

Spring 2006

InFlow-Line

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



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Complete registration and program information for the
THIRTY-FIFTH ANNUAL JOINT CONFERENCE,
May 24 to May 26 at the Hyatt Regency in Newport.

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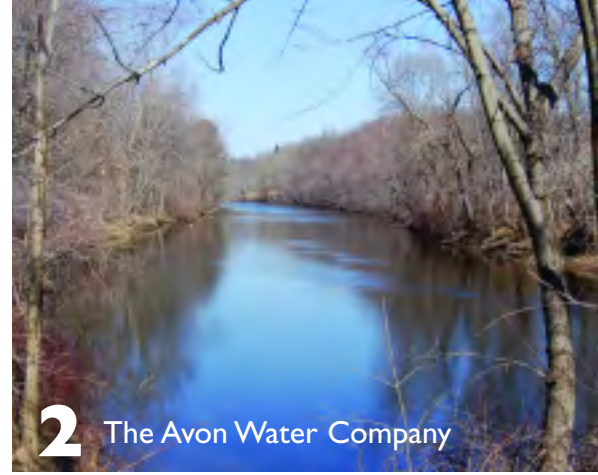
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FROM THE CWWA President



There are good water bills and bad ones. Good water bills are those bills that water companies send to their customers that provide revenue to the water company. Bad water bills are those bills introduced by the legislature on behalf of organizations who aren't satisfied working with other stakeholders on a path to positive legislation and regulation. House Bill

5277, An Act Concerning Preservation of Rivers and Streams, is such a bill. While that may be the formal name of the legislation, it could easily be called, "An Act Jeopardizing the State's Public Health and Safety," as our Executive Director, Betsy Gara, proclaimed at the recent public hearing when CWWA and several of our members testified in opposition to the bill.

HB 5277 will clearly jeopardize the continued availability of registered diversions by giving the state Department of Environmental Protection wide latitude to revoke such registered diversions, forcing water utilities to pursue the extremely costly and time-consuming diversion permitting process.

When the state agreed to grandfather historic water diversions, it assured the regulated community and other holders that the registered diversions could operate in perpetuity at the capacity for which it was registered. To impose new conditions on the holders of those registered diversions without regard for what that will do to public water supplies in this state is short-sighted.

Until the state has developed a comprehensive water planning, management and allocation process, or at a minimum, analyzed the data on registered diversions that it was statutorily required to collect and review, it is impossible to authorize the revocation of registered diversions without threatening the state's ability to meet the drinking water, public health and fire protection needs of our citizens and businesses.

We are fortunate in Connecticut that water utilities have the Connecticut Water Works Association and its team of dedicated professionals working for quality water. Thank you to our members and supporters for helping us to assure that legislation such as HB 5722 is not adopted. With your help in opposing it, HB 5722 squeaked out of the Environment Committee by only a 15-12 vote. We'll continue to fight it in other committees and on the floor. For those who aren't members or supporters of CWWA, I encourage you to join!

CWWA has a long record of success at the State Capitol. Every year, CWWA defeats dozens of bills that would impose significant costs on water utilities and make it more difficult to operate effectively. CWWA is not only busy at the State Capitol, but it works hard to improve Connecticut's regulatory environment to help its members.

Utility membership in CWWA provides the assurance that there is someone representing your interests. Members are assured of getting timely information about potential legislative and regulatory changes.

Becoming a supporter assures firms engaged in or associated with the manufacture, distribution or sale of products or professional services used by the water and wastewater industry that they are part of the team that is known throughout the state as the leader in water utility law. Water industry professionals need to stay on top of new and pending laws, regulations and policies. CWWA provides up-to-the minute information on state laws and regulations to allow its members and supporters to operate more effectively.

Contact CWWA Executive Director, Betsy Gara, at 860-547-0566 today for more information as to how you, too, can become part of the team that assures that water bills are good bills and don't become part of the sausage factory.

Carlene E. Kulisch
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InFlow-Line

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Cover photo: Avon Water Company's new Fisher Meadows Well pumphouse. Photo by Bill Large.

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MEMBER PROFILE

The Avon Water Company

For those who like New England history, a visit to the Avon Water Company is time well spent. This shareholder-owned community water company is housed in a circa 1830 building that was for some generations a general store situated on the Albany Turnpike, now busy Route 44. The walls of the reception area are covered with sepia-tone photos of Avon in the 1920s and before. The lower portion of one wall is actually the front of the first pew from a church, now long gone.

Despite its obvious respect for history, the Avon Water Company is a carefully run and technologically advanced utility that has kept pace with a community that went from being a quiet agricultural town to one of the fastest growing and most desirable suburbs in greater Hartford, if not the entire state.

Today, the Avon Water Company has about 4,500 customers and 591 hydrants on almost 89 miles of water lines. (A small portion of Avon is served by the Connecticut Water Company and a number of Avon residents still have private wells.) The company has a relatively small number of shareholders, 10 full time employees, and has consistently shown a profit.

The company was incorporated in 1911, in part to provide water for fire protection to the Ensign Bickford Company, which made explosives right in the center of town. Over the years, the company extended its water service as the town grew, drawing its water supply from wells.

“Avon began to grow more rapidly in the 1970s and 1980s,” said Robert W. Wesneski, Avon Water Company Superintendent, Corporate Secretary and 30 year veteran of the company. “We replaced most of our mains in the 1980s with ductile iron pipe,” he said, “and that reduced our maintenance considerably. We were able to keep up with the growth because the Town of Avon requires developers to build in all of the water connections within each subdivision and then connect to our mains.”

Inside the company’s historic headquarters building there is little that is old fashioned. Computers monitor remote storage tank levels and pumping volume. Alarms are built into the entire water distribution system so that even on weekends, a designated employee can tap into the computer system from home and determine the cause of a problem before venturing out to make a repair.



Avon Water Company's Superintendent, Bob Wesneski.

Customers’ meters are read from outside and the readings are computerized, as is the company’s billing system.

Planning – Avon Style

Avon Water Company has the usual Long Range Plan of Development in place but its core planning process is remarkably simple and effective. Each week, Avon Water Company’s Chairman, J. Anthony O’Neill, Vice President Silvio Brighenti and Bob Wesneski meet and “trade information” to quote Wesneski. These three are long time Avon residents and have roots that go back in town for many generations. They are well aware of what is going on and how upcoming events may affect their company.

“We also have a close working relationship with the town,” Wesneski added. Avon Town Manager Philip K. Schenck, Jr., Town Planner Steve Kushner and the members of the Planning & Zoning Commission are all helpful in keeping us informed so that we can plan ahead, Wesneski noted.

While this type of planning may not seem sophisticated, “it works for this company,” Wesneski notes with a smile.

The Big Well

Company Chairman O’Neill and his colleagues at the Avon Water Company knew that they would eventually need more water and using their knowledge of the area, they began exploratory drilling in Avon’s Fisher Meadows Park in 1997. They found a suitable location for a new well and began a seven-year effort that they hoped would put that new well on line. The problem was, the location was right in the middle of a town-owned recreation area, and the negotiations to lease the space from the town required for the well were fraught with complications. Eventually, a 99-year lease was signed and an application for a diversion permit was filed.

Since the site of the new well was close to the Farmington River and in a fairly remote area, the Avon Water Company had to build a mile of roadway and place the water mains and all of the electrical and communications cables under ground.

As the project crept through the regulatory process, the Connecticut DEP



added the requirement that the well building be raised to two floors so that the pump, generator and other equipment would be on the second floor and above the 500-year flood level.

With Buck & Buck Engineers, LLC handling the technical work, Anthony O’Neill and his management team decided to hire the Avon architectural firm of Tuthill & Wells to design the now-taller well building.

“We were not about to put a plain cinder block building in the middle of this beautiful recreation area,” O’Neill commented during a recent visit to the site.


