and the associated negative perception from customers. Utilities can use asset management as a guide for "repair versus replace" decisions, which enable capital budgets to be stretched further without affecting system reliability.
- Financial forecasting and modeling are critical for **asset replacement planning**. Utilities should be utilizing their rate models to accurately predict impacts of capital projects on their customer base. Utilization of rate models enables utilities to better understand when projects can be advanced and how to finance some of those capital projects (e.g., rate increases, loan programs, grant funding, etc.). These financial models demonstrate fiduciary responsibility and assist with consumer education and confidence.
- Many technology tools and programs can be used to assist utilities with **predictive analysis**. GIS mapping, supervisory control and data acquisition (SCADA) systems, computer maintenance management systems (CMMS), and digital twins can track asset condition and performance as well as predict failures before they occur. This proactive approach minimizes unanticipated spending when failures occur.
- Resilience and climate adaptation are important considerations for water utility providers. Extreme weather events like droughts and floods have impacted utilities (e.g., movement of water around the distribution system during drought events, flooding at water treatment facilities, etc.). Asset management helps utilities **identify their system vulnerabilities** and prioritize investments to these respective assets.
- Utilities should continue to leverage various **funding sources**, including the Drinking Water State Revolving Fund (DWSRF), Water Infrastructure Finance and Innovation Act (WIFIA) funding, and other grant programs.

In conclusion, financial pressures are real for water utilities. With thoughtful asset management and financial planning, utilities can prioritize spending, reduce unnecessary spending during catastrophic failures, improve performance, and extend asset service life, which builds customer trust due to uninterrupted service.

"As we all know, rising compliance costs associated with PFAS treatment and lead service line replacements as well as the replacement of aging infrastructure, including treatment plants, pumping stations, storage tanks, and pipe networks, need to be addressed by water utilities and their leadership."

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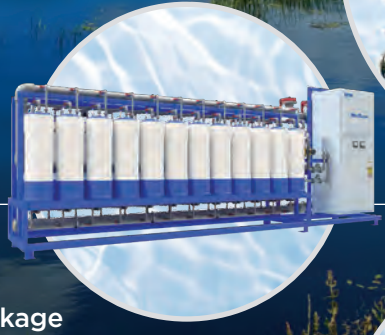




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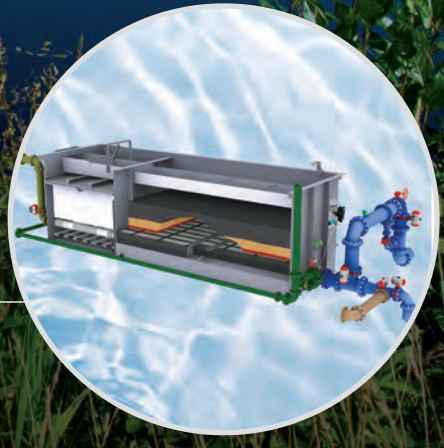
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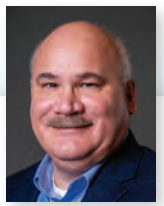
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Customer Satisfaction Begins with **Effective Communication**

In our industry, customer satisfaction is increasingly shaped by how effectively we communicate – especially through digital channels. It's no surprise that 25% of J.D. Power's Residential Water Customer Satisfaction Study is weighted on communications-related dimensions. As expectations continue to rise, customers want more than just reliable service; they expect transparency, responsiveness, and proactive communication.

Digital channels provide a powerful way to meet these expectations, helping customers feel informed, supported, and valued. Here are a few simple ways digital and traditional communications can improve satisfaction:

- Proactive outreach – Sending alerts about service outages, billing updates, or drought-related conservation tips helps customers feel prepared and informed.
- Educational content – Explaining water quality-related results, infrastructure investments, and environmental initiatives builds trust.
- Self-service tools – Online portals and mobile apps that allow customers to view usage, pay bills, and report issues empower them and reduce frustration.

As we address challenges like PFAS and lead service line replacement, communication becomes even more essential. Customers want to know what's in their water and what steps we're taking to protect them. Keeping customers informed about project milestones and expected completion dates not only informs – it reassures.

While rising water costs continue to be a concern across the industry, clear communication about the value of water, payment assistance options, and ways to reduce consumption and waste can significantly improve customer satisfaction.

The annual J.D. Power Residential Customer Satisfaction Survey consistently shows that water utilities with robust communication strategies outperform those that are less engaged. In an era of digital transformation, we must treat communication as a strategic priority – one that enhances customer satisfaction and builds lasting trust.



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Unlocking Purpose: Volunteer Opportunities with AWWA

How Giving Your Time Can Shape the Water Sector's Future—and Yours

The American Water Works Association (AWWA) is more than just a hub for water professionals; it's a vibrant community where passion for clean, safe water meets a drive for service. For over a century, AWWA has been at the forefront of advocating for water safety, resource management, and professional development. Yet, behind its technical conferences and publications lies a vital current: volunteerism.

Volunteer opportunities with AWWA are as varied as the people who make up this dynamic association. Whether you are a seasoned engineer, system operator, or a young professional, there's a place for your skills, your ideas, and your energy. Besides the many opportunities at CTAWWA, I'd like to spend some time to review opportunities at the national level of AWWA.

Why Volunteer with AWWA?

Volunteers play a pivotal role in shaping the policies and programs that safeguard our water supply and educate the public. When you volunteer with AWWA, you become part of a network that spans North America and reaches into communities around the world. The connections you make can lead to mentorship, career opportunities, and lasting friendships.

How to Get Involved

Getting started is as simple as visiting AWWA's website and exploring the "Membership and Volunteering" section. There, you'll find listings of open opportunities, application instructions, and information about each committee or initiative.

Here are a few of the ways to get involved:

- Standards Committees: AWWA has over 190 technical standards, overseen by 72 committees. Volunteers help draft new standards, review cutting-edge research, and guide the adoption of best practices across the industry. In 2023 and 2024, AWWA Standards Council approved 100 updated or new standards. These standards are used by utilities all around the country to define excellence in product and installation requirements, and are critical to maintaining our public health.
- Technical and Education Committees (TEC): AWWA maintains eight technical and educational councils, with 62 individual committees focused on developing educational information and guidance manuals.
- Community Engineering Corps: The CEC is always seeking engaged volunteers to support its mission of engineering local impact through providing consulting services in underserved communities, right here in the United States! This is a great opportunity to grow your expertise, network and learn from your peers, while helping to protect public health.

Through the TEC, I serve on the AWWA Water Loss Control Committee, and was able to work on updating the last two editions of AWWA Manual M36, "Water Audits and Loss Control Programs." When I first joined this committee, I knew very little about water loss control, so don't feel you need to be an expert to get involved. My work with this committee connected me with water loss experts around the country, and introduced me to the best practices in technology and methodology. I have enjoyed the opportunity to spread these practices to a broader audience.

Perhaps the greatest reward of volunteering with AWWA is the ripple effect it creates – both for the industry and for you personally. Volunteers help drive innovation, elevate public trust in water systems, and make a difference in their communities. In return, they gain valuable experience, professional recognition, and network connections – hopefully having fun in the process!

I encourage you to take some time to visit the AWWA website at *www.awwa.org/volunteer* and explore volunteer opportunities.

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CTAWWA volunteer activities
Co-chair of the Philanthropic Committee, member of Regulations and Research Committee and Water Treatment Plant Operations & Maintenance Committee.

