

# InFlow-Line

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



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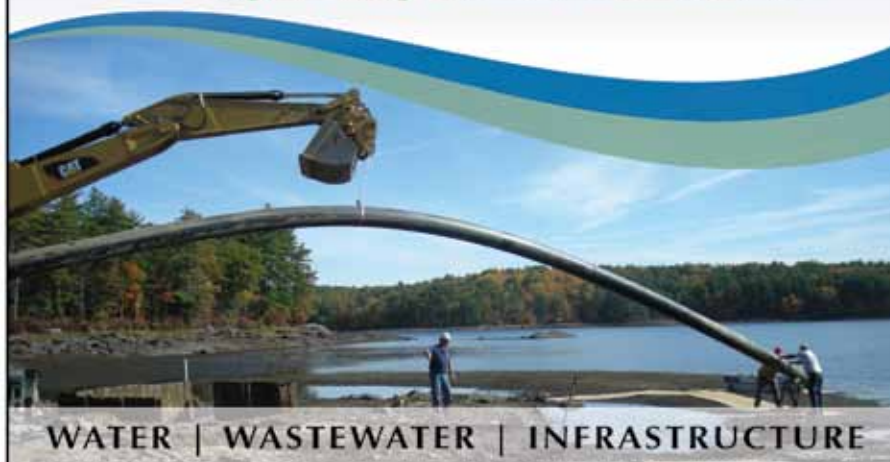
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On the cover: Jikyre Richardson, one of the students in the CTAWWA's Water Boot Camp, conducts an experiment under the careful supervision of Aquarion Lab Supervisor and Microbiologist Khalil Ghassemzadeh. The Water Boot Camp was held at Aquarion Water Company facilities in Monroe and Easton during the weeks of July 12 and 19.

# LETTER FROM THE CTAWWA CHAIR

**What a difference a year can make. Remember last year at this time we were all crying about the consistent pattern of rain and a deplorable revenue stream? Well who's crying now?**

For those of you who were unable to attend this year's CTAWWA / CWWA Joint Annual Conference, I can tell you it was great! With the down economy there was concern that the level of participation might be significantly affected. The Cranwell Resort in Lenox, Massachusetts was the ideal meeting location, reasonably priced, and in close proximity to Connecticut and I think this helped to make for such a successful event. I am happy to report that over 100 people attended, and so I thank John Herlihy, our past chair, the Program Committee, Pam Monahan, Kevin Barber, and all of those that worked hard behind the scenes to make this a very enjoyable event.

A number of well deserved awards were handed out at the conference including:

- Life Members (30 years of service): Leendert DeJong, Robert Lundgren and Debralyn Marshall-Baker
- Gold Drop Award (50 years of service): Herbert Ahrens
- Fuller Award (for distinguished service): Don Carver
- NEWWA Leadership Award: (for significant leadership in the water industry): Kevin Walsh
- CTAWWA section appreciation awards: Len Assard and Kathy Fortin
- Section Chair Award (formerly the Past Chair Award): John Herlihy

And in the category of sports:

- Bocci Winners: John Herlihy and his team members Kathy Fortin, Suzanne Herlihy & Steve Pratt
- Golf Winners: Low gross score, Fred Rogers and Jane Hodgson. Low net score, Ron Bata. Closest to the Pin, Dave Riter and Dan Lesnieski. Longest drive, Tom West.

New members who were elected to the board this year include: Mark Anderson, Associates Council Chair, Peter Bocciarelli, Administrative and Policy Council Chair, Steve Melanson, Trustee, Steve Rupar, Trustee at Large and Marcey Munoz, National Director.



And last but not least, I am proudest to report that the Connecticut Section came home with the Water for People "Smarts Game" trophy this year. I believe we owe a debt of gratitude to Jack Jolls for this one... he could easily compete on Jeopardy!

As always, we have a very busy year coming up and there are a

number of great events that you will want to note on your calendars:

- AWWA Regional Meeting for Section Officers, October 22-23, 2010 Saratoga Springs, NY
- CWWA/ Ct Section Joint Annual Fall Meeting, October 29th
- Board Training Session – Time and date will be announced soon
- Annual Technical Conference and Vendor Exposition (ATCAVE) – February 23, 2011

A number of great educational programs are being offered again this year and I suggest you take a look at this issue of *Inflow-Line* for the complete list and reserve your seat as soon as possible.

This year we will be working hard to achieve the goals that were established at our strategic planning session, they include: Expansion of Education Programs, Increasing the Section's Membership, Increasing Conference Funding and Assisting in Developing the Future Workforce. One of my personal goals is to work hard to re-establish the Young Professionals Committee. Our organization relies on constantly bringing in new members. Young professionals will be the future leaders of our organization, so it is important to get them involved as early in their careers as possible.

I look forward to a productive and enjoyable year working with the Board, and I also look forward to continuing our great relationship with CWWA and their new President, Dave Medd,

Sincerely,  
William J. Kennedy, P.E.  
Chair, CTAWWA, 2010-2011



# Tug of War

## Recreational Use & Liability



**C**losing a loophole in Connecticut's recreational use law is expected to be an issue when the legislature convenes in January. It is an issue that water utilities should pay close attention to.

As stewards of the state's water resources, water companies maintain some of the most beautiful lands in the state. Many water companies give people the opportunity to enjoy these lands by allowing certain recreational activities, such as hiking, biking and boating. But recently, a Connecticut superior court awarded \$2.9 million in damages to a plaintiff who was injured when her bike hit a steel gate on a trail by a reservoir owned by the Metropolitan District. The *Blonski v. Metropolitan District* decision, which may be appealed, has raised questions regarding whether and under what circumstances a water company can be held liable for injuries occurring on their property.

A group called "Save the MDC Trails" has been formed and is collecting signatures for a petition asking the legislature to amend the state statute to provide an exemption from personal injury lawsuits for towns and cities that allow people free access to their land if it is reasonably maintained. Area lawmakers are also calling for a change in the law.

Recreational use liability and whether towns or other entities should be immune from liability have been hot button issues at the state Capitol for years. The debate generally pits trial lawyers against municipalities in a tug of war between the rights of injured plaintiffs and the costs to cash-strapped towns. Given the debate over the years and the complex nature of liability statutes and case law, closing the loophole may be a complicated affair.

*Continued on page 4*



# TUG OF WAR — RECREATIONAL USE & LIABILITY

The state's Recreational Land Use Act currently provides immunity to private landowners and utilities that make all or a portion of their land available to the public without charge. However, the protection enjoyed by private landowners does not extend to municipalities, under the 1996 Connecticut Supreme Court decision in *Conway v. Hilton*. In this decision, the state Supreme Court held that municipalities and their employees are not "owners" under the Recreational Land Use Act and are not entitled to immunity from liability provided by that act for injuries sustained on land they make available to the public without charge for recreational purposes.

Under the Act, private landowners who make all or part of their land available to the public without charge, rent or fee or other commercial service for recreational purposes owe no duty of care to keep the land safe for entry or use by others for recreational purposes, or to give any warning of a dangerous condition, use, structure,



of care by the owner or (3) assume responsibility for or incur liability for any injury caused by the owner's act or omission. The statutory immunity from common law liability, however, does not apply to (1) willful or malicious failure to guard or warn against a dangerous condition, use, structure, or activity or (2) injuries suffered in any case where the landowner charges people who use the land for recreational purposes.

For water companies, there is another immunity provision in the public health statutes. Under Section 25-43c, the commissioner of public health may issue a private, municipal



water companies may issue permits to individuals to engage in such recreational activities and to charge a fee for the permit.

This is where the other immunity provision comes into play. Under Section 25-43c(e) of the Connecticut General Statutes, "No water company shall be liable in damages except with respect to willful or wanton conduct for injury or property damage to any person who enters upon its lands or waters under the provisions of this section."

Clearly, water companies will have a tremendous stake in discussions regarding how to amend the state's Recreational Land Use Act to ensure that individuals may continue to enjoy recreational activities on these lands without increasing liability and litigation costs for water companies.

*For more information on this issue, please contact CWWA's Betsy Gara at [gara@gmlobbying.com](mailto:gara@gmlobbying.com).* 💧

"The (recreation liability) debate generally pits trial lawyers against municipalities in a tug of war between the rights of injured plaintiffs and the costs to cash-strapped towns."

or activity on the land to those entering for recreational purposes. Further, any landowner who invites or permits any person to use his land for recreational purposes without charge, rent, or fee or for other commercial service, does not thereby: (1) make any representation that the land is safe for any purpose, (2) confer upon the person using the land for recreational purposes a legal status entitling him to a duty

or regional water company a permit authorizing recreational activities on storage and distribution reservoirs and on the watersheds of such storage and distribution reservoirs or within aquifer protection areas. Typically, permitted activities include hiking, biking, fishing and some types of boating. (Note: Section 25-43c(b) limits boating on reservoirs to boats owned by the water company.) Under this provision,

# Mike O'Connor

## Named Water Management Student of the Year



In June, instructors within the Gateway Community College Water Management program named Mike O'Connor as recipient of the 2010 Water Management Program's "Student of the Year Award"

Mr. O'Connor received this award at a ceremony held at the North Haven Campus on May 20, 2010. Gateway Community College Professor Wesley Winterbottom assisted in the award presentation. A number of students in the Water Management Program were in attendance.

Mr. O'Connor is part of a growing professional resource pool that has been emerging due to the economy and its affect on many businesses and shift in the workforce. Mr. O'Connor previously worked in the printing industry where he gained supervisory experience and excellent mechanical skills. Mr. O'Connor will sit for the certified operator exam and intends to pursue an opportunity with a Connecticut based water utility. 💧



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# CTAWWA's "Water Boot Camp"

## Intrigues Bridgeport Youngsters



*Water Boot Camp student Nicholas Holodnak concentrates on his screen while Seb Agostino explains the assignment. As a result of his work at the boot camp, Nicholas was later chosen to begin an internship with Aquarion's Engineering Department.*



*Even lunch didn't interrupt the instruction during CTAWWA's Water Boot Camp. Instructor and co-author of the course, Seb Agostino, flanked by Jamie Arid (right) and Martina Powell (left) introduces the exercise that will take place that afternoon.*

**D**rawing on the success of Portland High School's Water and People course, CTAWWA's Dave Kuzminski and Portland High School environmental science teacher Seb Agostino devised an intensive week-long version of the course this summer for students from Bridgeport's Central and Harding High Schools.