Any they certainly didn’t. The well building is a stunning eight-sided, 46-ft tall stone building trimmed in native Connecticut brownstone, complete with mock windows and even a cupola. A 200-HP electric motor drives the well pump and a large diesel engine-generator set is on standby in the pump room, in case of a power failure. The entire facility

shows the planning that went into every element, even down to circulating hot water through the diesel engine to provide instant, smoke-free starts even in the coldest weather.

The final cost of the Fisher Meadows facility was \$3.5 million.

The new Fisher Meadows well is capable of pumping up to 3 million gallons of water per day, which is more than adequate to meet Avon’s needs for decades to come. It is also very high quality water, with what O’Neill says is “the perfect pH of 8, right out of the ground.”

It’s fair to say that water companies don’t develop much customer awareness and Avon Water’s Superintendent Bob Wesneski thinks that’s the way it should be. “Our customers expect an adequate supply of high quality, reasonable priced water when they turn on the tap,” he says. “What we do to provide that is unimportant to them.”

But if a customer does have an issue or problem, the Avon Water Company is ready to help. With the equivalent of two full-time people devoted to customer service, they are able to answer every call personally and resolve the problem no matter how long it takes. “We don’t use answering machines and voicemail,” Wesneski says. “Those customers are also our neighbors and they have a right to the best customer service we can give them.” 

Photos for this story by Bill Large.

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THE TENTH ANNIVERSARY ATCAVE 2006

A Tremendous Success!



Sixty-seven vendor booths displaying the latest technology; contact-hour (CEU) approved educational programs including a full-day small system symposium sponsored by the Department of Public Health, “Fresh Ideas Competition;” Water for People raffles; the “Dots” game; a Women in Water Symposium; and a snow-free day all contributed to the tremendous success at the tenth annual ATCAVE!

Half-day classes were offered on Water Quality Treatment and Distribution Operations, and full-day sessions were offered in a technical/management track, as well as the Department of Health education program that was so well attended that chairs had to be brought into the afternoon session!

Jean Zanella Dyer, CT AWWA Chair, notes that “DPH’s program and their commitment to small system owners and operators at ATCAVE provides a forum for continuing education, networking opportunities, and a chance to see the latest technology available at the vendor expo.” Special thanks are extended to the entire Department of Health Drinking Water Section team and Dr. Gerald Iwan for their support of ATCAVE and for providing a wonderful, well-attended program.

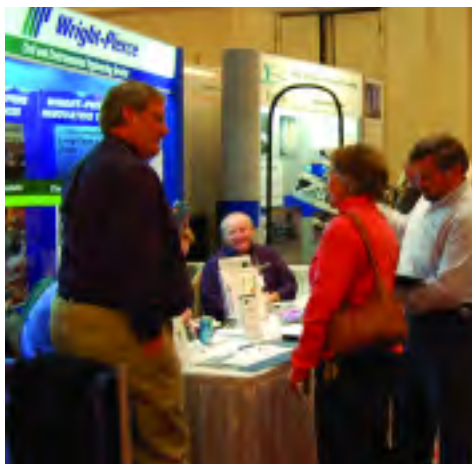
Attendance was up by more than 20% this year over last, with more than double the attendees for the educational portion of the expo. This year’s program

featured the “On the Dot” game with an opportunity for attendees to obtain colorful dots from each of the vendors and to submit their completed card for raffle prizes. Special thanks to Marcey Munoz for not only the idea but also for coordinating the entire game!

Jennifer Muir of Wright-Pierce was the winner of the 2006 Fresh Ideas contest! She will present her abstract at the AWWA annual conference in May. Len DeJong and Jean Zanella Dyer presented two awards to Jo Lingua, Chair of the Water For People Committee, from the national committee for the committee’s continued highly successful fund raising efforts.

Special thanks to the ATCAVE team headed by Pam Monahan, the Section’s Executive Manager, program chair, Dan Lesnieski, and volunteer coordinator, Rob Olejarczyk, and all the volunteers for all their hard work to make the day so successful!

“Bouncer” Fred Haines has earned a special place in our hearts for his willingness to be the ground-floor contact for the vendor expo. “We are indebted to the vendors who participate each year and especially to the CT Section Enhancers who make so much of what we do so much more successful,” said Pam Monahan. “Without them, we wouldn’t be here.” 💧



MACQUARIE BANK TO ACQUIRE AQUARION WATER COMPANY

Macquarie Bank Limited of Australia and the U.K.-based Kelda Group plc announced on February 24 that Macquarie and an affiliate entity will acquire Aquarion Company for \$860 million.

Macquarie is one of the largest and most experienced global investors and managers of infrastructure assets. Macquarie also is a long-term investor and manager of important community assets. In recent years Macquarie and its affiliated entities have invested in and continue to manage projects such as utilities, ports, tunnels, airports, and toll roads, and have a strong and growing presence in the U.S.

Commenting on the transaction, Aquarion Company President and Chief Executive Officer Charles V. Firlotte said, “I’m delighted to announce this agreement, as it is great news for Aquarion’s customers and employees. Macquarie is a well-respected organization and an international leader in infrastructure investment,” he added. “Of particular interest for Aquarion employees and customers is Macquarie’s depth of experience in the regulated utility arena. Macquarie and Aquarion’s shared commitment to deliver high-quality water, customer service excellence, and operating efficiency constitute an exciting and winning development for us all,” Firlotte said.

The acquisition is subject to regulatory approval, including from the Public Utility Commissions in Connecticut, New York and New Hampshire. Closing of the transaction is expected to occur during the fourth quarter of 2006. 💧

REGIONAL WATER AUTHORITY WINS THE AWWA's 2006 Diversity Award

In February, the American Water Works Association announced that it had awarded its 2006 Diversity Award to the South Central Regional Water Authority (RWA). The award will be presented to Andrea Maldonado who will represent RWA at the AWWA Annual Conference to be held in San Antonio in June.

The official citation reads:

“The South Central Regional Water Authority is the recipient of the 2006 AWWA Diversity Award in recognition of their efforts to create, promote, and maintain diversity within their organization by establishing an environment that recognizes, encourages, and effectively utilizes each individual’s talents.”

The AWWA’s description for eligibility sets high standards for nomination. It says, in part: “The American Water Works Association recognizes the role of “diversity” as being essential to the growth, structure, and continued success of any organization. Diversity should be an inherent trait of any organization and is manifested by the mosaic of people in the organization who bring a variety of backgrounds, styles, perspectives, values, and beliefs as assets to a group or organization in which they interact. The recipient of this award will have demonstrated, through their activities, the establishment of an environment that recognizes, encourages, and effectively utilizes each individual’s talents and will have shown major contributions to the cause of diversity. Minority recruitment and hiring is but one element in the establishment of a diverse work force and should not be weighed too heavily when selecting a diversity award recipient. The diversity award is not given to an individual or organization on the basis of who they




The Regional Water Authority's Diversity Committee. From left, first row, seated: Raffaella Renna, Patty Faustini, Kate Powell and Jeff Henry. Second row from left: Frank Hammell, Deborah Bradley, Lisa Gaw, William Clark, Brian Lakin, Shirlon Smigel, Andrea Maldonado and Janet Ryan. Third row from left: Jim Kertesz, Louise D'Amico, Vinny Landino, Michele Ardolino and Bernard Peloquin. Photo by Harold Shapiro.

are, but because of their achievements and accomplishments.”

Nominations for the award come from the AWWA general membership and those nominated are considered by a Diversity Award Committee consisting of the AWWA President, the chair of the Diversity & Member Involvement Committee, and one non-Board member of the Diversity & Member Involvement Committee appointed by the chair. The committee selects a candidate for the award and submits its nominee to the Board of Directors for approval at its winter meeting.