Day job
Sr. Project Manager, MDC

Degree/Certifications/Licenses
B.S. in Civil Engineering and M.S. in Environmental Engineering from the University of Hartford.

Workplace
I work in the Water Treatment and Supply Department (WT&S) at the MDC. I started in the Engineering Department and moved to WT&S last year.

What was your first job in the water industry?
My first job working for a water utility was with the Town of Amherst, MA. They have several drinking water treatment plants, including both surface water and groundwater sources, a number of dams and reservoirs, as well as their own stormwater and wastewater collection systems, and a wastewater treatment plant. It was a great opportunity to learn about all aspects of owning, operating, and managing a water utility!

What makes you happiest?
Spending time with my family, friends, and my pets! I have a dog and two cats, who are the best buddies in the world. I also love music, skiing, and trying new restaurants.

What accomplishment are you most proud of?
It's impossible for me to define a single accomplishment that I am most proud of, since what I am really most proud of is the fact that I work hard every single day to support my team, my company, and the community that we serve. I am proud to be a public servant, and I am absolutely committed to making a positive impact on our industry.

CTAWWA/CWWA activities
I am an active member of CTAWWA and CWWA and I cannot say enough about how wonderful these two organizations are, and the incredible work they do to support the water industry. Shoutout to Romana Longo and Betsy Gara and the countless others who dedicate so much of their time and effort to these organizations.

What do you value most about CTAWWA/CWWA membership?
The network of people you meet and build relationships with that will last forever. I've never met a more passionate, dedicated, group of folks, who are excited about the same (admittedly nerdy) things that I am.

What else would you like to share?
We should all remember:
"A different world cannot be built by indifferent people."

Favorite water memory
I have three distinct memories of seeing various infrastructure at the MDC for the first time. First, seeing the Goodwin Dam. Second, seeing our heat recovery facility. And lastly, the first time I saw the inside of one of our slow sand filters. I think they were all so wonderful because I was with people who I consider mentors.

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CTAWWA Annual Member Appreciation Picnic

"We're not playing, we love our members!"

CTAWWA was proud to host our Annual Member Appreciation Picnic on August 21, 2025, once again at the Powder Ridge Pavilion in Middlefield – our third year at this beautiful venue. This year's theme, *"We're not playing, we love our members!"* set the tone for an afternoon filled with food, fun, and fellowship.

The event was complimentary to all first-year members as a special welcome to the Section. Attendees enjoyed friendly competition with Giant Jenga, Big Connect 4, corn hole, and bocce. The day kicked off with a lively icebreaker – *Get to Know a Member Bingo* – which proved to be a big hit and helped bring members together in a fun, engaging way.

It was an afternoon of good food, games, and camaraderie, where friends and colleagues connected beyond the work we do together. A heartfelt thank-you goes to **Ferguson Waterworks** for generously sponsoring the event and helping us celebrate our members in such a meaningful way.








Photos provided by Romana Longo and Judy Soda

Fall Golf Classic a **Great Success!**

By Alex Cosentino

The 30th Annual Connecticut Section American Water Works Association (CTAWWA) Fall Golf Classic and Outing occurred on September 9, 2025 at the Tunxis Country Club in Farmington, Connecticut. Over 170 golfers enjoyed an excellent day for golf while supporting the CTAWWA Philanthropic Committee. The annual Fall Golf Classic represents the largest fundraiser for the Philanthropic Committee and this year's tournament raised approximately $17,750 for the Committee's two charity partners – Water For People and Water Equation!

All the golfers received a YETI tumbler with a logo commemorating the 30th Anniversary of the tournament. A big thank you to this year's lead sponsor, Snyder Civil Engineering, for making that happen. In addition to all our sponsors, there were dozens of volunteers who made the Classic the success that it is. The CTAWWA Philanthropic Committee would like to thank all our volunteers and sponsors for your incredible generosity.

Finally, an extra special thank you to tournament co-founders Dan Lesnieski and Steve Melanson who were both on hand to commemorate the 30th edition of the Fall Golf Classic.. Thank you, Steve and Dan, for creating such a wonderful event!











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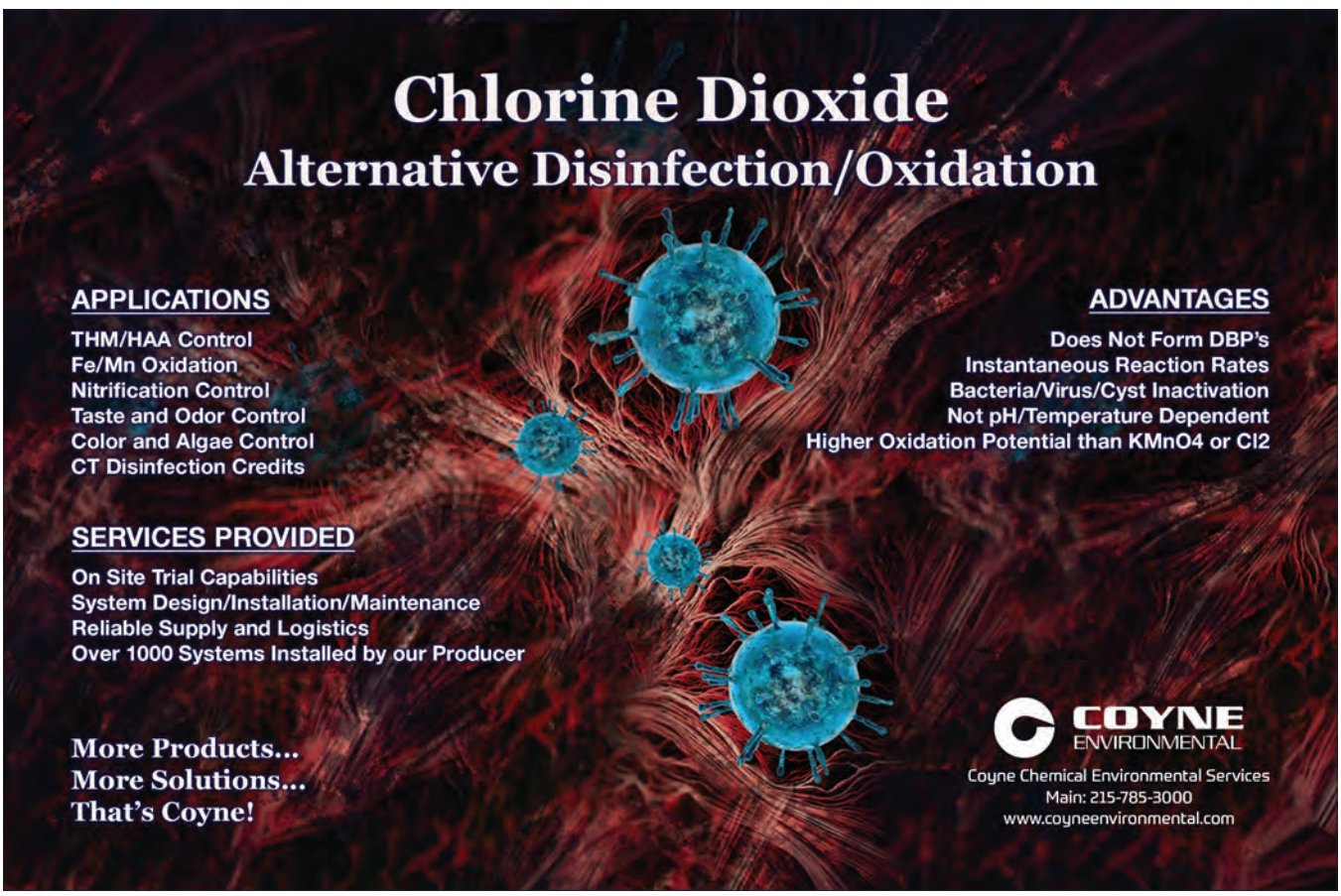
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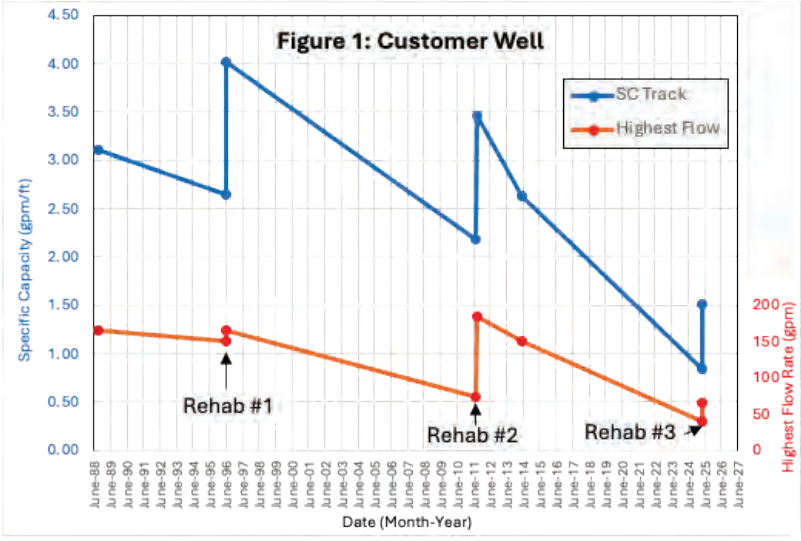
By Joe Orlando, Hydrogeologist, Weston & Sampson/SB Church