To accommodate as many interested students as possible, the course was given in two sessions: July 12-16 and July 19-23. Twenty students participated in the course, which was held at the Aquarion Water Company facilities in Monroe and Easton. Aquarion's John Herlihy hosted the classes, providing transportation to and from Bridgeport, lunch for the students each day, supplies and access to Aquarion's facilities and staff.

The students in the Water Boot Camp were selected after interviews. All were either entering their junior or senior year and each demonstrated an interest in the drinking water industry.

During the Boot Camp, Agostino and Kuzminski along with expert staff from Aquarion guided students through water filter exercises, fire safety demonstrations, laboratory testing and source water protection. Students also heard presentations regarding watershed and environmental management, meter testing, backflow prevention, information technology, customer service and GIS.

Friday afternoon of each week provided time for "graduation" where each student received a certificate of completion.

Dave Kuzminski noted that the Water Boot Camp wouldn't

"(Portland Superintendent of Schools) Dr. Sally Doyen attended classes, took the quizzes and even sat for the small water systems certification exam."

Funding for this summer's Water Boot Camp came from EPA Region 1. This past year EPA Region 1 awarded their highest external Environmental Merit Award to CTAWWA and the Portland School District for the Water and People course. Bureau Chief Jane Downing made the presentation in Boston's historic Faneuil Hall and as part of the award, CTAWWA also received a \$13.5 thousand grant to facilitate a "Water Boot Camp."

have been possible without Aquarion's help. "John Herlihy really understands the crisis that our industry will withstand as 40% of Connecticut's 1,032 registered water system operators retire over the next few years," Kuzminski said. "John and all the staff at Aquarion made the course highly engaging and interesting and saw that every question was answered professionally, but in a way the each young student could understand."





*Jamie Arid (center) gets to work on his assignment in Aquarion's computer equipped classroom.*

An interesting side note to this took place early in August when John Herlihy announced that Nicholas Holodnak, one of the students in the first week of Water Boot Camp, has been offered an internship with Aquarion's Engineering Department.

#### BASED ON THE SUCCESS OF WATER AND PEOPLE

In 2009, CTAWWA answered the call for more small systems operators with the development of the award winning Water and People course at Portland High School. The brainchild of Dave Kuzminski and Seb Agostino, the course was designed to expose high school seniors to potential careers in the water industry and even allow students the opportunity to sit for the State of Connecticut's small water systems certification exam.

The first semester Water and People was offered, 15 students enrolled and the next semester another 15 students signed up. The fall 2010 semester now has 29 students enrolled for the course.

As an example of just how thorough the Portland Public School system is in vetting a new course such as Water and People, an early enrollee was Dr. Sally Doyen, the Superintendent of Schools. Dr. Doyen attended classes, took the quizzes and even sat for the small water systems certification exam. 💧

## CTAWWA Officers

Having received no further nominations by April 20, 2010, the Connecticut Section AWWA Secretary, Kathy Fortin, has cast a ballot for the following slate of officers:

Chair	One Year Term	Bill Kennedy
Vice Chair	One Year Term	Jack Keefe
Past Chair	One Year Term	John Herlihy
Secretary	One Year Term	Kathy Fortin
Treasurer	One Year Term	Kevin Barber
2nd Year Trustee	2nd of a Two Year Term	Ray Baral
1st Year Trustee	Two Year Term	Steve Melanson
National Director	Three Year Term	Marcey Munoz



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# Prevention Key to Controlling Invasive Plants

By Elizabeth Gara  
Executive Director, CWWA

Unightly weeds have long plagued gardeners and farmers. But weeds are child's play compared to the way that harmful, non-native plants and other species have spread across Connecticut and other states. These invasive plants cause serious ecological harm, taking over whole habitats and choking out native species. In fact, nationwide, three million acres are lost each year to invasive species.

For water companies, invasive plants are an increasing concern because they grow rapidly, are difficult if not impossible to eradicate and can create permanent and serious problems for the state's public water supplies. For example, certain species clog intake valves and impede the flow of water. Other species crowd out native plants that are vital to source water protection efforts. Also, herbicides, which are often used to control invasive plants in other areas, cannot be used in public water supply watershed areas because of concerns that they will contaminate water supplies.

What are the characteristics of an invasive plant?

Invasive plants share five key traits:

- Abundant fruit and seeds
- Ability to disperse seeds wide distances
- Quickly and easily established in a variety of conditions
- Rapid growth
- Absence of natural controls on growth and reproduction that would be found where the invader is native.

The state Department of Environmental Protection (DEP), which is charged with protecting native species and their habitats, has taken measures to control and remove invasive species on state land while offering assistance to private landowners seeking to manage invasive species on their properties. In addition, recognizing that invasive species were causing ecological harm in Connecticut, the legislature created the Connecticut Invasive Plants Council, which has been instrumental in developing and implementing

enforcement tools to help eradicate invasive plants. It has also developed a list of non-native plants that cause or have the potential to cause environmental harm. Some of the invasive plants on the list have posed problems for water utilities in Connecticut, including Eurasian Water Milfoil, Water Chestnut and Japanese Barberry.

Eurasian water milfoil wipes out native species, prevents sunlight from reaching underwater species, and may even change water chemistry. According to Brian Roach, Supervisor, Environmental Protection for the Aquarion Water Company of Connecticut, "Milfoil is present in essentially all of Aquarion's reservoirs, but is most troublesome in some of our smaller, shallower lakes. Because the chemical applications that would be necessary to control this plant are not an option in public drinking water supply reservoirs, no viable or practical eradication or control measures currently exist."

Aquarion did experiment with milfoil control in its shallow, 60 acre Aspetuck Reservoir in Easton, Connecticut, by lowering the reservoir water levels during winter months to allow freezing temperatures to reach the sediments where the plants are rooted. While this control method has been touted as effective elsewhere, the very aggressive nature of milfoil propagation and growth quickly negated these efforts in the Aspetuck Reservoir and the program was soon discontinued.

"For the most part, eradication isn't a realistic goal with invasive plants. And, control/management efforts involving herbicides pose obvious conflicts in public water supplies."

John Hudak, RWA

South Central Connecticut Regional Water Authority (RWA) also periodically hand cuts and removes Eurasian Water Milfoil in the vicinity of a recreational boat dock on one of its reservoirs. This has been adequate to



keep the boat dock clear but it has not eliminated the problem or prevented its expansion. One concern with Milfoil is clogging of the intake and pumping mechanism between the reservoir and the treatment facility because the intake is not in deep water, according to a 2008 report\* sponsored by the American Water Works Association Research Foundation and U.S. Environmental Protection Agency. A secondary concern, the report notes, is the apparent association of blue-green algal mats with colonies of Eurasian Water Milfoil that causes some taste and odor issues.

"For the most part, eradication isn't a realistic goal with invasive plants. And, control/management efforts involving herbicides pose obvious conflicts in public water supplies," notes John Hudak, Environmental Planning Manager for RWA. "For uninfested water bodies, prevention is the best strategy. For example, boat trailers are a significant potential means of transferring invasive plants from one water body to another. Water utilities need to be careful of this during their own sampling programs or when allowing others to access their reservoirs for recreation, research, etc."

James Sipperly, Environmental Resource Specialist for Middletown Water & Sewer, indicated that they are experiencing similar problems with Eurasian Water Milfoil. "Just a few years ago, plant operators at Middletown's Higy Reservoir noticed that when they were treating the reservoir with copper sulfate the boat motor was having trouble. Upon closer inspection, they noticed that a mat of aquatic weeds had wrapped around the small outboard propeller which appeared to be Eurasian Water Milfoil and other types of aquatic weeds," said Sipperly. "Because of its growth potential it can block irrigation ditches and intake pipes," he added.

Middletown Water & Sewer contacted the Connecticut Agricultural Experiment Station, which has agreed to conduct an assessment and survey the type and extent of the aquatic weeds that are present. Gregg Bugbee, Aquatic Scientist, who will be conducting the study, will

be looking at species present, water depth, sediment characteristics and will collect specific data on water quality such as temperature, ph, specific conductivity, dissolved oxygen and turbidity. The data will be collected at all grid locations where the water depth is less than 10 feet and aquatic vegetation is present. Most aquatic vegetation generally does not grow at depths greater than 10 feet.

Once the survey is complete, methods of treatment will be recommended. "We are planning to apply for funds for treatment under the Connecticut Corporate Wetlands Restoration Partnership," explained Sipperly. The Partnership funds restoration projects that restore wetlands and aquatic ecosystems in the State of Connecticut. Applications are considered based on four criteria, ecological merits, technical feasibility, local community benefits and financial clarity and strength of the application.

The steps that these water utilities have taken are consistent with the following recommendation outlined in the AWWA report relative to milfoil:

1. Conduct a threat analysis for the reservoir to determine the likelihood of milfoil invasion and the potential for resultant water supply problems.
2. Map the aquatic plant assemblage in the reservoir.
3. If invasive Milfoil is not present, take steps to prevent its introduction and establishment. Inspections at any boat launch and development of a practical rapid response plan are two important actions in this regard.
4. Monitor logical locations of invasions (inlets, boat launches, areas of bird congregation) and be prepared to implement the rapid response without delay.
5. If invasive milfoil is established, evaluate the potential for water quality impacts and effective control. Implement a control plan if warranted.


*Continued on page 10*

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# Prevention Key to Controlling Invasive Plants

Water Chestnut is another highly invasive plant that some utilities are grappling with. One acre of Water Chestnut can produce enough seeds to cover 100 acres the following year, wiping out native plants in the process.