“On behalf of the Authority, we are extremely proud to be recognized with the Diversity Award. It belongs to everyone in our workforce. From training programs, to support for community programs, to health benefits for domestic partners, and tuition reimbursements, we’ve made advancements. But it is our employees who are improving communication and fostering an atmosphere of appreciation and inclusion,” said South Central Connecticut Regional Water Authority President and CEO David Silverstone.

In 2004, the American Water Works Association Diversity Award went to Yasser M. AbouAish of the Minnesota Section AWWA and in 2005, it recognized the City of San Diego Water Department. 

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The Sausage Factory

HOW A BILL BECOMES A LAW

By Elizabeth Gara, Executive Director, CWWA

How many times have you heard the expression that making laws is a lot like making sausages — it's better not to see them being made?

Having been a lobbyist at the state Capitol for more than sixteen years, I always thought that this oft-quoted remark by Otto Von Bismarck did a disservice to the sausage industry. Compared to making laws, making sausage seems pretty neat and clean.

Fortunately for the water industry, the Connecticut Water Works Association (CWWA) and its members spend considerable amounts of time and talent making sure that laws adopted by the Connecticut General Assembly make sense and don't undermine the ability of water utilities to meet the needs of their customers. How do they do it?

Compared to making laws, making sausage seems pretty neat and clean.

CWWA's Legislative Committee, comprised of municipal water departments, investor-owned utilities and regional water authorities, holds two planning sessions in the fall to develop CWWA's Legislative & Regulatory Agenda. We also meet on a regular basis throughout the legislative session and, increasingly, hold meetings during the off session to discuss regulatory policies. These meetings provide us with a critical opportunity to discuss pressing issues confronting the water industry and determine how to address these issues through legislative, regulatory or even legal solutions.

CWWA's Legislative Committee officers play a vital role in developing and implementing CWWA's Legislative & Regulatory Agenda. Our officers reflect each form of utility ownership to ensure that we represent the interests of all of our members. This year, Carlene Kulisch representing the Regional Water Authority, David Radka of Connecticut Water and Tom Villa of South Norwalk Electric & Water are serving as our Legislative Committee Officers.

To give you an example of everything that CWWA does to address issues of concern to the water industry, let me take you through our version of the Sausage Factory.

Naturally, CWWA monitors pending legislation and regulations. But to make sure we address our members' interests, we have to be much more proactive than that. We routinely meet

with state regulators to discuss what's on the horizon for the industry in terms of new policies and regulations. In fact, CWWA representatives were invited to participate in regular meetings with the state Department of Public Health.

One of the new policies that DPH discussed at these meetings was their new interpretation of a regulation pertaining to water main installations that had been on the books since 1975. DPH was now interpreting the regulation to require prior review and approval of routine distribution main installations – a policy that our members argued would impose administrative burdens on utilities and create unnecessary delays for new housing and commercial developments.

“Prior to adoption of this new interpretation, it was the DPH's longstanding policy that routine distribution main installations were exempt from any specific review and approval provisions,” explained Tom Villa of South Norwalk Electric and Water.

“Requiring review and approval of all routine distribution mains on a case-by-case basis is simply not practical based on the volume of water main extensions or replacements that occur across the state and the short timeframes generally available for completion,” Villa continued.

“The number of projects that would require review under such an interpretation would put a tremendous burden on the staff and resources of DPH and would result in significant delays in the construction and development of water supply systems,” added David Radka of Connecticut Water.

CWWA's Legislative Committee Officers and other

Requiring review and approval of all routine distribution mains on a case-by-case basis is simply not practical based on the volume of water main extensions or replacements that occur across the state and the short timeframes generally available for completion,

members, including Bob Young of Manchester Water & Sewer, Jack Keefe of Birmingham Utilities, John Herlihy of Aquarion Water and Susan Suhanovsky of Torrington Water, met with DPH to try to resolve this situation. Unfortunately, after more than a year of negotiations, we were at an impasse.

CWWA's Board of Directors decided to pursue a legal remedy – a petition for declaratory ruling against DPH. We did this because it was clear that DPH had exceeded its

rulemaking authority by adopting a new policy without benefit of a public hearing or public notice as required by the Connecticut Uniform Administrative Procedures Act. To do this, we retained Dwight Johnson of Murtha Cullina, LLP as legal counsel.

With the input of CWWA members, Attorney Johnson drafted the petition for declaratory ruling. A public hearing on the petition was held on November 29. Several CWWA members testified at the public hearing, including Terry O'Neill of Connecticut Water, David Silverstone of RWA, Bob Young of Manchester Water, John Hiscock of South Norwalk Electric & Water and Susan Suhanovsky of Torrington Water. (Susan even pitched in as our pseudo legal counsel when the hearing officer ruled that our attorney, Murtha Cullina, could not ask questions of the witnesses during the hearing, and that only other parties could.) DPH is expected to rule on the petition in mid-March.

continued on page 22

ERIC W. THORNBURG to Lead Connecticut Water Company

Places emphasis on industry-wide collaboration, customer service

Eric W. Thornburg, 45, joined Connecticut Water Service, Inc. in March as its new president and chief executive officer after spending four years as president of Missouri American Water, a subsidiary of American Water Works Corporation. He also led all Government and Regulatory Affairs for American Water's Central Region, which spans 15 mid-west states. He succeeded Marshall T. Chiaraluce, who remains Connecticut Water's chairman until he retires from the company and its board of directors in spring 2007.

During his first few days at Connecticut Water, Thornburg traveled to all regions of the company to meet the employees and said he wasn't surprised to see their enthusiasm and commitment to customers.

Thornburg said Connecticut Water will continue to place emphasis on environmental and water quality compliance issues under his leadership. "We will remain committed to always doing what's right and being stewards of the environment," said Thornburg.

Mr. Thornburg has a Bachelor's degree from Cornell University and an MBA from Indiana Wesleyan University. 💧

PINSKY NAMED PRESIDENT OF Tighe & Bond

David Pinsky was named President and Chairman of the Board of Tighe & Bond, Inc. at the firm's February Board of Directors meeting. Dave has been with Tighe & Bond since 1988 and is known for his expertise in water supply, distribution and treatment. He will replace David G. Healy, who is retiring.

While headquartered in Westfield, MA, Tighe & Bond is a long-time CTAWWA supporter and has offices in Danbury, Middletown and Shelton. 💧

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from the CT Section AWWA Chair



By the time you receive this second edition of the new InFlow-Line magazine, I hope the bitter cold weather and snowstorms are behind us, and fresh life is peeking out from under the left-over leaves in your garden! Spring is a wonderful time of renewal, and as with all new seasons in life, my own season as Chair of the Section is quickly drawing to a close.

I wanted to take this opportunity to thank the CT Section Board members, Committee chairs and their members, and all the volunteers of the Section for their dedication and commitment of time, talent and energy to the activities of the Section and for making our efforts so successful. It has been an honor serving with all of you this past year. Best wishes to Dave Kuzminski who will be taking the reigns in May. Dave's selfless dedication over the years has propelled the Section to new heights (and into the 21st century with the website, I might add), and I wish him continued success in the year ahead!

Through the efforts of the Board and Committees of the Section, I am pleased to report a number of significant accomplishments in the past year:

- A sub-committee from the Connecticut Section and CWWA, under the artistic and editorial direction of Bill Large, designed and created this new communication tool for members—the InFlow-Line Magazine—and drove circulation up from 900 to 2,500 copies per issue;
- The Tenth Annual Technical Conference and Vendor Exposition (ATCAVE) was a huge success with record attendance. The Department of Health sessions were so popular this year that extra seating had to be brought into the room! This “new and improved” program, under the inspired leadership of Pam Monahan, the Section's Executive Manager, along with the program committee chaired by Dan Lesnieski, showcased the latest industry trends, offered an outstanding technical and professional education program, and provided all of us with the opportunity to network with important water industry representatives;

- The by-law revision committee, under the leadership of Marcey Munoz, worked over the course of many months to update and submit the new by-laws to National for approval;
- The Membership Committee, with co-chairs Rob Olejarczyk and Pam Monahan, along with artistic direction from Bill Large, re-vamped its Membership brochure into a state-of-the-art reflection of the professionalism of the Section and the benefits of membership;
- Last but certainly not least, the Education Committee, with its dedicated volunteers and leadership from co-chairs Ray Baral and Steve Melanson, provided an expanded number of technical classes once again this year for treatment and distribution operators to meet contact-hour requirements.