Groundwater wells are an important drinking water resource for residential, commercial, and industrial purposes. In Connecticut, approximately 60% of residents rely on groundwater as their sole drinking water source. Groundwater wells tap aquifers and allow withdrawal of water for drinking, irrigation, and a variety of industrial purposes. They are, however, also expensive to drill, permit, and to put into service. As such, it is important to maintain and protect these valuable resources.

Most groundwater wells experience a decline in production during their lifetime, which is related to clogging in the near-well environment that reduces the efficiency at which the groundwater flows into the well. In the past, groundwater wells were managed with an "operate to failure" mentality. If water was coming out of the well, there was no need to act until an emergency forced a reaction. Common emergencies that prompted action include damaged or worn-out pumping equipment or a significant loss in production resulting in a lack of supply. Wells operated in this manner can go many years before there is a noticeable difference in production. However, continued operation of wells in this manner results in permanent reductions in well yield and an overall reduced lifespan.

The Capacity of a Typical Gravel-Packed Well Over Time

Figure 1 provides a snapshot of well performance over the lifespan of a typical gravel-packed production well. The highest flow rate and specific capacity (SC) observed in a well is typically documented immediately following construction. SC is calculated by dividing the well pumping rate (discharge) by the drawdown (change in water level) and is represented as gallons per minute per foot of drawdown (gpm/ft or gpf). A well often maintains the initial SC for several years without any maintenance on the well, until the SC begins to drop without much change in the flow rate of the well. When the decline in flow rate becomes noticeable, rehabilitation of the well is then conducted to increase the SC and flow rate of the well. But this rehabilitation is not permanent.



The typical gravel-packed production well is often operated for many years after this initial rehabilitation with the SC and flow rate dropping at a steeper rate than initially realized after the well was originally placed into production. Eventually, another well rehabilitation is conducted, after which the well again fails to maintain the regained SC or flow rate for very long, showing an even steeper drop in both SC and flow rate. By the time of the third well rehabilitation in year 37 (as shown in the Figure 1 example), the SC can only be increased to

WHY WELLS FAIL

The reason for the decline in production of groundwater wells is that the nature of operating a well creates conditions that draw nutrients and chemicals from the aquifer to a single withdrawal location – the near-well environment including and adjacent to the well screen. The collection of these nutrients and chemicals allows for the growth of biological and mineralogical materials that can clog the pore spaces in and around the well. As pore spaces clog, groundwater velocity in the near-well environment increases and physical materials like silt and fine sand can mobilize and further clog pore spaces. When enough clogging occurs, the well's specific capacity declines. Eventually the specific capacity declines so much that the volume of water the well can produce decreases, which, if not addressed soon enough, will cause the well to fail and need to be replaced.

50% of the original SC, and the original 165 gpm well can now only produce 60 gpm. In other words, the success of the well rehabilitation process has diminishing returns when the rehabilitation is not performed frequently enough. The aquifer still has the capacity to produce 165 gpm, but the well can no longer efficiently transmit that amount of water to the pump at that rate. In this scenario, the well will need to be replaced to meet the rated capacity and pump at the desired flow rate.

The timing for the decline in production of a well is based on many things, including water quality, geology, and the rate of bacterial growth and related mineralization. The measurable decline in a well can take as little as 12 months or sometimes even many decades to be realized. Recovering lost production in a well is accomplished by rehabilitating or redeveloping the well. Studies suggest that if a well loses 30% of its original capacity, it is impossible to fully regain that lost production. In the many decades that Weston & Sampson CMR/SB Church has been servicing groundwater wells, we have observed this to be true – the chance for well rehabilitation to fully regain lost production occurs less often when more than 30% of the SC has already been lost.

Preventative Maintenance Can Extend the Useful Life of a Well

In recent years, there has been a shift in the mentality of well operation into a more preventative maintenance approach. With a better understanding of what is happening in the near-well environment, water operators have begun to take the necessary actions to extend the operational life of groundwater wells and pumping equipment.

The most important thing a water operator can do is to regularly monitor and record the flow rate and water level in the well during pumping, maintaining a pre-determined safe pumping water level. Screened wells should be operated at a pumping rate that does not draw down the pumping water level below the top of the screen. Doing so accelerates biological growth and clogging. It is also recommended to conduct operational testing of the pumping equipment and well on a regular basis to determine the operating condition of the equipment at different flow rates to identify and address any issues before they become emergencies.

What can be done to regain lost production? The well service industry has long been providing methods for treating wells to recover lost production. The well rehabilitation process takes energy to remove the materials clogging a well, which can come in the form of physical and/or chemical energy. Conventional chemical and physical treatments have long been the standard for well rehabilitation, but recent technologies include high pressure jetting, hydrofracturing, percussive energy, and the use of gaseous and liquid carbon dioxide (Aqua Freed®) for both gravel-packed and bedrock wells.

One industry-recommended approach to extend the life of a groundwater well is to rehabilitate the well often enough to remove the buildup of biofilms and associated minerals prior to losing 30% of the original SC. Ultimately, each well and near-well environment is different and requires a different approach.

The well rehabilitation techniques referenced above require anywhere from 5–10 days to complete based on the selected method and how the well is responding to the treatments. The time and effort spent rehabilitating the well can be recovered by restoring lost production and extending the life of the well. A well might require rehabilitation every five years or possibly even more frequently, depending on the rate of clogging. Some problematic wells may require annual rehabilitation to maintain production.