“When water chestnut was discovered several years ago in our 20 acre Means Brook Reservoir in Shelton, it was noted by DEP and the Connecticut Agricultural Experiment Station as the first known occurrence of this invasive species in Fairfield County,” Roach explained. Aquarion undertook a control campaign of the water chestnut in Means Brook Reservoir by hand harvesting the floating rosettes and underwater stems and roots by boat over several consecutive summer growing seasons.

“Literally tons of Water Chestnut leaves, stems, and roots were removed from the reservoir in the first harvest, but a dramatic reduction in the volume of plant materials harvested in subsequent years has been an encouraging indication that the control efforts have been effective,” Roach said. “However, monitoring for water chestnut and hand harvesting of the remnant plants that are found will have to continue for several more years because the seeds of the water chestnut can remain viable in lakebed sediments for up to 12 years.”

Japanese Barberry, once adored as an ornamental shrub, is also a highly invasive plant.

“Japanese Barberry is an invasive shrub that not only has the potential for adversely affecting forest ecology in important reservoir watershed areas, but has also been linked to higher Blacklegged tick densities and increased levels of tick-borne diseases where it is densely prevalent in forest understories,” Roach said. Aquarion assisted the Connecticut Agricultural Experiment Station with its recent study\*\* of various treatment methods for controlling barberry.

The study showed that in public drinking water supply watershed locations where herbicide use is prohibited, non-chemical alternative measures such as mechanical mowing and directed flame applications with a 100,000 BTU propane torch can be extremely effective.

Carol Yuell, Natural Resources Administrator for the Metropolitan District, said that MDC’s Watershed Management Unit has also used backpack propane torches on small areas of watershed land to control Japanese Barberry and it has been fairly effective, but very labor intensive. “I believe that control of invasive plant and animals is becoming a significant challenge

for public water supply watershed managers where options are limited due to public health concerns,” Yuell said.

Fortunately, the state has taken some steps to prevent the continued introduction and spread of invasive species. In addition to creating the Connecticut Invasive Plants Council, the state has prohibited the planting or introduction of invasive plants and fines individuals up to \$100 per plant for violating the ban, although enforcement has proven difficult given staffing

“Japanese Barberry is an invasive shrub that not only has the potential for adversely affecting forest ecology in important reservoir watershed areas, but has also been linked to higher Blacklegged tick densities...”

Brian Roach, Aquarion Water Company of Connecticut

and funding constraints. This year, a new law also authorizes conservation officers to enforce the ban. When funding was available, DEP also provided grants to municipalities for invasive plant control projects on publicly accessible land and waters. DEP also oversees efforts to enforce the law requiring boaters to inspect their vessel for vegetation and properly remove and dispose of any vegetation before transporting the vessel.

Prevention, early detection and action are vital to efforts to keep invasive plants from interfering with your system. For information and guidance on how to develop an effective plan for controlling invasive plants, visit the following websites:

[www.hort.uconn.edu](http://www.hort.uconn.edu) – Includes information on state’s efforts to control invasive plants, such as an invasive plant identification guide and strategies for controlling/eradicating plants

<http://plants.usda.gov> – Includes information compiled by the U.S. Department of Agriculture

\* “Milfoil Ecology, Control & Implications for Drinking Water Supplies”, (2008), K.J. Wagner, D.F. Mitchell, J.J. Berg and W.C. Gendron, ENSR Corporation, AWWA Research Foundation & U.S. EPA.

\*\* “Controlling Japanese Barberry (*Berberis thunbergii* DC) in southern New England, USA”, (2009), J.S. Ward, et al, Forest Ecology and Management, vol. 257, pp.561-566)





## DPH Urges Water Utilities to Consider Membership in CtWARN

The record rainfall seen in Connecticut during the month of March and the flooding that followed around the state threatened the operations of many water systems – from wellhead flooding to distribution main washouts. Some water systems operating in the areas most impacted by the storms struggled to protect their assets and maintain safe operations with the resources at their disposal. An excellent way to increase the level of resources available to your water system is to join CtWARN – Connecticut's Water/Wastewater Agency Response network.

CtWARN offers a network of mutual aid and assistance between utilities based on a national model tested during the worst California wildfires and Florida hurricanes. The network is free to join and requires no commitment of resources unless you decide to assist; it's truly "utilities helping utilities." This is your chance to be more resilient as part of an industry-wide initiative in Connecticut and nationally prior to the next natural or man-made disaster. Please go to [www.ctwarn.org](http://www.ctwarn.org) for more information. 💧

Rachel Nowek, M.P.H., C.H.E.S.  
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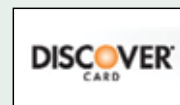
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# Connecticut Water Employees Plant Low-Water Demonstration Gardens to Promote Water Conservation



*Employees show off one of three gardens planted in Clinton.*



*Employees who planted at the East Windsor office gather around the rain barrel that was installed as part of the project.*



*Connecticut Water employees worked with the Naugatuck Garden Club to plant on property owned by the Borough of Naugatuck across from the Senior Center.*

**Connecticut Water Company** employees recently planted three demonstration gardens to commemorate Earth Day and to create awareness for a gardening technique that provides for more water efficient landscaping. Called “xeriscaping,” this gardening approach uses native and drought-tolerant plants, along with soil enrichment and moisture-retaining mulches to reduce a garden’s water needs by as much as 60 percent.

Located at Connecticut Water’s Clinton and East Windsor offices, and on property owned by the Borough of Naugatuck on Millville Avenue, the gardens serve to help customers and members of the community find out how they can save on their outdoor water use.

“Employees came up with the idea to plant the gardens to call attention to how we all can all be good stewards of one of our most precious natural resources by using some simple gardening techniques,” said Maureen Westbrook, Connecticut Water’s Vice President Customer and Regulatory Affairs. “Every step we take to minimize water use ensures its sustainability and availability for our communities and for future generations.”

The planting areas were toured by employees during National Drinking Water Week in May.

“Connecticut Water is committed to the protecting its water resources and promoting the wise use of water by our customers,” said Cindy Gaudino, Connecticut Water’s manager of Source Protection and Real Estate. “We encourage the public to visit any of the gardens for ideas on how they can reduce their outdoor water use this summer.”

The seven basic principles of xeriscape gardening

- **Planning and Designing** – Putting the right plant in the right location.
- **Improving the Soil** – Adding soil that drains quickly and stores water at the same time.
- **Irrigating Effectively and Efficiently** – Grouping plants according to their water needs and irrigating before the sun rises.
- **Using Turf Effectively** – Considering grass alternatives such as ground cover, mulches and less thirsty shrubs.
- **Selecting Drought-Tolerant Plants** – Choosing native plants that only need significant watering when first established and during active growth periods.
- **Using Mulch** – Covering the soil’s surface with mulch to retain moisture, temperatures, inhibit weed growth and minimize erosion.
- **Maintaining the Landscape** – Using the right amount of fertilizer at the right time, pruning and weeding and conservation-minded watering.

To see more photos of the gardens and more information about xeriscape gardening techniques, visit [www.ctwater.com](http://www.ctwater.com) and click on the Stewardship section. For more information about native plants in Connecticut, visit [www.ct-botanical-society.org](http://www.ct-botanical-society.org) or [www.plantnative.org](http://www.plantnative.org). 💧



# The Magazine of Connecticut's Drinking Water Industry

Now completing its fifth year of publication, *InFlow-Line* magazine has grown steadily in readership and depth of content.

With a circulation of 2,500 each quarter (and more than 3,000 for the special ATCAVE issue), *InFlow-Line* is mailed directly to all members of CTAWWA and CWWA as well as key advertisers and others who have asked to receive it.

*InFlow-Line* is your central source for information about the two associations and many key consultants and suppliers.

## *InFlow-Line*

inflow-line.com  
(860) 956-9500



### **CWWA**

#### **Contact Information**

Betsy Gara, Executive Director  
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West Hartford CT 06107  
860-841-7350  
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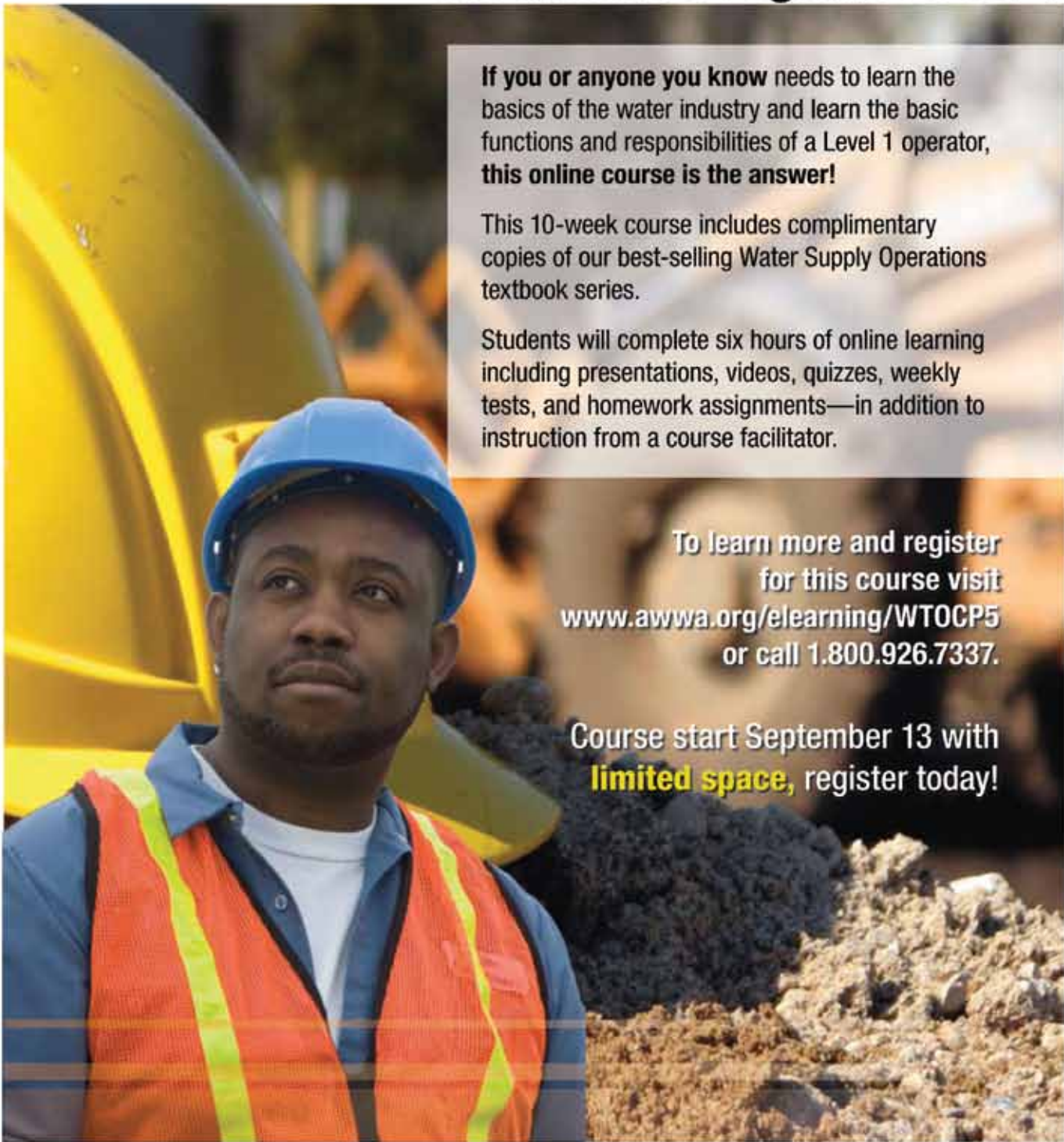
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Course start September 13 with  
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# CTAWWA Fall 2010 Training Schedule