That's quite a list of substantial accomplishments! Thank you to all the volunteers of the Section who made this year so successful.

I would like to end my final column with an appreciative salute to Pam Monahan, the Section's Executive Manager, for her inspiration, creativity, untiring enthusiasm, and nose-to-the-grindstone focus in delivering—no matter what the product or service—in a professional and caring way, and for her friendship over the years. Pam, you do us all proud!

I look forward to continuing to working with all of you in the coming year!

Jean Zanella Dyer
Chair
Connecticut Section AWWA
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THIRTY-FIFTH ANNUAL JOINT CONFERENCE
Wednesday May 24, 2006 to Friday May 26, 2006

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**JOIN US for the 2006 ANNUAL JOINT CONFERENCE at the beautiful
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This year's conference is full of interesting technical sessions and events that will benefit all attendees. Conference registration begins at 11:00 am on Wednesday, May 24, 2006 followed by a buffet luncheon at 11:30 a.m. As in the past, we are pleased to have the Associates Committee sponsoring the luncheon and the keynote speaker, Anita Rafael, creator and founder of *Newport On Foot Guided Tours* at 1:00 p.m. All who attend the luncheon will also receive a special arrival gift, sponsored by the Associates Committee.

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

- **Conference Agenda:** The Conference Agenda details the times and topics of technical sessions, receptions and dinner and special events.
- **Conference Registration:** The conference Registration Form should be completed and returned with the appropriate registration fees by Friday, May 6, 2005. Golf and Bocci are available on Thursday afternoon. Please indicate on the registration form if you are interested in participating in either of these activities. Please note, the golf fee includes green fees, cart and prizes and is not refundable.
- **Hotel Registration:** The hotel registration must be completed and returned to The Hyatt Regency, with the appropriate deposit, by Monday, April 26, 2006. Breakfast, dinner, taxes and gratuities are included in the room cost. The number of rooms available are limited and will be available on a first come, first serve basis. The form should be mailed or faxed directly to the Hyatt Regency Newport as indicated on the form.
- **Sponsorship Opportunities:** The conference also offers companies the opportunity to sponsor different portions of the conference. From coffee hour to social hour, there are many options to choose from. Please see the attached sponsorship form for details. Completed forms are to be sent to the CT Section Treasurer by Friday, **April 28, 2006** to meet publication deadlines.

I look forward to seeing you at The Hyatt Regency in May. If you have any questions, please call or e-mail me.

Kevin Barber
Treasurer, CTAWWA
164 Water Street, Norwalk CT 06854
(203) 866-4446 ext. 2031
kbarber@snew.org



CONFERENCE AGENDA

Wednesday, May 24

- 11:00 a.m. **Registration**
- 11:30 a.m. **Buffet Lunch** – Sponsored by the Associates Committee
- 1:00 p.m. **Luncheon Speaker:**
Anita Rafael, Creator and Founder “*Newport on Foot Guided Tours*”
- 2:30 p.m. **Welcoming Remarks**
Jean Zanella Dyer, CTAWWA Chair
Carlene Kulisch, CWWA President
- 2:40 p.m. **National Update**
Mike Leonard, Vice President, AWWA
Don Carver, CTAWWA National Director
- 3:00 p.m. **CWWA – Regulatory Update**
Betsy Gara, CWWA Executive Director
Legislative Chairs: Carlene Kulisch, David Radka,
Thomas Villa
- 4:00 p.m. **Preparing for the Worst: What Every Manager Needs to Know About Crisis Management Communications**
Andrea Obston, Andrea Obston Marketing Communications, LLC
- 5:00 p.m. **National Regulatory Update – Stage 2 M/DBP**
John Herlihy, Aquarion Water Co. of CT
CTAWWA Water Utility Council Chair
- 5:30 p.m. **Adjourn**
- 6:30 p.m. **Reception and Awards Banquet**

Thursday, May 25

- 7:30 a.m. **Breakfast Meeting** – CWWA Board
- 8:00 a.m. **Breakfast Meeting** – CTAWWA Board
- 9:00 a.m. **Applying Worldwide Best Management Practices in Water Loss Control**
Stu Bowns, Hydromax, USA
AWWA Water Loss Control Committee

Thursday, May 25 (Continued)

- 9:30 a.m. **Keeping Good People and Finding More – Is Your Company an “Employer of Choice”?**
Jack Jolls, John D. Jolls & Company
Joren Fishback, Derek Associates

- 10:15 a.m. **The Latest on Stream Flow Regulations**
Panel discussion featuring
Peter Galant, Tighe & Bond
David Silverstone, Regional Water Authority
David Radka, Connecticut Water Co.
Maureen Westbrook, Connecticut Water Co.

- 11:00 a.m. **EPA – New England’s Pandemic Preparation Plan**
Mark Sceery, USEPA

- 11:45 a.m. **Adjourn**

- 6:30 p.m. **Reception and Clambake**

Friday, May 26

- 8:00 a.m. **Breakfast Meeting – CTAWWA / CWWA Boards**

- 9:00 a.m. **U.S. Women’s Golf Open – Bringing the World Class Event to Newport**
Sarah Knowlton, U.S. Women’s Golf Open Committee

- 9:45 A.M. **Using In-House Staff vs. Contracting For Services**
Bill Kennedy, The Metropolitan District

- 10:30 a.m. **Water for People – 2006 Update**
Rob Page, Aquarion Water Co.
Steve Melanson, Connecticut Water Co.
Water for People Committee

- 11:15 a.m. **WFP Smarts Game**
Len DeJong, AWWA WFP Director

- Noon **Closing Comments and Adjournment**
David Kuzminski, CTAWWA Chair
Susan Suhanovsky, CWWA President

(Program subject to change)



FEATURED SPEAKER
Michael J. Leonard
Vice-President (2004-2006)
American Water Works Association



Since joining AWWA in 1974, Mike has served as section chair and vice-chair, trustee, and director of the Georgia Section. He was also program chair of the Georgia-South Carolina Joint Technology Conference and chair of the section Membership, Scholarship, Financial Audit, and Plant of the Year Awards Committees. He held offices on the section Water For People and Legislative Committees, as well as on the AWWA Young Professionals Committee. In addition to serving as an AWWA Vice-President, Mike represents the Georgia Section on the AWWA Board of Directors and serves on the Executive Committee.

Mike received the Georgia Section William J. Green Award in 2003, GW&PCA Hugh A. Wychoff Award in 2002, Fuller Award in 2001, US Environmental Protection Agency Bronze Medal in 1997, 1987, and 1985, and USEPA Special Achievement Awards in 1982, 1984-85, and 1987-89. Mike is also a Life Member of AWWA and a Life Member of the Georgia Water and Pollution Control Association.

Mike is Client Technical Services Manager with Brown and Caldwell in Atlanta, Georgia. His past experience includes General Manager for the Atlanta-Fulton County Water Resources Commission and USEPA Region 4. He has bachelor's degrees in chemistry and industrial management and holds a Class 1 Water Treatment Operators License. He is a member of the Georgia Water & Pollution Control Association.

Mike and his wife, Betsy, live in Alpharetta, Georgia.