Permanently Installed Preventative Maintenance Techniques

Weston & Sampson CMR/SB Church recently acquired the license to use Aqua Freed® and Aqua Gard® in Connecticut, and initial well rehabilitation results using Aqua Freed® have been positive. Aqua Freed® utilizes the phase change energy of carbon dioxide in a controlled manner that breaks up and loosens materials that are clogging the near well environment. Example improvements in specific capacity using Aqua Freed® are presented in Table 1. These improvements were realized with a step-rate flow test after installing the pumping equipment in the well following the well rehabilitation. The post-Aqua Freed® (AF) SC is the SC calculated at the highest flow rate during the step-rate flow test. The highest flow rate achieved during post treatment testing for the East Lyme Well, Middletown #9, and

Table 1: The initial Weston & Sampson/SB Church Aqua Freed®(AF) results in CT

Utility	Well Name	72hr. Flow (gpm)	Date Drilled	Original SC (72hr.) (gpf)	Pre-Treatment SC (gpf)	Post-AF SC (gpf)	SC Improvement (%)	SC Diff from Original (%)
Putnam Water & Sewer	SG#2	350	3/8/2011	12.59	8.18	12.91	57.82%	+ 2.54%
East Lyme Water & Sewer	Well #5A	540	6/2/2022	16.59	13.40	17.23	28.58%	+ 3.86%
CT Water Company	Guilford #1A	500	4/27/2023	9.92	9.07	10.19	12.35%	+ 2.72%
Middletown Water & Sewer	Well #9	1,150	4/6/1990	55.64	14.91	52.38	251.31%	-5.86%
Middletown Water & Sewer	Well #10	1,529	4/20/1990	54.03	27.8	44.35	59.53%	-17.92%

Middletown #10 was 412, 540, and 745 gpm respectively. Another five wells are slated for Aqua Freed® well redevelopment in the coming months.

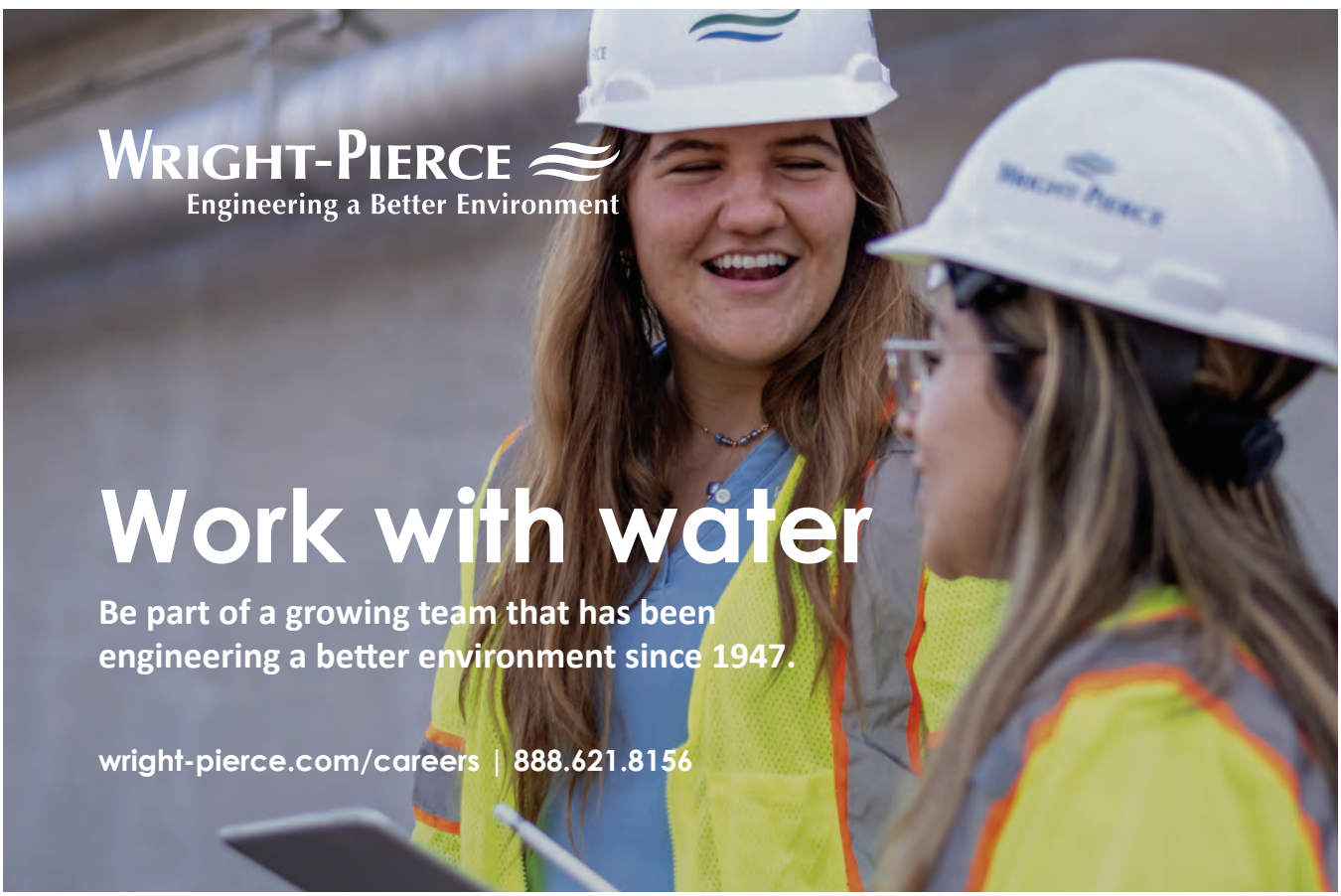
Removing the pump is necessary in any well rehabilitation effort to safely introduce the necessary energy to remove biofilms and associated minerals. Aqua Freed® uses a traditional well rehabilitation approach of removing the pump to access the well. The goal of the Aqua Freed® rehabilitation is to regain as much lost SC as possible. Similar to Aqua Freed®, the preventative maintenance process Aqua Gard® utilizes the phase change energy of carbon dioxide to loosen and detach biofilms before they harden and become more difficult to remove. Unlike traditional well rehabilitation, Aqua Gard® allows for treatment of a well without the need to remove the pumping equipment. Aqua Gard® requires the installation of specialized equipment permanently in the well, usually done during initial construction or following a well rehabilitation effort with Aqua Freed®. The goal of the Aqua Gard® treatments is to maintain the SC of the well by removing clogging materials before they harden and require more energy to remove. Following the installation of the specialized equipment, preventative maintenance can be performed by a well contractor on the well with the pumping equipment in place, allowing for a quicker turnaround for getting the well back online. A typical downtime is 2–3 days for the Aqua Gard® process, allowing problematic wells to be treated annually or semi-annually at a much lower cost than traditional well rehabilitation. Weston & Sampson CMR/SB Church has installed one Aqua Gard® setup and the first Aqua Gard® treatment is slated for fall 2025. A second Aqua Gard® installation is also slated for fall 2025. The benefits of Aqua Gard® will be evaluated on these installations over the next few years.



Figure 2: Weston & Sampson/SB Church performing a well rehabilitation

Summary

Whatever methods you choose to maintain your groundwater wells, there are benefits to taking a more preventative approach rather than a reactive approach to maintaining the production and longevity of groundwater wells. Any upfront costs related to rehabilitating and maintaining a groundwater well are typically offset by the maintained production and the money saved by not needing to drill, permit, and connect a replacement well.