The CTAWWA Fall 2010 Training Schedule is listed below. The CTAWWA Education Committee provides the most comprehensive, up-to-date training for members. We appreciate your continued support and encourage you to participate in courses offered by CTAWWA individually and in partnership with NEWWA.

Please note that courses offered in partnership with NEWWA must be registered and payment made directly to NEWWA. Courses offered by CTAWWA must be registered and payment made directly to CTAWWA.

Register for CTAWWA courses at [www.ctawwa.org](http://www.ctawwa.org). Enrollment is limited; please register early. The dates and locations of the remaining courses will be posted on the website.

## Education Co-Chairs:

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## CTAWWA Executive Manager

Pam Monahan  
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Fax Number (203) 725-0445  
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## PARTNERSHIP COURSES WITH NEWWA

The following courses are offered in partnership with the New England Water Works Association, a section of the American Water Works Association.

To register for these courses, call NEWWA at (508) 893-7979 or visit [www.newwa.org](http://www.newwa.org). CTAWWA does not accept registration for these classes.

*Registration fee include all course materials, breaks, lunch (excluding half-day courses), CEUs and CEU Certificate. All courses are approved for CT Certified Drinking Water Operator Training Renewal Requirements. Distribution (D), Treatment (T), or combined (T & D) applicability are listed for each course. Enrollment for each session is limited. Early registration is advised.*

### Rescuing and Rehabilitating Your Aging Water Mains

Course Code: DWM111AC

Date: September 29, 2010

Location: Regional Water Authority, New Haven

Time: 9:00 am – 3:15 pm

CEU: 0.5 CEUs (5.0 TCHs)

Applicable for Distribution (D)

**Course Description:** This course is designed to provide fundamental information to anyone who is responsible for evaluating and correcting serious problems with water mains in their drinking water distribution system. It will explain current key concepts and sound construction procedures used to upgrade deteriorating water mains. Proper evaluation of your system's conditions, as well as being aware of options available to correct these problems are critical in providing water quality that meets or exceeds SDWA requirements. Without strict attention to detail regarding the condition of your system, a host of problems can and will develop. Though the seminar is lecture and discussion based, it will feature focused examples of newer and currently used methods of pipe rehabilitation. The

pros and cons of each type of method will be covered, as well as approximate cost considerations. Also, a brief checklist of how to select the best consultant and contractor for your system will conclude the course.

Water system managers, distribution system superintendents, water system engineers, engineering technicians, system installation inspectors, and all level water distribution operators will find this seminar a practical learning experience. Regulators also, will benefit from this practical instructional program.

**Registration Fee:** \$145.00 CTAWWA members/  
\$185.00 non-members. (D)

### Making Your Workplace OSHA Compliant: Earn A 10 Hour OSHA Card

Course Code: SOC211AC

Date: October 19-20, 2010

Location: Regional Water Authority, New Haven

Time: 9:00 am – 3:15 pm

CEUs: Applicable for 1.0 CEUs (equal to 10 TCHs)

Applicable for Treatment and Distribution (T and D)

**Course Description:** Regardless of the size of the water utility, safe work practices are a must. Like any other utility function, safety programs require effective management. Whether establishing a new safety program or guiding a mature one, staff professionals are required to provide equipment and training commensurate with OSHA Standards. Safety does not depend only on OSHA jurisdictions. It does depend on committed utility managers and adequately trained and equipped staff. This seminar was specifically developed for anyone who is employed in a water utility. It will cover what is required by OSHA standards in essential operational areas, and provide a template for your safety effort whether involved in treatment, distribution or other utility duties. Upon satisfactory completion of this class participants will receive a completion card retained on file by OSHA.

Any water utility manager or water utility employee will find this seminar of interest. NEWWA offers a range of specific safety training including "Excavation Safety: Are You A Competent Person?", "Confined Space Safety" and "Road Safety". This course is designed to provide a basic orientation to the many concepts of safe work practices- what you need to know to administer and participate in your utility's safety program. Practical, focused, and "how to", all describe the instructional approach.

**Registration Fee:** \$260.00 CTAWWA members / \$300.00 non-members.

### **"Hands-On" Introduction To Drinking Water Microbiology**

**Course Code:** BWM21 IAC

**Date:** October 14, 2010

**Location:** Groton Utilities, Groton

**Time:** 9:00 am – 4:00 pm

**CEUs:** 0.6 CEUs (equal to 6 TCHs)

**Applicable for Treatment and Distribution (T and D)**

**Course Description:** This "hands-on" seminar will present an overview of drinking water microbiology and microbiological methods. Classroom instruction will be provided in the morning program, on such topics as bacteria, viruses and protozoa, testing techniques, and microorganism detection. Small group "hands-on" instruction will follow in four laboratory workstations: Basic Microscopy, Popular Methods of Sterilization, Aseptic Technique Practice and Simple Testing Methods for Microorganisms. Each workstation will contain the appropriate equipment and will be staffed by facilitators who will demonstrate procedures and supervise each group member.

This seminar develops a strong understanding of basic drinking water microbiology and fundamental methods of detection and identification of microorganisms. It will be of particular interest to drinking water operators, focusing on what happens to the Bacti sample after it "leaves my hands". It will also provide a learning opportunity for water utility management professionals who wish to increase their awareness of drinking water microbiology as a key component of water quality monitoring.

**Registration Fee:** \$145.00 CTAWWA members / \$185.00 non-members.

### **"Hands-On" Leak Detection and Water Loss Control**

**Course Code:** DWA21 IAC

**Date:** October 26, 2010

**Location:** Groton Utilities, Groton

**Time:** 9:00 am – 4:00 pm

**CEUs:** 0.6 CEUs (equal to 6 TCHs)

**Applicable for Distribution (D)**

**Course Description:** This seminar has been designated to cover key issues in the area of leak detection/unaccounted for water loss. The morning sessions will focus on the different methods of leak detection. The afternoon sessions will feature "hands-on" instructional segments with current equipment in use, and will target important considerations in leak detection program implementation and effective program operation and management. The objective is to provide an overall understanding of this increasingly important topic for water suppliers.

This seminar will be of interest to both water distribution operators and management professionals. Whether you are considering the establishment of a leak detection program or providing information to staff on current equipment and techniques, this seminar will be of value to you.

**Registration Fee:** \$145.00 CTAWWA members / \$185.00 non-members.

### **How to Successfully Operate and Maintain Your Pumping Station**

**Course Code :** DPS21 IAC

**Date:** November 9, 2010

**Location:** Regional Water Authority, New Haven

**Time:** 9:00 am – 4:15 pm

**CEUs:** 0.6 CEUs (equal to 6 TCHs)

**Applicable for Treatment and Distribution (T and D)**

**Course Description:** This full-day seminar is designed to help participants develop an understanding of the basic concepts in safe operation and maintenance of pump stations. Sound procedures will be presented throughout the seminar with a focus on providing the new or seasoned station operator with straight- forward information regarding all major aspects of responsible station operation and maintenance. Beginning with an explanation of station components, this seminar will cover pump types, a basic orientation to safety, automation, water quality monitoring and record keeping. The goal of this seminar is to increase participant awareness of methods that are practical and useful in successfully operating and maintaining a pump station. Water utility operations professionals who deal directly with their system's pump stations and their operation and maintenance will find this seminar of interest. Water utility staff desiring a strong background in pump station O & M fundamentals, including front line management professionals who directly supervise this critical component of water supply, will also find this program useful.