WEDNESDAY'S LUNCHEON SPEAKER
Anita Rafael
Enjoying Newport—On Foot

Anita Rafael is the creator and founder of Newport On Foot Guided Tours. Since 1990, she has organized walking tours of the historic colonial district of Newport with a special emphasis on local preservation efforts. Walks, custom tours and speaking programs about Newport cover many topics including colonial life and times, the era of the Gilded Age, and Newport today. One of her favorite projects is researching the history of one of America's oldest taverns, Newport's venerable White Horse Tavern, est. 1673. Her Curator's Fireside Chats at the 17th century pub are a perennial highlight for patrons.

She has authored and co-edited several small publications, a museum guidebook and articles on Rhode Island history and tourism. Ms. Rafael has also been a partner and volunteer in heritage tourism projects for the National Park Service, Preserve America, The Providence Preservation Society, The Rhode Island Economic Development Corporation, The Rhode Island Hospitality Association and The Rhode Island Historical Society, in addition to being a former guide for the Preservation Society of Newport County and the Newport Historical Society. She has made guest appearances on The Travel Channel, PBS, British TV, and on many local TV stations. Since 1999, she has been a contributing writer and contributing editor of *Newport Life Magazine*.

Ms. Rafael is a graduate of the University of Connecticut in history and art and has been a Newport resident since 1978.

**CONNECTICUT SECTION AWWA and
CONNECTICUT WATER WORKS ASSOCIATION**

Conference Registration Form

Thirty-fifth Annual – Hyatt Regency Newport, Newport RI
May 24, 25, 26, 2006

Name: _____ Spouse/Guest: _____

Company: _____

Address: _____ City: _____ State: _____ Zip: _____

E-Mail: _____

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

CONFERENCE FEES (Per person): Circle choices

Registration Member (Before May 5, 2006)\$150

Registration Member (After May 5, 2006)\$175

Registration Spouse/Guest\$50

18-Hole Golf Tournament:.....Circle choices

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

Golf: Member\$90

Box lunch selection (circle one): Ham Turkey

Golf Spouse/Guest\$90

Box lunch selection (circle one): Ham Turkey

To arrange for golf issues Contact Peter Pecumko at (860) 4418 Fax (860) 486-3317

Bocci Tournament:

Bocci: Member\$10

Bocci: Spouse/Guest\$10

TOTAL OF ALL CIRCLED ITEMS

NOTE: ADVANCED REGISTRATION is required to ENSURE YOUR RESERVATIONS. Please return this form with your check payable to: "CTAWWA" and mail to:

CTAWWA
Kevin Barber, Treasurer
South Norwalk Electric and Water
164 Water Street
Norwalk, CT 06854

CONNECTICUT SECTION AWWA / CWWA
Thirty-fifth Annual Conference
Hyatt Regency Newport, Newport RI
May 24- 26, 2006

***** SPONSORSHIP OPPORTUNITIES *****

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| Company Name: |
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| |
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We wish to be a sponsor for the following Annual Conference events:

| | Sponsorship Opportunity | Amount |
|--|---|--------|
| | Social Hour - Wednesday & Thursday evenings | \$500 |
| | Coffee, Juice & Danish - Two mornings | \$200 |
| | Technical Sessions Audio-Visual | \$200 |
| | Refreshments & Snacks - Wednesday afternoon | \$100 |
| | Bocci Tournament Sponsorship | \$ 50 |
| | Annual Golf Tournament Beverage Cart | \$300 |
| | Annual Golf Tournament Hole Sponsor Sign | \$100 |

*****Exclusive Sponsorship Opportunity*****

| | | |
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| | ***Annual Conference Program Booklet Full Page Ad on Back Cover*** | \$600 |
| | Total Sponsorship (enclose check) | \$ |

Your sponsorship will be listed in the Annual Conference Program Booklet, and signboards will be strategically placed during the Annual Conference. Please return this form with your check payable to "CT Section AWWA" by **April 28, 2006**. Mail form and check to:

CT Section AWWA
 Kevin Barber, Treasurer
 164 Water Street
 Norwalk, CT 06854

Thank you for your support and sponsorship at the Annual Conference!!

*** The Annual Conference Program Booklet sponsorship is limited to one and is on a first come first serve basis.



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401-851-1234 · 401-846-7210 Reservations Fax

Reservations must be received no later than on the date stipulated below in order to receive your discounted group rate; otherwise, full published guest room rates will apply.

If the guest room will be shared by more than one person, please enclose the names of the additional occupants. Check out time is 11:00 AM. Guest rooms are available for check in after 4:00 PM.

Reservations must be guaranteed either by a major credit card or advance deposit. If you do not cancel your reservation five (5) days prior to the day of arrival, you will either forfeit your deposit or the first night's room and tax will be charged to your credit card. **BE SURE TO ASK YOUR RESERVATION AGENT FOR A CANCELLATION NUMBER WHEN CANCELLING.**

**DO NOT SEND CURRENCY. MAKE YOUR CHECK OR MONEY ORDER PAYABLE TO:
Hyatt Regency Newport**

Credit Card Type & Number: _____ Exp. Date: _____

Signature: _____

Connecticut Section/American Waterworks
Arrival: May 24, 2006 Departure: May 26, 2006

Name: ***Reservations must be received by: April 26, 2006***

The Connecticut Section/American Waterworks package includes overnight accommodations for Wednesday and Thursday evenings, full breakfast on Thursday and Friday mornings, dinner on Wednesday and Thursday evenings and all applicable taxes and gratuities. The package rates as follows (please choose one):

King Bed Requested _____ Single Package: \$ 323.29 per night _____
(2) Double Beds Requested _____ Double Package: \$ 201.82 per person/per night _____
Non Smoking room requested _____
Smoking room requested _____

Please note that room requests are noted in the reservation, but are not guaranteed until check-in.

Name: _____ Company: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone: _____ Sharing room with: _____

I will arrive on: _____ I will depart on: _____

*Thank you for requesting reservations at the Hyatt Regency Newport.
Our entire staff would like to take this opportunity to extend a warm welcome to you during your upcoming meeting.*

WATER FOR PEOPLE REPORT:

Sanitation bridges health gap in Malawi



Photo by Nancy J Haws, February 2006

The children shown in the accompanying photo play outside a makeshift latrine that serves hundreds of people in the peri-urban settlement of Senti, located on the outskirts of Lilongwe, Malawi. Seasonal flooding and poorly constructed latrines like the one shown in the picture above, cause traditional pit latrines to become saturated and overflow. Human waste is carried through the streets. Excrement is the number 1 enemy to public health. Contaminated areas caused by inadequate sanitation increases the spread of water-related diseases such as dysentery.

Excrement kills. When people have no access to adequate sanitation, especially women and girls, they must walk great distances before dawn and after dusk to find the privacy to address their sanitation needs. Unhealthy hygiene practices such as open defecation and the improper disposal of human

waste create serious public health hazards. In fact, 90% of wastewater in developing countries is discharged into rivers and streams without any treatment.

Water For People includes sanitation programs as vital components in helping communities in the developing world understand the important link between safe, hygienic health practices and improved health.

ATCAVE 2006

Water For People continued its advocacy and fundraising at ATCAVE 2006. As part of the fundraising efforts, WFP's raffle helped raise \$570 towards WFP projects. The raffle prizes included a cash prize of \$125.00, a golf travel bag, overnight stay at Hampton Inn and an India package of a shawl, wallet and purse. WFP thanks all those that participated and/or stopped by to learn more about WFP and its work.

Kenneth J. Miller Founders Award

Jo Lingua, Chair of the CTAWWA Water For People Committee, announced during ATCAVE that Paul Carver was to be the recipient of the Kenneth J. Miller Founders Award for 2006.