RECAP:

CWWA Water Utility Compliance Workshop

The workshop included informative presentations from the Connecticut Department of Public Health, the Connecticut Department of Energy and Environmental Protection, Weston & Sampson, Hazen and Sawyer, and CWWA.

The Connecticut Water Works Association (CWWA) presented its Water Utility Compliance workshop at the MDC Training Center in Hartford on September 5, 2025. Approximately 50 utility managers, staff, operators, and consultants attended.

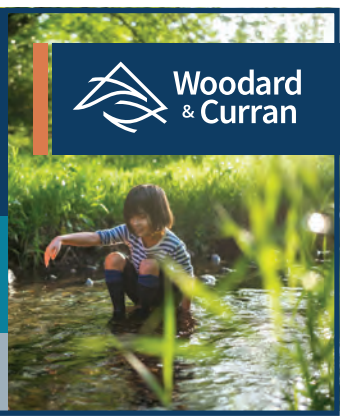
The workshop began with a presentation from Eric McPhee of the Connecticut Department of Public Health (DPH) who provided an overview of the regulatory requirements for watershed inspections and best practices. He was followed by Vicky Carrier of DPH who discussed the regulatory sanitary survey requirements and the various technical, managerial, and financial capacities required by public water systems. Following a break, Joseph Roccaro of Weston & Sampson explained the May 2025 revisions to the Environmental Protection Agency's proposed PFAS rule, the factors that affect the decision making process for determining the selection of PFAS treatment, and provided an operator's perspective on how to manage water quality and sampling during a pilot testing program.

Next, the Connecticut Department of Energy and Environmental Protection (DEEP) provided two presentations.

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Betsy Gara Introducing speaker Eric McPhee of DPH.



Vicky Carrier of DPH.



Joseph Roccaro of Weston & Sampson.



Camille Fontanella of DEEP.



Daniel Lesniewski of DEEP.



Jim Courchaine of Hazen & Sawyer.

Photos by Scott Bighinatti

The first was by Camille Fontanella who provided a detailed update on DEEP's 20by26 initiative, particularly with regard to Goal 12 (helping municipalities and small businesses navigate permitting processes) and streamlining permit processes. Daniel Lesniewski discussed the General Permit revisions for dam repair. It was noted that Goal 18 of the 20by26 initiative was recommended by CWWA and involved making improvements to dam safety permitting processes.

Following the break for lunch, Jim Courchaine from Hazen and Sawyer shared his experiences on leading people for a sustainable future, and Betsy Gara of CWWA reviewed new laws affecting water utilities. Thanks to Betsy Gara for planning and coordinating this event, and to all of the speakers who donated their time and effort to making the event a success!

New Flomatic 12" Model 92 Swing Check Valves for Municipal & Industrial Water Systems

Flomatic Valves is proud to announce the official release of its new AIS and BABA Compliant 12" Model 92 Swing Check Valve, a robust and versatile valve solution engineered for municipal and industrial water and wastewater applications that helps minimize the effects of water hammer during pump shutdown. Designed to meet the rigorous demands of modern infrastructure, Model 92 fully complies with ANSI/AWWA Standard C508, ensuring reliability and performance in critical environments.



Model 92 is available in three versatile, field adjustable configurations to suit specific operating conditions:

- **Lever & Spring** (3712LS)
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Each model supports horizontal or vertical (flow up) pipeline installations, with field-convertible external controls thanks to a convertible shaft, dual keyed lever arm, and symmetrical cylinder mount, making installation and adjustment more efficient than ever.

- **Built for Strength & Longevity**
  - Model 92 is engineered to withstand high stress and shock loads, with the valve being constructed from ductile iron for the body, cover, clapper arm, and disc holder. A replaceable stainless steel seat ring ensures positive sealing even in high solids environments, while the resilient one-piece cut seat seal provides a self-cleaning wiping effect and bubble-tight sealing across pressure ranges.
- **Smart Maintenance & Sustainability**
  - All internal components are accessible and field-replaceable via the valve cover access port – no pipeline removal required, making them easy for upgrades and maintenance. The valve features NSF/ANSI 61 powder epoxy coating on both interior and exterior surfaces, and all internal ductile iron components, ensuring long-term corrosion resistance.
- **Made in the USA – AIS & BABA Compliant**
  - Model 92 is proudly AIS and BABA compliant, manufactured with U.S.-sourced materials and components, supporting domestic infrastructure and sustainability goals.

To explore Flomatic's complete line of Swing Check Valves, please visit:
www.flomatic.com/valves/check-valves/swing or contact our sales team at **518-761-9797**.

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FROM American Water Works Association

LEADING THE WAY:

How the Transformative Water Leadership Academy Prepares Utility Professionals for Future Water Challenges

The Transformative Water Leadership Academy (TWLA) is a collaborative program of AWWA and the WaterNow Alliance. TWLA intentionally brings a diverse selection of water leaders together to explore issues of public health protection, environmental stewardship, the future of the water workforce, community engagement and public trust. The program encourages innovative, solutions-oriented thinking. Participants develop a capstone project to support their community and utility, while also building their network of water sector changemakers. Not only does the program impact local utilities and institutions, but it also empowers the next generation of water leaders to be better equipped to face the challenges impacting the future of the sector. TWLA instills confidence in its future water leaders, expands professional networks, and encourages action.

The challenges facing the sector prove a need for outside-the-box thinkers. It can be difficult to find a voice to express new ideas, and it can be lonely to be the sole innovator in a sea of *this is how things have always been done.* TWLA provides water professionals with the confidence to be the catalysts for change at their utility.

Jenyffer Vasquez, a graduate from the 2024 cohort, shared how her participation in TWLA expanded her confidence in advocating for change and sharing newfound perspectives.

> *Before TWLA, I rarely had the confidence to lead or speak up about issues important to me. TWLA provided an opportunity to be exposed to open dialogue and conversations with other water professionals that enriched my perspective. It was so rewarding to hear stories and challenges that were similar to mine in a room of water sector leaders across the nation. Through the program, I learned how important it is to not only to be in the room, but also to raise your hand and bring others in! Since graduating, I've been promoted [and] see the endless possibilities in getting involved and the impact that I can make in my role. I am no longer shy to share new ideas on enhancing water use efficiency programs but also workforce development strategies. I have led our team in a newly established workforce development task force, working on enhancing opportunities to highlight the water industry and continue partnerships with local colleges. This program helped completely shift my perspective on leading and illustrated that we all have the power to grow into these roles!*

By surrounding herself with diverse leaders of shared experiences, Jenyffer was able to feel more comfortable stepping into a leadership role, knowing she was supported by those around her. Each cohort consists of individuals from diverse regions all over the country, representing both large to very small systems, embodying the communities they serve. The TWLA provides a platform for participants to discuss big issues with their peers, and to bring their own unique, lived experiences into the conversation. These differing perspectives expose the cohort to new ideas to implement in their own community and enhance their capacity to listen to others to lead more effectively.