**Registration Fee:** \$145.00 CTAWWA members / \$185.00 non-members.

### **Ethics and Drinking Water System Operation**

**Course Code:** TEO21 IAC

**Date:** November 17, 2010

**Location:** MDC Training Center, Hartford

**Time:** 9:00 am – 12:30 pm

**CEUs:** 0.3 CEUs (equal to 3 TCHs)

**Applicable for Treatment and Distribution (T and D)**

**Course Description:** This class is designed to introduce the importance of ethics in the field of drinking water. Often times we are all face with the temptation to do something that we believe is harmless and will temporarily make our lives easier, but may be contrary to what we believe is "right". By establishing a proper code of conduct, and training employees to follow that code, many of the temptations can be avoided. Starting with an explanation of what "ethics" entails, the class will define the steps in the creation of a code of conduct. Next, once the code is established, the methods of applying the code to everyday workplace situations will be discussed, then illustrated by a short exercise by the group of participants. This training is for all water system employees, working for either public or private drinking water systems or organizations related to drinking water systems. The course will be of primary interest to operators,



lab personnel and customer service employees. You will receive ample opportunity to ask questions, participate in hands-on exercises, and work closely with your instructor and the other students in the learning opportunity.

**Registration Fee:** \$110.00 CTAWWA members / \$155.00 non-members.

### **MSDS, Right To Know, Hazard Communication and PPE**

**Course Code:** SHL211AC

**Date:** December 8, 2010

**Location:** MDC Training Center, Hartford

**Time:** 9:00 am – 4:15 pm

**Applicable for Distribution (D)**

**Course Description:** Safety in the workplace continues to play a very important part of operating a drinking water system. This class is created to provide the latest information regarding OSHA regulations affecting safety in the drinking water workplace. First off, a session on learning how to understand the use of Material Safety Data Sheets (MSDSs) and toxicological impacts of hazardous chemicals will be covered. Next, the basics of the OSHA Hazard Communications Right-To-Know-Act will be reviewed. Lastly, participants will learn about the appropriate personal protective equipment (PPE) to use in protecting themselves against hazardous materials used in the workplace. This class is taught by an OSHA certified instructor with over 30 years of experience.

Registration Fee: \$145.00 CTAWWA members / \$185.00 non-members.

### **Water System Hydraulics Overview**

**Course Code:** BSH311AC

**Date:** January 19, 2011

**Location:** MDC Training Center, Hartford

**Time:** 9:00 am – 4:15 pm

**CEUs:** 0.6 CEUs (equal to 6 TCHs)

**Applicable for Treatment and Distribution (T and D)**

**Course Description:** Operators deal with both large volumes and significant water pressures. The purpose of "Water System Hydraulics Overview" is to help operators gain an understanding of key, basic hydraulic principles, how they impact a water system and the ramifications of corrosion on flow and pumping. The course will assist participants in developing a sound understanding of essential concepts as well as a strong foundation for their application in the field. Course material will be presented in units where general theory will precede application oriented small group problem solving sessions utilizing real world water system calculations. These small group problem solving sessions will complete each unit. Participants need NOT have taken a previous course in hydraulics to attend. "Water System Hydraulics Overview" is an instructional program for drinking water operators. Other utility staff seeking an overview of and general background in water system hydraulics will also find this course of interest. EACH PARTICIPANT SHOULD BRING A POCKET CALCULATOR TO USE THROUGHOUT THE COURSE.

**Registration Fee:** \$145.00 CTAWWA members / \$185.00 non-members.

## **CTAWWA COURSES**

The following courses are sponsored by the Connecticut Section of the American Water Works Association.

To register for these courses, you may fax to (203) 725-0445. Please visit the CTAWWA website – [www.ctawwa.org](http://www.ctawwa.org). You can register online for these courses. Credit cards accepted. NEWWA does not accept registration for these classes.

Registration fee include all course materials, breaks, lunch (excluding half-day courses), CEUs and CEU Certificate. All courses are approved for CT Certified Drinking Water Operator Training Renewal Requirements. Distribution (D), Treatment (T), or combined (T & D) applicability are listed for each course. Enrollment for each session is limited. Early registration is advised.

### **Water Distribution School**

**Course Code:** #Fall 1001

**Date:** Class runs for 12 weeks October 5, 2010

**Location:** Regional Water Authority, New Haven

**Time:** 5:00 pm – 8:00 pm

This course covers sources of water; its characteristics, production, storage and distribution. It will also review math, hydraulics, pipe use, installation and maintenance of meters, services, pumps, safety, etc. Text and study guide is included. In order to maintain equity among participating utilities, if more than 25 participants are registered, limitations on the number of employees from each utility will have to be made. A commitment must be made by each student to complete the weekly assignments for the course to be effective. Class breaks will be taken during the holidays.

**Registration Fee:** CTAWWA Members \$500.00 / Non-Members \$550.00

### **Effective Customer Service for Operators and Administrators**

**Course Code:** #Fall 1002

**Date:** Thursday, September 30, 2010

**Location:** MDC Training Center, Hartford

**Time:** 8:30 am – 3:45 pm

**CEUs:** 0.6 CEUs (equal to 6 TCHs)

**Applicable for Treatment and Distribution (T and D)**

**Course Description:** Effective customer service in all areas of the water industry is an integral part of public water safety. This class will help water supply employees to be an effective tool for decisive customer service action in the water industry. Water operators that deal with public consumers, client service representatives, water managers that oversee customer service staff will benefit. Attendees will learn about effective communications with customers, how to identify the real issues, how to make decision making easier and how to gain closure with the customer in every instance.

**Registration Fee:** \$120.00 CTAWWA members / \$160.00 non-members.

### Tank Inspection

Course Code: # Fall 1003

Date: Thursday, October 7, 2010

Location: Bristol Water Treatment Plant, Bristol

Time: 8:00 am – 4:15 pm

CEUs: 0.8 CEUs (equal to 8 TCHs)

Applicable for Treatment and Distribution (T and D)

**Course Description:** With the recent Department of Public Health guidelines concerning water storage tank inspections, this course has been designed to provide operators an overview on performing tank inspections. DPH staff along with industry experts will cover State guidelines, DPH requirements, industry inspection methods, water quality issues and recommendations. The course will include methods for correcting sanitary deficiencies, improving water quality and tank security. Whether a storage tank is located at a water treatment plant or out in the distribution system, all operators will gain a vast knowledge through the course on how to spot potential sanitary and mechanical hazards before they develop into serious problems for their water system.

**Registration Fee:** \$120.00 CTAWWA members /  
\$160.00 non-members.

### DPH Operator Certification Review

Course Code: #Fall 1004, #Fall 1005

Date: Wednesday, October 19, 2010

Location: Regional Water Authority

Time: 9:00 am – 3:30 pm

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

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

#### Registration fees:

No Book: CTAWWA Member \$100.00; Non-Member \$140.00

With Book: CTAWWA Member \$140.00; Non-Member \$180.00

### DPH Testing Dates

EXAM	Testing Date	Application
Small Water System	November 3, 2010	September 24, 2010
Water Treatment Plant Operator	November 3, 2010	September 24, 2010
Distribution System Operator	November 4, 2010	September 24, 2010

### Contact Time

Course Code : #Fall 1006

Date: Thursday, November 18, 2010

Location: MDC Training Center, Hartford

Time: 8:30 am – 12:15 pm

CEUs: 0.35 CEUs (equal to 3.5 TCHs)

Applicable for Treatment (T)

**Course Description:** Disinfection of water for drinking has been hailed as one of the greatest achievements of the 20th century with a profound impact on public health. This seminar will address disinfection concepts with a focus on determination of disinfection effectiveness as measured by C\*T, the product of chlorine residual and contact time. Topics addressed will include a historical overview of disinfection, a discussion of some of the health benefits and risks of disinfection, how to determine disinfection effectiveness by calculating C\*T, a discussion of the relative effectiveness of various disinfectants on various organisms, determining the contact efficiency of storage tanks using tracer studies, improving disinfection efficiency through baffling, and the impacts of the recently promulgated Groundwater Rule on disinfection of groundwater systems.

**Registration Fee:** \$100.00 CTAWWA members /  
\$140.00 non-members.

### Permit Required Confined Space Entry Training

Course Code: #Fall 1007

Date: Wednesday, November 3, 2010

Location: Regional Water Authority, New Haven

Time: 8:30 am – 12:45 pm

CEUs: 0.4 CEUs (equal to 4 TCHs)

Applicable for Treatment and Distribution (T and D)

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

**Registration Fee:** \$100.00 CTAWWA members /  
\$140.00 non-members.



### Grooming Good Employees to be Effective Leaders

Course Code: #Fall 1008

Date: Thursday, December 2, 2010

Location: MDC Training Center, Hartford

Time: 8:30 am – 3:45 pm

CEUs: 0.6 CEUs (equal to 6 TCHs)

Applicable for Treatment and Distribution (T and D)

**Course Description:** The work place is changing dramatically. Even in spite of a lengthy recession, knowledge workers are in short supply and there is no change to this trend in sight. The causes of the shortage are systemic but the situation is not hopeless. This course will present a number of workforce issues that affect the water utility industry. It will present ideas for consideration by employees who want to “move up” to higher levels of responsibility. It will present tools for “people in charge” to use in identifying potential new leaders and to develop the skills within them that will help them be successful future leaders and industry stakeholders

**Registration Fee:** \$120.00 CTAWWA members /  
\$160.00 non-members

### Applied Mathematics for Water Treatment & Distribution Operations: It's Easy!

Course Code: #Fall 1009

Date: Thursday, December 9, 2010

Location: Regional Water Authority, New Haven

Time: 8:30 am – 12:15 pm

CEUs: 0.35 CEUs (equal to 3.5 TCHs)

Applicable for Treatment and Distribution (T and D)

**Course Description:** This seminar has been specifically developed to present fundamental math concepts and functional applications used in water treatment and distribution. Designed for operators, the course will provide a common sense review of the basics, as well as step by step instructions to solve real world calculations.

**Topics include:** Units, Conversions, and Concentrations; Averages, Percents, Fractions, and Basic Algebra; Distribution and Treatment Calculations; Chemical Dosage and Disinfection; and Practical Applications and Problem Solving Techniques.