In making the announcement, Ms. Lingua said, in part, "Paul has been a



(From left) Len DeJong and Jean Zanella Dyer are shown presenting two awards from the national Water for People committee to Jo Lingua, Chair of the CTAWWA Water For People Committee, for the WFP Committee's continued highly successful fund raising efforts.

member of the CTAWWA-WFP Committee since it began and has been a very active by attending meetings, helping at all fund-raisers, giving presentations to various groups and organizations and recruiting WFP members. He is also our top raffle ticket pusher! Paul, thank you for all of your work and continued dedication to Water For People!"

Water For People is an international, nonprofit, development organization committed to the long-term impact of increased access to safe drinking water and improved sanitation and health. Contact Jo Lingua (JLingua@ctwater.com) or Rob Page (Rpage@aquarionwater.com) for more information on WFP's work and activities. 💧

CT-AWWA Contact Information

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ctawwa@snet.net

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HHS PANDEMIC PLANNING AND RESPONSE SUMMIT IMPACTS

Connecticut's Drinking Water Infrastructure

By Scott L. Szalkiewicz, CT State
Department of Public Health

On February 2, 2006 at the Connecticut Convention Center in Hartford, Connecticut Governor M. Jodi Rell and federal Health and Human Services Secretary Mike Leavitt hosted 600 Connecticut health and community leaders at a summit meeting aimed at preparing the state in the event of an outbreak of 'pandemic' influenza or other disease. The goal of Connecticut's Pandemic Planning and Response Summit was to raise awareness among state, local and private-sector leaders about the importance of planning and responding to what would be a tremen-

The Summit reinforced that a pandemic, or worldwide epidemic, presents critical challenges to the maintenance of the social order.


dous public health challenge. Pandemics can happen and require a strong local response so it is essential that local officials can identify needs specific to communities and begin crucial coordination to assure readiness if a pandemic outbreak strikes. Governor Rell and Secretary Leavitt signed a resolution committing the state and federal governments to joint planning and response initiatives.

State officials increased response to the need for more statewide pandemic planning awareness in December 2005. Governor Rell assigned four state agencies - Public Health, Emergency Management and Homeland Security, Agriculture and Environmental Protection - to join forces as a Influenza Response Team to ensure that Connecticut is prepared to meet public health issues arising from a possible pandemic, including the potential for

avian flu spreading into the region. The Governor's assignment includes updating the Department of Public Health's pandemic influenza plan of February 2005, ensuring conformance to the President's National Strategy for Pandemic Influenza, and coordinating planning to address concerns about avian influenza.

The Summit reinforced that a pandemic, or worldwide epidemic presents critical challenges to the maintenance of the social order. Historically, epidemics have shown that all segments of a community are negatively impacted, especially the provision of critical services and infrastructure reliability. Connecticut state, local and private sector leaders have long recognized that the drinking water provision sector is a critical infrastructure upon which other critical sectors and the social order rely. A disruption of this essential service threatens the "Continuity of Business" within a community and state. A pandemic has the potential to prevent delivery of essential drinking water

service by incapacitating the workforce essential to operate and maintain that infrastructure. Efforts are being made in the state to ensure that those responsible for the delivery of drinking water have a basic understanding of the nature and threats that a pandemic presents to their operations and prepare for that possibility. State drinking water officials continue to address the operational issues of maintaining that "Continuity of Business" during an emergency situation such as a pandemic. By identifying the operational needs, obstacles to securing those needs, and the resources necessary to support operations both material and human, the state is addressing this public health emergency preparedness, response and recovery concern.

Scott L. Szalkiewicz is Program's Unit Supervisor and Drinking Water Security Communications Coordinator at the Drinking Water Section of the CT State Department of Public Health 



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FROM THE DIRECTOR

By Don Carver
National Director, CTAWWA

As many of you know, AWWA adopted its Strategic Plan during the last Winter Board Meeting. What many of you may not know is that National is now using the same format for the Strategic Planning Committee that the Connecticut Section developed for its own strategic plan. The format is matrix based and provides an easy way to follow the progress of the strategic plan. Both past and current members of the Connecticut Section who worked on the Section's Strategic Plan should be proud that National has adopted our successful format.

For those who have not had a chance to review AWWA's Strategic Plan, please see below and contact me should you have any questions at dcarver@snet.net.

Strategic Plan of The American Water Works Association (AWWA)

INTRODUCTION

The Strategic Plan shapes the future of AWWA. It helps determine AWWA's role in meeting the challenges facing the water supply community in coming years. AWWA will build on its strength, history, and long tradition as a global leader in the transfer of knowledge for the provision of safe drinking water. The plan takes a broad view of the Association's activities and does not provide a detailed listing of all Association programs (See about the Strategic Plan, at the end).

I. VISION

AWWA is the authoritative resource on safe water

II. GUIDING PRINCIPLES

AWWA has established several core principles to guide the Association in its endeavors.

- A. **Commitment to Public Health.** We are committed to safeguarding public health by adhering to the principle that the public has an absolute right to safe drinking water
- B. **Customer Focus.** We are committed to providing products and services that enable the water community to meet the needs of customers.
- C. **Honesty and Integrity.** We are committed to honesty and integrity in all actions of our staff and members.
- D. **Commitment to Sustainability.** We are dedicated to assuring that water is managed for the greatest good of people and the environment and that all segments of society have a voice in the process.
- E. **Commitment to Excellence.** We are committed to the highest standards of service, products, and operations, through continuous review and improvement.
- F. **Diversity.** We are dedicated to becoming more inclusive by increasing the diversity of our staff, membership, and leadership.
- G. **Teamwork.** We help each other and our partners to openly share information and solve problems in a spirit of cooperation.

III. MISSION

AWWA unites the full spectrum of the water community to protect public health and to provide safe and sufficient water for all. Through collective leadership, AWWA advances technology, education, science, management, and government policies.

IV. GOALS

- A. **Program and Services.** AWWA will enhance, develop, and deliver programs, products, and services that meet the needs of the water community, as measured by regular market research.
 1. Continually evaluate programs, products, and services to determine customer value, financial viability, and relevance.
 2. Conduct periodic marketing research to identify trends in the water community and customer satisfaction in AWWA programs, products, and services.
 3. Initiate processes in coordination with sections and councils to identify future program, product, and service opportunities and new revenue sources.
 4. Regularly communicate and market AWWA's vision and the wide variety of programs, products, and services available to the water community.
 5. Develop processes to build relationships to expand customer base.
 6. Develop a protocol for easy access to all AWWA programs, products, and services.
 7. Continually evaluate and develop programs, products, and services that support the exchange of knowledge between international members and North American members.
 8. Develop education and certification programs for water professionals.
 9. Consider development of a sustainable accreditation program based on outcomes from the current Ontario trial project.
- B. **Water Leadership and Advocacy.** AWWA will strengthen its leadership position on water issues by identifying trends and issues; actively informing consumers, media, lawmakers, regulators, manufacturers, consultants, and water professionals; and by advocating for public policies that promote safe water and reflect sound science.
 1. Regularly and actively promote public awareness of AWWA as the authoritative resource on safe water.
 2. Actively advocate for increased funding of water related research, training, and other programs.
 3. Monitor water community trends through regular surveys conducted by councils, sections, and staff.
 4. Engage the public, elected officials and key decision makers about the value of water and AWWA's role in maintaining that value.
 5. Develop public policies based on sound science that promote safe water, and encourage lawmakers and regulators to support those policies.
 6. Provide water consumers with accurate and valuable information on safe water and water-related issues.
 7. Communicate regularly with the media to bring AWWA's voice into new stories on safe water issues and solidify the Association's position as the authoritative resource on safe water.
 8. Strengthen partnerships with other organizations and regulatory agencies to promote cooperation on safe water issues.
 9. Advocate for safe water globally through Water for People and the AWWA Research Foundation research programs.
- C. **Membership.** AWWA will increase membership by three percent per year through value-based activities to both retain current members and recruit new members.
 1. Regularly communicate, promote, and reinforce the value of membership and involvement to utilities, key decision makers, and other members of the water community.
 2. Develop and support recruitment and retention programs that further enhance membership diversity.
 3. Educate, motivate, and provide recruiting tools.