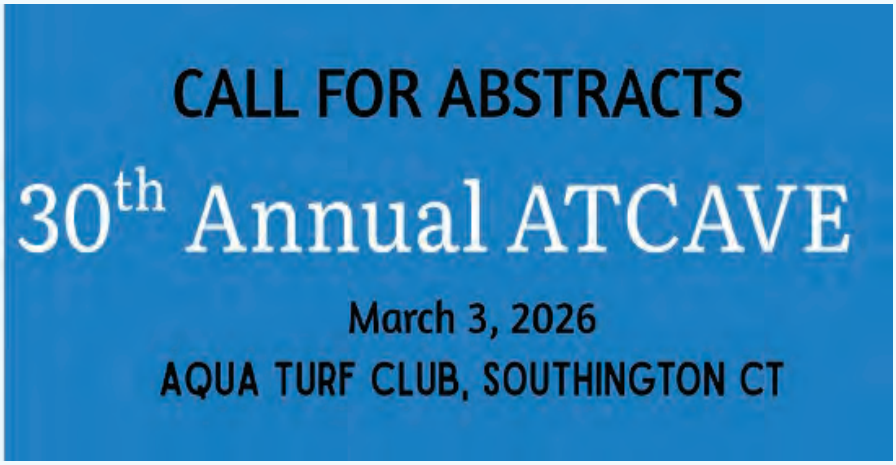


A motivator for establishing the Transformative Water Leadership Academy in 2022 was to sustain the water workforce and equip the next generation of water workers with leadership skills to advance their career within the sector. It can be difficult to be sure-footed in the next career step, and TWLA provides the tools and resources for participants to explore their career ambitions while in the program. With a mentoring program and a network of experienced professionals, TWLA graduates are brought into a supportive culture that supports their career goals.

As the water sector continues to evolve in response to pressing challenges – climate, workforce transitions, and the growing need for more collaboration – the TWLA is vital to the future of the water workforce. Each new cohort strengthens the culture of the TWLA, by empowering a network of leaders equipped with tools, confidence and connections to drive change. As the program continues to grow, it will only further its impact on leaders, local utilities and communities, to shape a more sustainable and resilient future for the water industry.

For more information on TWLA, email Lauren Steavpack, *lsteavpack@awwa.org.*





THERE IS AN OPPORTUNITY FOR INDIVIDUALS DESIRING TO PRESENT AT THE CTAWWA ANNUAL TECHNICAL CONFERENCE & VENDOR EXPO (ATCAVE) 2026

ATCAVE Format – The CTAWWA is planning to conduct ATCAVE in person at the Aqua Turf Club in Southington, CT on March 3, 2026. Each presentation will be approximately 30 minutes in length, allowing 25 minutes for presenting the topic and 5 minutes for response to questions. CTAWWA will provide moderators and technological support to assist presenters during the program.

Suggested topics – Innovative Solutions, Sustainability, AI, Resilience and Cyber Security, Efficiency and Water Loss, Asset Management, Hydraulic Modeling, Conservation, Emerging Technologies, Information Technology, Rate Management, Strategic Planning, Plant Operations, Small Systems, Water Treatment, Residuals Management, Engineering, Construction, Maintenance, Regulatory Issues, Distribution, Utility Management, Safety, and Water Quality (including Lead/Copper and PFAS topics).

What to submit – Please complete the information in our online form including the presentation title, a short description of the presentation, and names of presenters. Our online form is located at: *ctawwa.org*

Deadline – Submissions are due by **November 15, 2025**

Criteria for selection – Program Committee members will review the submissions based on the following criteria: Originality, Innovation, Significance of Work, Audience Range, Technical Content, Case Studies, Quality of Abstract, and Real-Life Application. Please note that the selection of presentations for ATCAVE 2026 will be made by the CT Section AWWA Education and Program Committee with the presenters being notified by December 31, 2025.

THE EDUCATION & PROGRAM COMMITTEE IS INVITING YOUNG PROFESSIONALS TO PARTICIPATE IN THE "FRESH IDEAS" COMPETITION AT ATCAVE

The "Fresh Ideas" Young Professionals (YP) competition at ATCAVE is for presenters 35 years or younger. YP presenters will be selected to present a 30-minute presentation during the regular sessions at ATCAVE. From those who present, one winner will be selected and CTAWWA will provide a travel allowance to cover the cost of airfare and hotel during ACE26 in Washington DC, from June 21–24, 2026. AWWA will cover the cost of registration for the conference, and the winner's employer should be asked to cover the cost of their time to attend this prestigious conference and present a poster at the "Fresh Ideas" poster session. The above submission guidelines apply to "Fresh Ideas" contestants.

If your paper is selected for possible presentation, you will be contacted and requested to prepare a more detailed abstract and biographical sketch of all team members. The additional information must be submitted by **November 15, 2025,** for inclusion in our program**.**

Questions – Please contact Program Co-Chairs Steve Rupar at *stephen.rupar@wsp.com* or Jennifer Reynolds at *jreynolds@tighebond.com.*

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11th Annual Water Quality & Treatment Symposium

CT Best Drinking Water Taste Test

November 19, 2025 Norwich Inn & Spa

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CTAWWA 11th Annual Water Quality & Treatment Symposium 2025
DATE: November 19, 2025
LOCATION: Norwich Inn and Spa, Norwich, CT

Presented by the CTAWWA Water Treatment Plant Operations & Maintenance Committee, the **11th Annual Water Quality & Treatment Symposium** promises to be one of the best education and information opportunities of the year for those concerned with the quality and supply of drinking water. Presentations will be made by representatives of some of the region's industry leaders. There will be ample time for networking.

The symposium will be held **November 19 at Norwich Inn & Spa, Norwich, CT**. The facility boasts top-notch conference facilities, superb food and convenient parking. This is the only conference of its kind to be held by CTAWWA this year.

Connecticut's Best Drinking Water Taste Test Challenge
We invite all CTAWWA member water utilities to participate. Winner will not only have bragging rights but will be eligible to represent CTAWWA in the national contest at AWWA ACE26.

Registration and Symposium information can be found at *ctawwa.org*

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EPA's PFAS Regulations – Changes Ahead

In May 2025, U.S. Environmental Protection Agency (EPA) Administrator Lee Zeldin announced that the agency will maintain the current National Primary Drinking Water Regulations (NPDWR) for perfluorooctanoic acid (PFOA) and perfluorooctane sulfonic acid (PFOS), reiterating its commitment to addressing Per- and Polyfluoroalkyl substances (PFAS) in drinking water.

EPA also noted that public water systems may need more time, funding, and technical assistance to achieve full compliance. In response, EPA intends to extend compliance deadlines for PFOA and PFOS, establish a federal exemption framework, and initiate enhanced outreach to public water systems, particularly in rural and small communities, through EPA's new PFAS OUTreach Initiative (PFAS OUT).

Regulatory Protection with Flexibility

The NPDWR for PFOA and PFOS, which was finalized on April 10, 2024, established legally enforceable levels for PFAS in drinking water and required public water systems to comply with the Maximum Contaminant Levels (MCLs) by 2029.

Recognizing that public water systems need sufficient time to identify and implement effective treatment options, particularly given emerging technologies, and/or develop new sources of supply, EPA has indicated that it intends to issue a proposed rule this fall to extend the compliance timeframes to 2031. The rule is expected to be finalized in the spring of 2026.

Enhancing Communication and Outreach

EPA recently launched its PFAS OUTreach Initiative (PFAS OUT) to connect with every public water system requiring infrastructure upgrades to address PFOA and PFOS in their water supplies. The agency will share resources, tools, funding availability, and technical assistance to assist water systems in complying with PFAS drinking water standards to protect the public health. PFAS OUT will engage utilities, technical assistance providers and local, state, tribal, and territorial leaders to develop effective and practical solutions where they are needed most.