**Registration Fee:** \$100.00 CTAWWA members /  
\$140.00 non-members

### Sustainability and Water

Course Code: #Fall 1010

Date: Thursday, January 13, 2011

Location: MDC Training Center, Hartford

Time: 8:30 am – 3:45 pm

CEUs: 0.6 CEUs (equal to 6.0 TCHs)

Applicable for Treatment and Distribution (T and D)

**Course Description:** The water utility industry is not isolated from the need to explore sustainable means of producing and delivering high quality water from sustainable water resources. This course will present to water utility operators and staff a message on how the industry is embracing the “sustainability concept” and what technologies are available and will become available to do so. Students will complete the 6- hour course with a basic understanding of the limits of current water resources both regionally and nationally and with an exposure to sustainable energy technology such as wind, solar, and efficient design, and water resource conservation methods such as water reuse, and other non-traditional water sources. This course is designed to expand operator awareness of what is going on in the industry so that new ways of “delivering the product” are understood and appreciated.

**Registration Fee:** \$120.00 CTAWWA members /  
\$160.00 non-members

# FALL 2010 NEWWA COURSE REGISTRATION FORM

## HOW TO REGISTER FOR CT SECTION COURSES

**Part I – Please complete this entire section including daytime telephone, fax, email, and AWWA or NEWWA member number if applicable. The address should be your billing address for these courses.**

**Part II – Please check which course (s) you will be registering for.**

**Part III** - Please indicate the method of payment by checking the appropriate box and filling in the **TOTAL FEE** box. If you will be paying by credit card, **it is very important that you include the card number and expiration date.**

Keep a copy of the course dates and directions then return the completed registration form by Mail to: **NEWWA, 125 Hopping Brook Road, Holliston, MA 01746-1471**. Or, fax to NEWWA at **(508) 893-9898**. If you need further information, please call the NEWWA office at **(508) 893-7979**. **PLEASE NOTE: SECURE ONLINE REGISTRATION IS AVAILABLE at [www.newwa.org](http://www.newwa.org)**.

## PART I - PARTICIPANT INFORMATION

<b>PRINT Name</b> (As you want your name to appear on CEU Certificate)	<b>Daytime Phone</b>											
	(			)				-				
<b>Company</b>	<b>Fax</b>											
	(			)				-				
<b>Billing Address</b>												
<b>City</b>							<b>State</b>	<b>Zip</b>				
<b>Email</b>							<b>CT Section / NEWWA Member #</b> (if applicable)					

✓	Course Code	<b>PART II – COURSE LISTING</b> Course Title	Date/Time	Fee
	DWM111AC	Rescuing and Rehabilitating Your Aging Water Mains- Regional Water Authority, New Haven	Sept, 29, 2010 (9 am-3:15 pm)	\$145.00/ \$185.00
	SOC211AC	Making Your Workplace OSHA Compliant: Earn A 10 Hour OSHA Card - Regional Water Authority, New Haven	Oct. 19-20, 2010 (9 am-3:15 pm)	\$260.00/ \$300.00
	BWM211AC	“Hands-On” Introduction To Drinking Water Microbiology- Groton Utilities, Groton	Oct. 14, 2010 (9 am-4 pm)	\$145.00/ \$185.00
	DWA211AC	“Hands-On” Leak Detection and Water Loss Control- Groton Utilities, Groton	Oct. 26, 2010 (9 am-4 pm)	\$145.00/ \$185.00
	DPS211AC	How To Successfully Operate and Maintain Your Pumping Station – Regional Water Authority, New Haven	Nov. 9, 2010 (9 am-4 pm)	\$145.00/ \$185.00
	TEO211AC	Ethics and Drinking Water System Operation- MDC Training Center, Hartford	Nov. 17, 2010 (9 am-12:30pm)	\$110.00/ \$155.00
	SHL211AC	MSDS, Right To Know, Hazard Communication and PPE – MDC Training Center, Hartford	Dec. 8, 2010 (9 am-4 pm)	\$145.00/ \$185.00
	BSH311AC	Water System Hydraulics Overview- MDC Training Center, Hartford	Jan. 19, 2011 (9 am-4:15 pm)	\$145.00/ \$185.00
		<b>Add \$20.00 late fee if registering within 2 days of the class date</b>	~ ~ ~ ~ ~	
			<b>TOTAL</b>	

### **PART III - METHOD OF PAYMENT**

<b>Type of Payment</b> <input type="checkbox"/> Check (Payable to NEWWA) <input type="checkbox"/> P.O.# _____ <input type="checkbox"/> MasterCard/Visa <input type="checkbox"/> AMEX										<b>Amount (from TOTAL FEE above)</b> \$ _____			
<b>Credit Card #</b> _____										<b>Expiration Date</b> ____/____/____		<b>Signature:</b> _____	

**Cancellation Policy:** If you need to cancel, you must contact NEWWA in writing at least two business days prior to the start of the course. If you contact NEWWA within one business day, you will be charged 100% of the original course registration fee. This charge is non-refundable and non-transferable. Written refund/credit request made for special circumstances will be considered if received within



# Fall 2010 – CTAWWA COURSE REGISTRATION FORM

## HOW TO REGISTER FOR CT SECTION COURSES

**Part I** – Please complete this entire section including daytime telephone, fax, email, and AWWA or NEWWA member number if applicable. **The address should be your billing address for these courses.**

**Part II** – Please check which course (s) you will be registering for.

**Part III** – Please indicate the method of payment by checking the appropriate box and filling in the **TOTAL FEE** box. If you will be paying by credit card, it is very important that you include the card number and expiration date.

Keep a copy of the course dates and directions then return the completed registration form by Mail to: **Pam Monahan, Executive Manager, CTAWWA, 72 Rockland Avenue, Waterbury, CT 06708.** Or fax to (203) 725-0445.

**PLEASE NOTE: SECURE ONLINE REGISTRATION IS AVAILABLE at [www.ctawwa.org](http://www.ctawwa.org).**

## PART I - PARTICIPANT INFORMATION


<b>PRINT Name</b> (As you want your name to appear on CEU Certificate)		<b>Daytime Phone</b> ( ) -	
<b>Company</b>		<b>Fax</b> ( ) -	
<b>Billing Address</b>			
<b>City</b>		<b>State</b>	<b>Zip</b>
<b>Email</b>		<b>CTAWWA / NEWWA Member #</b> (if applicable)	

✓	Course Code	PART II – COURSE LISTING Course Title	Date/Time	Fee
	Fall 1001	<b>Water Distribution School</b> - Regional Water Authority, New Haven	Oct. 5, 2010 12 weeks @ 5PM	\$500.00/ \$550.00
	Fall 1002	<b>Effective Customer Service for Operators and Administrators</b> – MDC Training Center, Hartford	Sept. 30, 2010	\$120.00/ \$160.00
	Fall 1003	<b>Tank Inspection</b> – Bristol Water Treatment Plant, Bristol	Oct. 7, 2010	\$120.00/ \$160.00
	Fall 1004	<b>DPH Operator Certification Review (with book)</b> – Regional Water Authority, New Haven – NO WALK INS	Oct. 19, 2010	\$140.00/ \$180.00
	Fall 1005	<b>DPH Operator Certification Review (NO book)</b> – Regional Water Authority, New Haven – NO WALK INS	Oct. 19, 2010	\$100.00/ \$140.00
	Fall 1006	<b>Contact Time</b> – MDC Training Center, Hartford	Nov. 18, 2010	\$100.00/ \$140.00
	Fall 1007	<b>Permit Required Confined Space Training</b> – Regional Water Authority, New Haven	Nov. 3, 2010	\$100.00/ \$140.00
	Fall 1008	<b>Grooming Good Employees to be Effective Leaders</b> – MDC Training Center, Hartford	Dec. 2, 2010	\$120.00/ \$160.00
	Fall 1009	<b>Applied Mathematics</b> for Water Treatment & Distribution Operations – Regional Water Authority, New Haven	Dec. 9, 2010	\$100.00/ \$140.00
	Fall 1010	<b>Sustainability and Water</b> – MDC Training Center, Hartford	Jan. 13, 2011	\$120.00/ \$160.00
			<b>TOTAL</b>	

## PART III - METHOD OF PAYMENT

<b>Type of Payment</b>			<b>Amount (from TOTAL FEE above)</b>
<input type="checkbox"/> Check (Payable to CTAWWA <input type="checkbox"/> P.O.# _____ <input type="checkbox"/> MasterCard/Visa <input type="checkbox"/> AMEX			\$
<b>Credit Card #</b>	<b>Exp. / CCV</b>	<b>Signature:</b>	

**Cancellation Policy:** If you need to cancel, you must contact CTAWWA in writing at least two business days prior to the start of the course. If you contact CTAWWA within one business day, you will be charged 100% of the original course registration fee. This charge is non-refundable and non-transferable. Written refund/credit request made for special circumstances will be considered if received within two weeks from the start date of the program. Credit issues are valid for six months from the date of the program.

☐ Check here if you have a disability and require accommodations to fully participate. You will be contacted by CTAWWA.   
For additional registrations, reproduce this form or register on website. .

# A Call to Action



It's crunch time and once again we are asking CWWA members to contact their legislators, attend meetings and let lawmakers on the legislature's Regulations Review Committee know how the revised stream flow regulations affect your company and your customers.

In January, almost every single CWWA member testified or submitted comments outlining serious concerns with the proposed stream flow regulations. In addition, scores of business groups and DEP's own sister agencies opposed the regulations because of the negative impact on Connecticut's economic recovery and overall business climate. We urged DEP to reconvene the Stream Flow Advisory Group to address fundamental concerns that the regulations would:

- Jeopardize public safety and health by severely limiting the amount of water available for sanitation, fire protection and other health and safety needs in many areas
- Reduce the amount of water supplies available for day-to-day business operations and forcing moratoriums on new construction and expansion in some communities hit hard by the regulations
- Impose costly burdens on towns and cities, including multi-million dollar costs on towns served by municipal water departments to modify dams and pipes, develop new reservoirs and storage capacity and hire additional personnel
- Significantly increase customer rates in most areas
- Impair water quality and
- Impose frequent and lengthy water use restrictions on customers in many areas.