4. Generate and track membership acquisition targets by category.
5. Develop strategies based on retention rates and trends by membership category.

D. Governance. AWWA will continually ensure that the governance structure meets the needs of its members.

1. Develop a governance and administrative structure to create more responsive decision making.
2. Develop a governance structure that leverages the water community's "intellectual capital" and staff resources to meet Association needs.
3. Develop a governance structure that utilizes utility managers and their staff resources to meet Association goals.
4. Position AWWA to serve the water community.
5. Initiate a process of continuous evaluation of existing programs and services to determine continuation or sunset, based on meeting both financial goals and member needs.
6. Develop approaches to facilitate volunteer involvement and leadership opportunities in AWWA.


E. Financial Resources. AWWA will increase revenue sources and attain 50 percent of the annual operating budget in reserves.

1. Increase net income on conferences and events through expansion and diversification of attendance and events.
2. Use technologies such as webcast archiving, electronic publication sales, and print-on-demand technology to achieve new revenue streams.
3. Base new programs and services on a sound business plan that includes both financial and service goals, using the program development guide.
4. Continue to ensure that dues rates reflect membership value.
5. Coordinate with councils and sections to identify and develop new sources of revenue.
6. Continue pursuit of outside funding sources, such as grants, sponsorships, and cooperative agreements to develop programs, products, and services.

ABOUT THE STRATEGIC PLAN

Details of implementation, formerly included with the Strategic Plan, are the responsibility of the councils and administrative committees, each of which will prepare implementation documents (Action Plans) to inform the Board and membership about their programmatic priorities and guide staff in structuring programs. The sections prepare their own plans based on the Association's Strategic Plan and section goals.

The Strategic Plan does not establish costs or identify revenue necessary for carrying out programs. This is the purpose of the Business Plan developed by the Finance Committee. The Business Plan details costs of ongoing activities, the costs needed to implement the Strategic Plan, and possible revenue sources.

The Strategic Plan reflects individual member comment and input from each section and council, AWWA staff, AWWA customer and member needs surveys, and other important Association planning initiatives. 

JACK JOLLS BEGINS CONSULTING PRACTICE



Long-time CTAWWA member John D. "Jack" Jolls has opened a consulting practice from his home in Storrs, CT. Jack recently completed 19 years with Weston & Sampson Engineers where he was a Senior Vice President with responsibility for all of the firm's business in Connecticut and Western Massachusetts. He will continue to provide consulting for the firm.

In addition to his volunteer work for CTAWWA, Jack is Past President of both the American Council of Engineering Companies in Connecticut and the Boston Chapter of the Society for Marketing Professional Services. He holds a BS from Worcester Polytechnic Institute and an MBA from Northeastern University.

Jack will focus his consulting on areas such as leadership development, hiring practices for professionals, ethical decision-making, strategic planning and implementation, financial management for project managers, marketing department design and operation, coaching and mentoring and business development.

John D. Jolls and Company can be reached at 860-338-0069 or jjolls@aol.com.

The Board of Directors of the Connecticut Section of the American Water Works Association is proud to announce the promotion of Pamela Monahan to the position of Executive Manager of the Section effective March 1, 2006.

Pam joined the Section in 1999 as the Member Services Coordinator and has grown the position into planning, developing, executing and managing every aspect of the activities of the Section. Her foresight, ambition and sweat-equity were instrumental in propelling the Section's Annual Technical Conference and Vendor Exposition (ATCAVE) into the premier summit of water utility professionals in the state.

"Pam's ability to visualize a successful project and then work tirelessly at obtaining that vision is what makes everything she gets involved with so successful," offered Jean Zanella Dyer, Chair of the Section's Board. Pam's vision of a refreshing new look for InFlow Line magazine has brought this communication tool to a whole new level.

"Pam's willingness to try new things, her upbeat style, ability to work with our diverse membership and dogged determination are some of the things that make Pam stand out among her peers," commented Marcey Munoz, the Past Chair of the Section.

Pam resides in Waterbury and is involved in a variety of capacities in non-profit organizations. She is the Director of Development for St. Mary School. Pam is the former chair of the American Cancer Society Greater Waterbury Relay for Life and now serves on the Gala committee, and is a board member of the Young Parent Program at Crosby High School. She is a board member of the Exchange Club. She has served on the boards of the Greater Waterbury Chamber of Commerce, Exchange Club Family Life Foundation, Girls Incorporated, Waterbury Day Nursery, and Waterbury Chorale. She is a Eucharistic Minister, Lector, and serves on the Pastoral Council of St. Teresa of Avila Church in Woodbury.

Pam is a recipient of the Malcolm Baldrige Volunteer of the Year Award from the Greater Waterbury Chamber of Commerce.

PROTECTING WATERSHED LANDS



Al Dion of Groton Utilities says that it just makes sense to bring all the interested parties to the table.

Protecting watershed lands for future generations is the goal of an ambitious project undertaken by Groton Utilities, the state Department of

Public Health and several towns, agencies and local partners.

“Safeguarding human health, ensuring environmental and economic health and preserving the watersheds’ natural capacity to ensure water qualities, today and for the region’s future generations is the goal of this project,” explained Al Dion, Groton Utilities. The project will also serve as a pilot project supporting the State’s source water protection initiatives and providing a source water protection model for Connecticut’s 125 other communities with water supply watersheds.

“It is our intention to accomplish improved source water protection through sound partnership with the Connecticut Department of Public Health and development of effective community planning agency partnerships,” Dion pointed out.

“Our water sources currently provide excellent water quality but development pressures and the resulting increase in storm water runoff and effluent discharges to groundwater aquifers within watershed lands will eventually result in water quality degradation unless all communities come together to provide for smart growth through a cooperative planning effort.

How will they accomplish this ambitious goal?

for the Future

by Elizabeth Gara
Executive Director, CWWA

Critical Control Point management planning (CCP) will be used for planning watershed protection and development in this area. CCP is long-term implementation planning that identifies specific actions and controls for critical areas within a watershed. It emphasizes long-term water quality protection and minimizing risks to public health.

Critical Control Point management planning was first used in addressing food processing safety and has been modified for natural resource work, according to Gerald Iwan, Ph.D., Director, Drinking Water Section, State Department of Public Health. Water utilities in France, Australia, the United States and Iceland spoke at an international conference last year on how CCP had been implemented and the benefits it provides. All agreed that CCP helped them respond more quickly to water quality issues, helped them identify new risks and allowed them to be proactive in preventing problems from occurring.

Groton Utilities, a municipal water utility serving Groton, Noank, Groton Long Point and Ledyard, will serve as project manager, offering technical and

The planning process itself is transparent. Everything is on the table so there are no surprises.

- Lori Mathieu, Supervising Environmental Analyst for the state Department of Public Health

administrative support in addition to coordinating the project partners and stakeholders. Because Groton Utilities will soon become a regional supplier with the completion of a water main interconnection across the Thames River to serve Montville, they have a critical



opportunity to accomplish important regional goals.

The project hopes to address the following regional goals: 1) assurance of safe drinking water; 2) open space preservation; 3) Low Impact Development in environmentally sensitive watershed areas; 4) Smart Growth development applications; 5) improved quality from non-point source discharges to Long Island Sound; 6) maintaining reasonable costs for water treatment; and 7) regulatory compliance. The state Connecticut Department of Public Health, the state Department of Environmental Protection, the Office of Policy and Management and the Planning & Development departments from the Towns of Groton, Ledyard and Preston have all been identified as project partners.

What is the first step? The first step is sometimes one of the hardest - bringing people together. Fortunately, Groton’s 100-year celebration prompted a lot of discussion within the community about how to protect the area’s watersheds. This served as an important springboard to start looking at CCP and how it could benefit the community.