EPA will continue to offer free water technical assistance (WaterTA) that provides services to water systems to improve their drinking water and help communities access available funding. EPA's WaterTA initiatives work with water systems nationwide to identify affordable solutions to assess and address PFAS, including PFOA and PFOS. Services offered to utilities include water quality testing, development of technical plans, operator training support, designing public engagement and outreach strategies, and support for accessing federal funding opportunities.

Next Steps

In September 2025, U.S. EPA Administrator Lee Zeldin announced the agency's next steps regarding efforts to address the cleanup of perfluorooctanoic acid (PFOA) and perfluorooctanesulfonic acid (PFOS).

To help reduce the cost burden on water systems and communities, EPA intends to take a number of actions to reduce and prevent the introduction



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Population Served	Previous RRA Deadline	Current 5-Year RRA Certification Deadline	Current 5-Year ERP Certification Deadline
≥100,000	March 31, 2020	March 31, 2025	Six Months from Recertification of the RRA
50,000–99,999	December 31, 2020	December 31, 2025	
3,301–49,999	June 30, 2021	June 30, 2026	

of PFAS in the environment that may contaminate drinking water supplies, including designating an agency lead for PFAS to better align and manage PFAS efforts across agency programs, and implementing a PFAS testing strategy under the *Toxic Substances Control Act* (TSCA).

In addition, EPA has indicated that it is retaining the hazardous substance designation for PFOA and PFOS under the *Comprehensive Environmental Response, Compensation, and Liability Act* (CERCLA or Superfund), which was adopted in 2024. However, EPA intends to establish a uniform framework governing designation of hazardous substances under CERCLA moving forward.

By designating PFOA and PFOS as hazardous substances under CERCLA, there are concerns that the proposed rule may impose significant liability on public water systems for remediating sites contaminated by PFAS, as well as for the disposal of captured PFAS from treatment methods, shifting an untenable cost burden onto their ratepayers.

Under CERCLA's strict, joint, several, and retroactive liability provisions, responsible parties are liable for cleaning up sites contaminated by hazardous substances. This responsibility extends to all parties involved in the disposal of such hazardous substances, including passive receivers such as water systems.

Given the breadth of products containing PFAS substances that have been commonly used for decades, holding certain manufacturers and other entities (polluters) liable for contamination and remediation costs, which is a primary component under CERCLA, may prove difficult. As a result, water systems, and other passive receivers of PFAS may be held jointly and severally liable for significant costs associated with cleaning up sites affected by PFAS contamination, shifting a greater burden to water customers.

According to Administrator Zeldin, EPA intends to develop a CERCLA section 102(a) Framework Rule. The Framework Rule will provide a uniform approach to guide future hazardous substance designations, including how the agency will consider the costs of proposed designations. Section 102(a) gives EPA authority to designate additional hazardous substances beyond those substances listed under the other statutes referenced in CERCLA (the *Clean Water Act*, the *Clean Air Act*, the *Resource Conservation and Recovery Act*, and the *Toxic Substances Control Act*).

America's Water Infrastructure Act – Certifications Necessary

America's Water Infrastructure Act (AWIA) in 2018 updated Section 1433 of the *Safe Drinking Water Act* to require utilities serving populations of over 3,300 to complete a Risk and Resilience Assessment (RRA) and Emergency Response Plan (ERP) for their systems, and to certify completion of that work to the EPA. The law requires that a utility review or update the RRA and ERP every five years and recertify to EPA. Following recertification of the RRA, the ERP must be recertified within six months of certification of the RRA.

The certification submission cycle for utilities is presented above. Larger utilities serving more than 100,000 people have already completed their recertification cycle.

More information regarding the AWIA law can be found online at *www.epa.gov/waterresilience/awia-section-2013*.



WORKFORCE CAREER & INNOVATION SUMMIT

A Gateway to the Future of Energy and Water Public Utility Management and Operations

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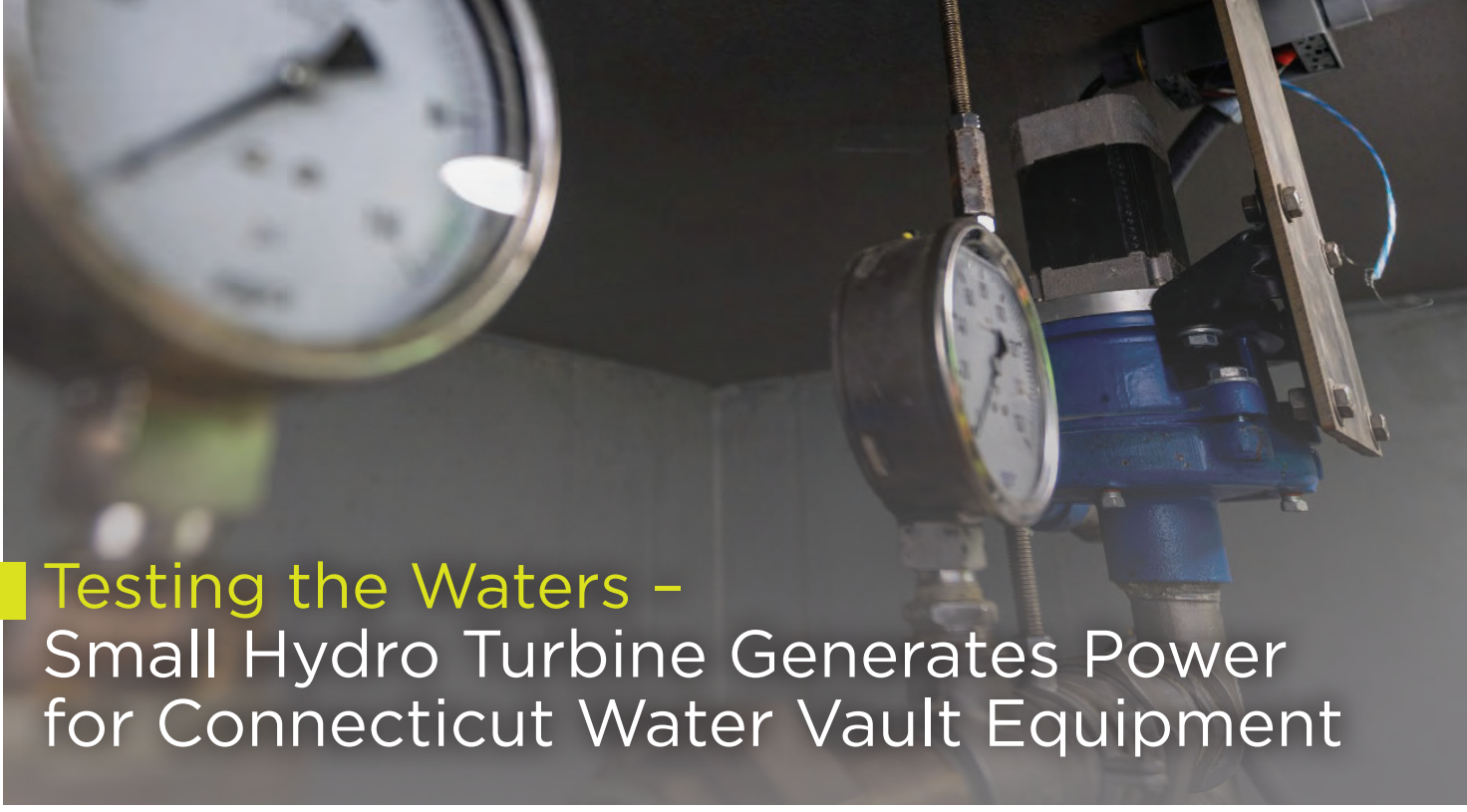
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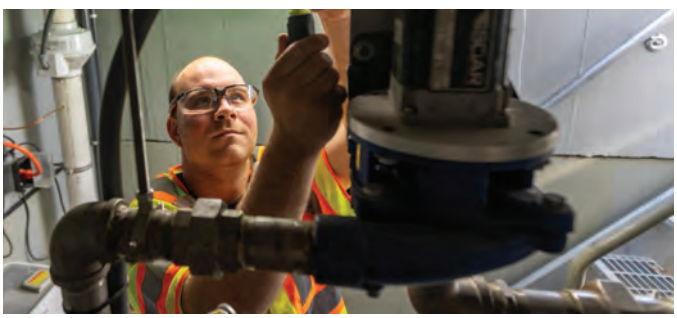