Unfortunately, the DEP revised the regulations without any input from the water industry and, not surprisingly, there continue to be problems with the regulations that will make it more costly and more difficult to meet the public water supply needs of Connecticut residents and businesses.

This is our last opportunity to urge lawmakers to reject the regulations as they are currently drafted.

"In January, almost every single CWWA member testified or submitted comments outlining serious concerns with the proposed stream flow regulations."

We need you, your colleagues and your customers to contact members of the legislature's Regulations Review Committee (see the listing of committee members) and let them know how the regulations will impact your water service. (For instance, how would this summer's drier season be impacted if streamflow regulations were in place?) Working together, we can be successful on this issue.

*Dave Medd, Aquarion Water Company*

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### CT-AWWA Contact Information

Pamela A. Monahan  
Executive Manager  
72 Rockland Avenue  
Waterbury CT 06708  
(203) 757-1855  
[ctawwa@snet.net](mailto:ctawwa@snet.net)





## AWWA MANAGEMENT INSTITUTE SCHEDULED FOR SEPTEMBER, 2010 ADVANCED MANAGEMENT INSTITUTE PLANNED FOR OCTOBER

The five-day Basic AWWA Water Utility Management Institute will be presented in Salt Lake City, Utah, September 13 - 17, 2010 for AWWA members and water department personnel nationwide. All sessions are held at the Comfort Suites Hotel, just three miles from the airport and downtown Salt Lake City. This class brings together water company personnel from every region of the country and Canada in an atmosphere of learning and sharing important leadership principles. This affordable, top-notch training teaches practical, "real world" supervisory and management skills needed to be effective in today's workplace. The Institute registration fee is \$499.00

Day 1 - Foundations of Leadership

Day 2 - The Leader's Role in Performance Management

Day 3 - Managing Conflict

Day 4 - Employee Selection

Day 5 - The Leadership of Change.

The Advanced AWWA Water Utility Management Institute is scheduled at the same location the week of October 18 - 22, 2010.

Registration fee \$499.00.

Day 1 - Assessment of Leadership Vision, Values and Strategy

Day 2 - Teambuilding;

Day 3 - Decision Making

Day 4 - Transformational Leadership and Vision Alignment

Day 5 - Critical Thinking Skills for Problem Resolution And Innovation.

Optional certification from Utah State University will be available for \$50.00 extra to members needing to meet training requirements for professional affiliations. To obtain the Basic Institute and/or Advanced Institute schedule and registration information, call Chuck Christensen at 801-281-0107, or email him at [chuckets@msn.com](mailto:chuckets@msn.com). 💧

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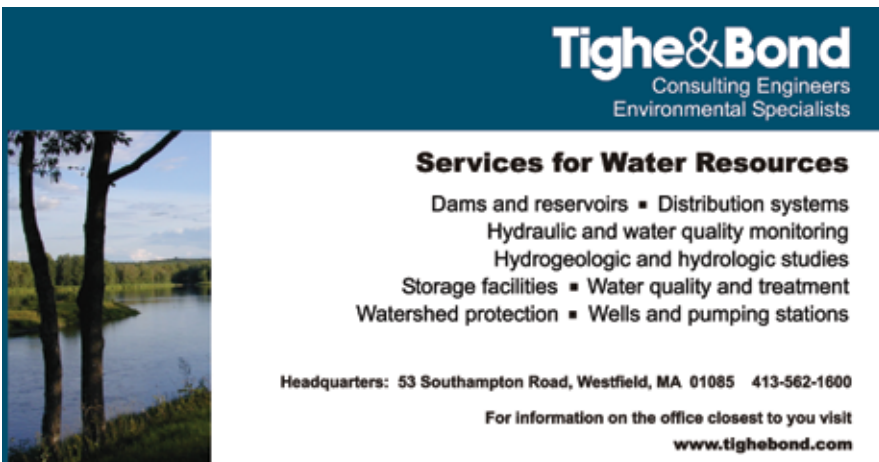
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# Utility Personnel and Students

## Travel to Pipe Foundry

By Steve Klobukowski, Colchester Water Department



*The Connecticut group gathered at Atlantic States for a "graduation photo."*

"Upon tour completion attendees were driven to the Flynn's Irish Club where a buffet was served including the best fried chicken on the planet."

On March 26, 2010, a group of water utility personnel and several students from Gateway Community College School of Water Management traveled to Atlantic States Pipe Foundry in Phillipsburg, NJ for a tour of facilities and a lecture on pipe manufacture and ductile iron pipe installation. The trip was hosted by Ferguson Water Works of Newington and the Atlantic States Cast Iron Pipe Company.

Utilities represented included the Metropolitan District Commission, Connecticut Water, Middletown Water, Hazardville Water Company, Colchester Water and Fire Departments, Regional Water Authority, Bristol Water Department, Groton Utilities, Aquarion and East Hampton Water and Sewer.

The trip began with a continental breakfast provided by Ferguson and at 6:30 AM, the chartered bus departed for New Jersey. The bus arrived around 9:40 AM and greetings were extended to all. A brief presentation on pipe manufacture was provided to attendees in the Atlantic Training Facility and then attendees were broken up into groups of eight accompanied by a pipe manufacturing expert.



*The group gathered at Atlantic States Cast Iron Pipe Company before the day's activities began.*

The tour included the raw metal/materials yard, melting and the metallurgy lab, the furnace area, the pipe casting area, annealing and quality lab, the cement lining area and final bituminous paint coating and labeling. Questions were fielded by the tour guides throughout the tour and questions ranged from type of cement to VOC vs. water based coatings.

Upon tour completion, attendees were driven to the Flynn's Irish Club where a buffet was served including the best fried chicken on the planet. After lunch a lecture was given by Ken Rickvalsky, product engineer for Atlantic on pipe installation and various problems encountered. The presentation was both technical and entertaining.

Contact Training Hours were awarded to all who attended. The day started out in the rain and ended literally and figuratively in the sunshine for everyone involved.

Special thanks to Jeff Houser, Ken Rickvalsky and the other Atlantic States tour guides, Tony the bus driver who got us there and home on time and safely and Mark Anderson and Bobby (Bobby D) D'Onofrio from Ferguson who pulled it all together and made everyone feel welcome.💧



# CWWA Elects New President

## David Medd of Aquarion Water Company

David Medd, Operations Manager for Aquarion Water Company was elected President of The Connecticut Water Works Association at its recent annual meeting. CWWA is a trade association of public water supply utilities that promotes state legislative and regulatory policies to ensure reliable high-quality public water supplies to meet the needs of Connecticut residents.

As Operations Manager, Medd's responsibilities include directing the operation of source of supply, treatment, pumping and storage to ensure high quality water is provided to meet demands. He also oversees the operation of three conventional filtration plants and four well stations. In addition, Medd is responsible for evaluating all water treatment processes to ensure that the quality and quantity of water delivered to the system meets all company standards. Medd has also chaired a local municipal Drought Management Committee, regularly evaluating appropriate trigger levels and associated water use restrictions.

Prior to working for Aquarion Water Company, Medd worked for Lawler, Matusky & Skelly Engineers of Pearl River, New York as a Project Manager/Project Scientist-Biologist. There, he developed and supervised studies for biological monitoring and mitigation for Power Plants on Lake Ontario.

Medd received a Bachelor's degree in Zoology and Anthropology from the State University of New York, College at Oswego and a Master's degree in Environmental Engineering from Manhattan College. He is also licensed as a Class IV Water Treatment Operator in Connecticut and a Grade D-Distribution System Treatment Operator in New York.💧

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**Join AWWA today and get what you need to succeed.**

#### For information, contact:

Pamela Monahan, CTAWWA Executive Manager  
Membership Committee Co-chair  
(203) 757-1855  
ctawwa@snet.net

Marcey Munoz  
Membership Committee Co-chair  
(860) 313-0031 ext. 3814  
mmunoz@themdc.com





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# Stream Flow Regulations

## Head for Final Vote

The state Department of Environmental Protection (DEP) submitted revised stream flow regulations to the legislature's Regulations Review Committee in early September. The Regulations Review Committee is expected to vote on the proposed regulations at its October 26 meeting although it may defer action until November. The committee is not required to hold any additional public hearings or obtain public comment. It may vote to approve or reject the regulations in whole or in part but it cannot make any revisions to the proposed regulations. CWWA will be meeting with each of the members of the committee to discuss how the revised regulations will affect public water supplies.

**If you are interested in participating in a meeting with the legislators below, please contact CWWA's Executive Director Betsy Gara at [gara@gmlobbying.com](mailto:gara@gmlobbying.com) or 860-841-7350. If you live or if your company or town provides service in any of the towns listed below, we need your participation!**

---

### Regulations Review Committee Members

**Sen. Joan Hartley, Co-Chair** (*D-Naugatuck, Prospect, Waterbury*)

Legislative Office Building, Room 1800

Hartford, CT 06106

Tel: 800-842-1420

E-mail: [Hartley@senatedems.ct.gov](mailto:Hartley@senatedems.ct.gov)

**Rep. T.R. Rowe, Co-Chair** (*R-Trumbull*)

House Republican Office

L.O.B. Room 4200

Hartford, CT 06106

Tel. 800-842-1423 (within Connecticut); 860-240-8700

E-mail: [T.R.Rowe@housegop.ct.gov](mailto:T.R.Rowe@housegop.ct.gov)

**Rep. Chris Caruso, Ranking Member** (*D-Bridgeport*)

Legislative Office Building, Room 5001

Hartford, CT 06106-1591

Tel. 860.240.8585 | 1.800.842.8267

E-mail: [Chris.Caruso@cga.ct.gov](mailto:Chris.Caruso@cga.ct.gov)

**Sen. Andrew Roraback, Ranking Member** (*R-Brookfield, Canaan, Cornwall, Goshen, Kent, Litchfield, Morris, New Milford, N Canaan, Salisbury, Sharon, Torrington, Warren, Washington, Winchester*)