“Support and input from citizens, governing boards, public works, public utilities, the regional planning agency and various community groups and private businesses will be absolutely critical to the project’s success,” Al Dion of Groton Utilities explained.

One of the first steps in the project is to identify critical areas where protection and management is needed to preserve watersheds in the region. With proposals for parks, ball fields, golf courses, and new residential and commercial developments, it makes sense to move forward with a proactive plan rather than a reactive plan, according to Lori Mathieu, Supervising Environmental Analyst for the state Department of Public Health.

One of the benefits of using CCP planning in watershed protection is that the plan “will reflect the character of the community,” Iwan pointed out. Iwan added that CCP is a non-regulatory approach that will be less costly, less bureaucratic and less likely to result in litigation. It is consistent with EPA’s move toward more flexible approaches to watershed protection.

“The planning process itself is transparent. Everything is on the table so there are no surprises. This is beneficial

to everyone, including developers and town planners,” Mathieu added.

In addition, says Dion, public education is a key component of the plan. Information meetings, public hearings, visits to schools and watershed tours to inform people of the need to move forward with a balanced approach for protecting water resources while addressing the need for economic development and continued residential growth, will be a major focus for utilities and planning departments.

What are the barriers to moving forward? At this point, the project needs funding to move forward. The state Department of Public Health is trying to assist the project by finding federal funding sources. There is also legislation pending before the Connecticut General Assembly that would appropriate \$200,000 to the project.

Connecticut has long recognized the link between the quality of its water

sources and how the surrounding land is used and maintained. The state Department of Public Health has instituted a Source Water Protection program that establishes water quality standards that set overall goals for the protection, restoration, and management of surface and groundwater quality in the state. It also requires local planning and zoning commissions to consider the protection of existing and future sources of public drinking water in their local land-use plans and regulations.

“The Connecticut Water Works Association certainly supports this type of voluntary approach, which may work very well in some communities.

However, there are other important legislative and regulatory measures that could provide for consistent statewide source protection and water supply planning which we must continue to actively support,” commented Carlene Kulisch, CWWA President. 💧



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The Sausage Factory — continued


Even if the ruling is in CWWA's favor, DPH could still decide to promulgate regulations requiring prior review and approval. This process could take at least a year and a half. Or, DPH could concede that the review and approval process is unworkable. If, however, DPH rules that the new policy is enforceable, CWWA would be forced to appeal the decision in Superior Court.


To ensure that our members' interests are protected, CWWA also decided to pursue a legislative solution to this issue. The propose bill would clarify that routine distribution main installations are not subject to review and approval, consistent with the longstanding practice of the Department. At a recent public hearing on the bill, several CWWA members testified in support of the measure, including Danbury Water, Manchester Water, Colchester Water, Torrington Water, Birmingham Utilities, Aquarion Water, Connecticut Water and Regional Water Authority.

In addition, the Connecticut Construction Industries Association and Homebuilders Association of Connecticut testified in support of the bill. CWWA is now actively lobbying

lawmakers to pass the bill this session. We are scheduling one-on-one meetings with legislators and their area utilities, meeting at the state Capitol with legislators, issuing Legislative Alerts to encourage members to contact their legislators and lobbying lawmakers on a daily basis.

"These meetings are absolutely critical to our success at the state Capitol because our industry is so complex that we need to give our members the opportunity to explain issues to lawmakers firsthand," explained Carlene Kulisch, CWWA's President and Legislative Committee Officer. "This ensures that laws are shaped in a way that allows us to continue to provide our customers with a safe, reliable supply of quality water."

CWWA's success at the state Capitol and before state agencies is directly attributable to the involvement of its members. Working together as an association, CWWA commands the attention of lawmakers and public officials. If you are interested in joining CWWA or if you already a member and are interested in getting more involved, please call me at 860-547-0566. Together, we can make a difference! 



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ATCAVE'S Women in Water Forum


The "Women in Water" forum at the CTAWWA's Tenth Annual ATCAVE conference featured a panel of water professionals from throughout Connecticut. The event was structured after the national conference forum conducted in Orlando in 2004 and moderated by AWWA's then president-elect, Katie McCain.

The panelists were Ronnie Fields, Director of Northeast Business, Premier Laboratory; Lori Mathieu, Supervisor, Source Water Protection Unit, Drinking Water Section, Connecticut State Department of Public Health; Susan Suhanovsky, Senior Vice President/Secretary, The Torrington Water Company; and Maureen Westbrook, Vice President, Administration & Government Affairs, Connecticut Water Company. Jean Zanella Dyer, the Director of Human Resources & Customer Services for the Aquarion Water Company, moderated the panel discussion.

The panelists shared their experiences about making their way in the water business, associates who had helped them, and the challenges that face women in a primarily male-dominated industry. Lori shared that for women who are both pursuing a career and raising a family, balancing those two major obligations can be the most challenging aspect for any woman. Having few female counterparts on the technical side of the water industry can be equally challenging, Maureen commented. Sue shared a guiding principle that helps her keep focused: Listen to your intentions and keep your spirit whole; that's the surest way to stay true to yourself. Ronnie commented that women collaborate more and think outside of

the box. The panel concluded with some excellent advice for women: seek out a mentor, reach out to young women in the industry, go out for lunch with each others "just because," and get as much education as you can to keep learning!

Panelists recalled attending conferences and industry meetings in the recent past when they were one of only a few women involved in Section activities. They shared that networking was a natural extension of the mentoring and friendships that are fostered through Section activities, and that many of their male colleagues had encouraged them to get involved.

The forum was well attended by a number of women and several brave men from a variety of professions in the water business. We look forward to offering similar sessions in the future, celebrating the variety of perspectives, people and professions throughout AWWA. We encourage all of you to forward suggested topics to Jean Zanella Dyer, Chair, for future professional development workshops ([jzdyer@aquarionwater.com](mailto:τζdyer@aquarionwater.com)). 



Fielding questions from the audience at the Women in Water presentation held during ATCAVE are (from left) Lori Mathieu, DPH; Maureen Westbrook, Connecticut Water Company, Susan Suhanovsky, Torrington Water Company and incoming CVWWA President; Ronnie Fields, Premier Laboratory and Jean Zanella Dyer, Aquarion Water Co. and CTAWWA Chair. (Photo by Kathy Fortin)



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CTAWWA YOUNG PROFESSIONALS' COMMITTEE

Fresh Ideas 2006:

The CTAWWA Young Professionals' Committee conducted its Third Annual Fresh Ideas presentation competition at ATCAVE 2006. Three presentations were made to a panel of industry leaders and an audience. The topics featured included membrane systems and emergency response planning.




Jennifer Muir, the winner of the 2006 Fresh Ideas competition, is congratulated by Rajah Augustinraj.

Jennifer Muir of Wright Pierce, Inc. presented on Ultrafiltration for Removal of Manganese from Groundwater and was selected as the winner of this year's Fresh Ideas. Jen's winnings include a free registration and poster spot at the AWWA Annual Conference and Exposition to be held June 11-15 in San Antonio, TX. In addition, the Associates' Committee continues its support of the Fresh Ideas program with a \$300 prize towards expenses involved in attending the annual conference. The Young Professionals' Committee is excited to have Jen represent CTAWWA at the annual conference.

The Young Professionals' Committee also thanks the Associates' Committee for their continued support in helping engage more young professionals in the water industry.

The mission of the CTAWWA Young Professionals' Committee is to bridge the gap between water professionals at all stages in their careers through the development of programs that encourage and increase their participation and involvement in CTAWWA and AWWA.

Contact Rajah Augustinraj (rajah.augustinraj@m-e.aecom.com) or Tom Loto (tlot@pirnie.com) for more information on the Young Professionals' Committee work and activities. 

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