Testing the Waters – Small Hydro Turbine Generates Power for Connecticut Water Vault Equipment

Treating and delivering high-quality drinking water takes a lot of energy. As part of an effort to continually explore ways of reducing energy costs for customers, Connecticut Water began testing a hydro turbine at a pressure reducing valve site in South Windsor. The turbine now generates enough electricity to power all the equipment at the site.

The hydro turbine takes advantage of the necessary pressure reduction for downstream service connections. The hydro turbine, coupled with a pressure reducing valve, utilizes the displaced hydraulic energy by redirecting the generated current to charge a series of batteries where the energy is stored. The stored energy is then routed through a set of parallel inverters to create functional A/C power. The small turbine is capable of generating 300 watts of continuous electricity, which is enough to power the electrical and communications equipment that sends data to operators, who can monitor the vault remotely. When the batteries draw down, a control valve actuates to allow more water to pass through the hydro turbine to recharge them.

The hydro turbine saves time and money, reduces the carbon footprint, and the remote monitoring of the site allows operators to focus on other duties. This pilot hydro turbine project was a proof of concept in both resiliency and energy efficiency. It will continue to be assessed and altered, in hopes of a larger-scale application in the future. The inline hydro turbine is an example of the melding of old and new technologies and concepts in the pursuit of operational efficiency and energy optimization.









in memoriam

Guy Russo



Guy Russo receives the NEWWA State Leadership Award, 2015.

Guy Russo, who had a long career in the water profession, passed away on July 13, 2025 at 70 years old after a two-year battle with cancer.

Guy graduated from the University of Connecticut with a bachelor's degree in Biochemistry and a minor in English. Later he attended graduate school at Rensselaer Polytechnic Institute where he earned a degree in Environmental Engineering. He served as an adjunct Professor at Gateway Community College teaching water management courses. He was well-read and well-spoken and would readily share his knowledge and experience with others.

Guy started his career in waste management for the Connecticut Resource Recovery Authority and then had a distinguished career in water industry. He worked for the City of Middletown for 22 years as the Director of Water and Sewer until he retired in 2018. Guy then served as a Principal Consultant with Prime Engineering.

Guy was active in the water industry professional associations, serving on the boards and committees of Connecticut Water Works Association (CWWA) and the CT Section of the American Water Works Association (CTAWWA). Guy was dedicated to education, and he believed in the power of knowledge to positively shape the future. He was instrumental in the CWWA/CTAWWA scholarship committee, which provided scholarships each year to high school students pursuing water related careers. He received the Life Member and Silver Water Drop awards from AWWA, as well as the NEWWA State Leadership Award. He was a member of the state's Water Planning Council Advisory Group.

Vinny Susco knew Guy well, working with him on numerous water committees for 20+ years and spending time on the golf course together. Vinny performed a podcast with Dave Kuzminski to honor Guy where Vinny captured the essence of Guy as he explained, "…he was Mr. Positive, always willing to help in any situation, always ready to share his knowledge, share a joke or comment and ALWAYS ready to burst out the UCONN FIGHT SONG, every lyric." Vinny concluded the podcast noting, "Guy's passing has left a hole that may never be filled, our world was better with him in it… We certainly can use more Guys in this world."

Wes Winterbottom, who leads the Water Management and Clean Water Management programs at Gateway Community College, also knew Guy for decades. He noted in a recent podcast that Guy encouraged people to develop in their careers and regularly sent employees from Middletown Water to classes at Gateway to be certified and expand their knowledge in the industry. After Guy retired from the City of Middletown, he taught at Gateway where Wes said that "he gave 110% and got positive feedback from his students." Wes concluded by saying that among the good fortunes in his life was "having Guy Russo in my life as a personal and professional friend."

Gary MacDonald



Gary J. MacDonald (67), of Hamden, CT, passed away peacefully in his sleep on June 17, 2024. He was born in Boston, MA on November 17, 1956, a son of the late John A. MacDonald and Barbara A. MacDonald (Sprague).

Gary was married for 43 years and cherished his family. His vibrant spirit lit up any room, and his gymnastic skills were unparalleled. He treasured his work and colleagues of Mechanical Solutions Inc., which he started with Ken Reynolds and the late Robert Upton over 30 years ago. Gary was a long-time Connecticut Section American Water Works Association (CTAWWA) member, New England Water Environment Association (NEWEA) member, and American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) member.

He enjoyed golfing, skiing, dancing, going to the theater and concerts, hiking, attending work conferences, exercising, and was an avid Boston sports fan of the Patriots, Red Sox, Celtics, and Bruins.

An adventurer at heart, some of Gary's favorite travel locations were Newport, RI, Lake Ontario, Cape Cod, and the Caribbean.

Welcome New Members

Pete Allegro, Norwich Public Utilities
Charles Boateng, Student
Cole Cammarata,
Worcester Polytechnic Institute
James DeSellier, Haley Ward, Inc.
Olivia Freud, Yale University
Isabella Galiardi,
Pennsylvania State University
Genevieve Griswold,
Worcester Polytechnic Institute
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Frank Kozlowski,
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CT Department of Public Health Approved Water System Operator Certification Courses at CT State Community College – Gateway

Public Utility Management A.S. Degree and Certificate Courses, Spring 2026

Course	Name	Location	Day	Time
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 & 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 2026 Semester starts on January 23, 2026, and ends on May 18, 2026.

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, P.E., 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.

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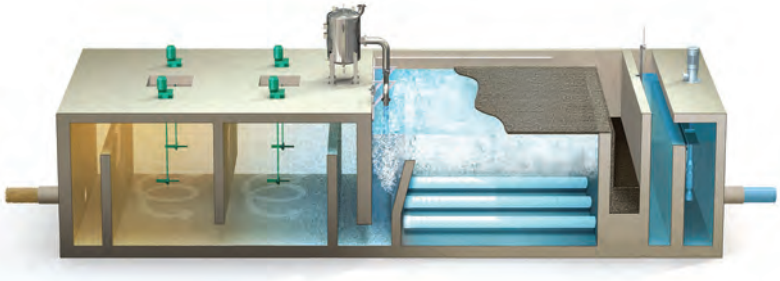
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