P.O. Box 357

455 Milton Road

Goshen, CT 06756

Tel: 800-842-1421

E-mail: [Andrew.Roraback@cga.ct.gov](mailto:Andrew.Roraback@cga.ct.gov)

**Sen. Sam Caligiuri** (*R-Cheshire, Southington, Waterbury, Wolcott*)

Legislative Office Building, Room 3400

Hartford, CT 06106

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E-mail: [Sam.Caligiuri@cga.ct.gov](mailto:Sam.Caligiuri@cga.ct.gov)

**Sen. Dan Debicella** (*R-Monroe, Seymour, Shelton, Stratford*)

1 Lazybrook Road

Shelton, CT 06484

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E-mail: [Dan.Debicella@cga.ct.gov](mailto:Dan.Debicella@cga.ct.gov)

**Sen. Paul Doyle** (*D-Cromwell, Middletown, Newington, Rocky Hill, Wethersfield*)

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Hartford, CT 06106

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E-mail: [Doyle@senatedems.ct.gov](mailto:Doyle@senatedems.ct.gov)

**Sen. Jonathan Harris** (*D-Burlington, Bloomfield, Farmington, West Hartford*)

Legislative Office Building, Room 3000

Hartford, CT 06106

Tel. 860-240-0567

E-mail: [Harris@senatedems.ct.gov](mailto:Harris@senatedems.ct.gov)

**Rep. Juan Candelaria** (*D-New Haven*)

Legislative Office Building, Room 1804

Hartford, CT 06106-1591

Tel. 1.860.240.8585 | 1.800.842.8267

E-mail: [Juan.Candelaria@cga.ct.gov](mailto:Juan.Candelaria@cga.ct.gov)

*Continued on page 30*

# Customers Give Connecticut Water High Marks for Service



Connecticut Water achieved an overall customer satisfaction rating of 89.9 percent in the company's semi-annual Customer Satisfaction Survey, representing a slight increase over 2009's year-end results of 89 percent. Conducted in May 2010 by the Center for Research, an independent research organization, the random phone survey measured customer satisfaction in the areas of office and field customer service, company characteristics, water quality, communication, community involvement and expectations.

Maureen Westbrook, Connecticut Water's vice president of Customer and Regulatory Affairs said, "We are extremely proud of our employees and their efforts to serve our customers each and every day. It is to their credit the survey results are up from 2009 and it demonstrates the continued commitment of our employees to deliver world-class customer service."

## Among the survey findings

- Field Service personnel were given a positive rating of 93.4 percent. High marks for were given for Field Service completing the job as promised, being knowledgeable, and being courteous and treating the customer with respect.
- Customer Service personnel received an overall positive rating of 86.7 percent. They also received high marks for being courteous, accuracy and showing an interest in the customer's reason for calling.
- The highest ratings in the area of company characteristics were for "maintaining an adequate water supply" at 95.7 percent, and "having trained, certified water professionals to maintain your water supply," and "responsiveness to customers," which earned a rating of 93.3 percent.

"We are grateful so many of our customers are satisfied with our performance and have confidence in our abilities. We will use the customer satisfaction survey results to help us reinforce our strengths as well as identify areas where we can make further improvements to earn our customers' trust and loyalty," said Westbrook.

Customers who participated in the survey live within the company's five regions and the survey's sample size is proportional to the overall customer base and represents a statistically valid sample group. An additional customer satisfaction survey will be conducted by the Center for Research before year-end. 💧

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# Wright-Pierce Named One of Top Design Firms in the U.S.

## ***Continued Growth in New England Earns Wright-Pierce Ranking Among the Nation's Most Successful Firms***

Wright-Pierce, an award-winning water, wastewater and infrastructure engineering firm with offices in Middletown, CT and throughout New England, was recently named one of the Top 500 design firms in the country by Engineering News-Record (ENR), a respected trade publication for the AEC (architecture, engineering and construction) industry worldwide. ENR compiles and publishes rankings of the largest engineering and construction firms annually, measured by gross revenues. Wright-Pierce earned the recognition as one of the largest 500 U.S. design firms.

Wright-Pierce has been providing engineering services to municipalities, utilities and private clients for more than 60 years. Employee owned, with a staff of more than 175 engineers and support professionals in eight New England offices, the company has steadily expanded its consulting services over the past decade.

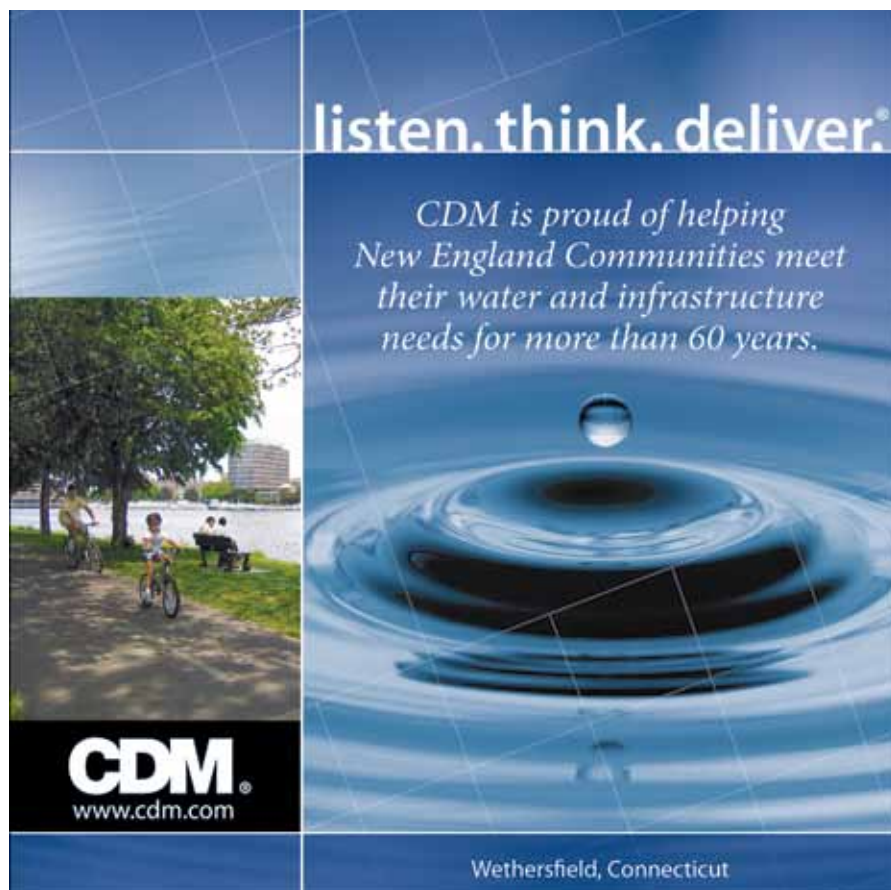
Wright-Pierce is a member of the United States Green Building Council (USGBC) and has LEED Accredited Professionals in architecture, engineering, landscape architecture and stormwater management.

## **Wright-Pierce Selected for 2010 Circle of Excellence**

Wright-Pierce was also selected for the 2010 Circle of Excellence by PSMJ Resources, Inc., the premier management consulting firm for the A/E/C industries. Wright-Pierce has been recognized as a "Top Performing" firm by PSMJ for four of the past five years.

The PSMJ Circle of Excellence is determined by weighting each firm's ranking in the overall 2010 PSMJ A/E Financial Performance Benchmark Report with respect to 13 individual benchmarks. These benchmarks are indicative of performance in the various aspects of business operations, including cash flow, overhead control, business development, project performance, staff utilization, and overall profitability.

"The thirteen benchmarks that determine the Circle of Excellence were chosen to reflect that the firm is well-managed, has a strong client base, and is led in a responsible and sustainable manner. PSMJ believes that clients prefer to work with well-run firms because they are more likely to provide superior service and value," stated H.E. Daniels, PSMJ's survey editor. 💧



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# Young Professionals Bring Fresh Ideas to the Water Industry

Shoeleh Shams, research assistant for the University of Waterloo's Natural Sciences and Engineering Research Council Chair in Water Treatment, earned first place honors for her work on nitrate removal technology at the seventh annual Fresh Ideas Poster Session during the recent American Water Works Association's Annual Conference and Exposition (ACE10) in Chicago.

Tara Clancy of the University of Michigan and Michael Ryan of Drexel University, both environmental engineering graduate students, won second and third place, respectively.

This year's poster session featured 13 section winners from across North America.

Research topics ranged from ways to monitor, model and remove microbes and contaminants to treatment plant design. Entries were judged by section volunteers led by AWWA Young Professionals Committee Chair Jason Fleming. Young professionals showcased fresh ideas like those of Shams, Clancy and Ryan before the nearly 12,000 water professionals attending ACE10. "These interactions are important for the future of this industry and provide a unique environment for the exchange of ideas," Clancy said.

– Reported in the AWWA's July "Mac's Yak" newsletter

## Stream Flow Regulations

### Regulations Review Committee Members

**Rep. Vincent Candelora** (R-East Haven, North Branford, Wallingford)  
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**Rep. Paul Davis** (D-Milford, Orange, West Haven)  
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# CWWA and CTAWWA hold their 39th Annual Joint Conference in Lennox, Massachusetts

This year's conference was held from May 26 through May 28 at Cranwell Resort, Spa and Gold Club. Jeff Zdrojewski, AWWA Vice President attended and provided a national update on the drinking water industry. There were also 12 technical sessions as well as the much-anticipated awards banquet.



Scholarship winners Claire Munson (left) and Kate Ericson are introduced by Associates Chair Chris Wester.



John Herlihy presented Kathy Fortin with a special award that read, "With our sincere appreciation for your active involvement, hard work and willingness to go the extra mile for Connecticut Section AWWA"



Kevin T. Walsh, Connecticut Water's Director, Technical & Environmental Services and former CTAWWA Chair received the New England Water Works Association's State Leadership Award at the joint conference. The award recognized outstanding leadership and contributions to the advancement of excellence in the water works profession.



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