

# InFlow-Line

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



*Emergency Planning: What did we learn from storms Irene and Alfred? – page 3*

*Don't miss the Annual Joint Conference – May 23-25. – page 11*

*The Section Enhancers do a lot for us. See them all listed on page 22*

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On the cover: The Chatham Bars Inn on  
Cape Cod. This will be the site of this year's  
CWWA-CTAWWA Annual Joint Conference.

# From the CWWA President



Although most of CWWA's time is devoted to representing the interests of water companies at the state Capitol and before state agencies, we also strive to serve our members in other capacities. CWWA's Board of Directors has been active in updating and implementing a Strategic Plan for the organization.

The Strategic Plan focuses on the following goals:

## **Goal 1: Strengthen Legislative Outreach Efforts**

Guy Russo of Middletown Water is chairing this effort and has been working with the CTAWWA to develop ideas for a Water Day at the Capitol for 2013.

## **Goal 2: Highlight CWWA's Role in Assisting Members With Regulatory Compliance Issues**

Al Braig of The Connecticut Water Company has developed a survey tool to obtain information from members regarding interest in seminars on compliance issues. CWWA has also invited Attorney Paul McCary of Murtha Cullina to provide an overview of recreational use laws at our April meeting to help members who make lands accessible to the public protect their interests.

## **Goal 3: Increase Membership**

Bob Wesneski of Avon Water Company is spearheading this effort and has worked with Maureen Westbrook and Betsy Gara to update our membership brochure, develop a new banner and identify potential new members and supporters. The brochures will also be distributed to members to leave in their lobbies. CWWA's new banner and brochures were put to good use at ATCAVE at a table manned by CWWA board members throughout the day.

## **Goal 4: - Strengthen Organizational and Industry Visibility and Identity**

Don Carver of Waterbury Bureau of Water is leading this group to increase CWWA's visibility in the water industry. Action items include submitting more articles to Inflow-Line to highlight CWWA's role in the industry and enhancing the professionalism of CWWA's communications by using an electronic newsletter template to update members on a regular basis. Look for this tool to kick off later this year.

## **Goal 5: Enhance Partnership with CT section AWWA**

Jonathan Avery of Hazardville Water Company has been working with the CTAWWA's liaison Ray Baral of MDC to communicate regularly about how to strengthen the partnership between the organizations. Both individuals have been doing a terrific job of keeping the respective boards updated on activities. This communication has resulted in more discussion about how CWWA and CTAWWA can work together on behalf of the water industry.

## **Goal 6: Bylaw Review Committee**

David Medd of Aquarion Water is undertaking the task of reviewing the organization's bylaws to determine whether any changes are needed to guide us in the future. We refer to our bylaws often and it will be a great help to ensure that they are updated.

It is hard to believe that my term as CWWA's President is already drawing to a close. Serving on the board and as CWWA's President has given me tremendous insight into how hard our members work to shape public policies affecting the water industry – and how vital this is to the industry. I would like to thank all CWWA members for your hard work and thank your organizations as well for supporting your involvement. I also want to thank our Legislative Tri-Chairs and our Board for their dedication to CWWA and its mission. And finally, a special thanks to our Executive Director, Betsy Gara, for her hard work and passion that keeps the organization always moving forward.

**“Serving on the board and as CWWA's President has given me tremendous insight into how hard our members work to shape public policies affecting the water industry – and how vital this is to the industry.”**

“Working Together for Water Quality” is something we can all be very proud of as an industry.

If you are interested in finding out how your organization can become a CWWA supporter or member, please contact Betsy Gara at gara@gmlobbying.com or 860-841-7350. In addition to receiving updates on new and pending laws and regulations and discounts on CWWA conferences, supporters are invited to attend key meetings and place a free ad in our Summary of New Laws, which is distributed to our members at the Fall Conference.

Ted Norris  
President, CWWA



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# Emergency Planning



“How did water utilities fare during the storm? Fortunately, as acknowledged by the state Department of Public Health following Storm Alfred, the vast majority of water systems were not disrupted by the storm and service continued uninterrupted.”

emergencies. To address concerns regarding the need to improve the state’s emergency preparedness and response efforts, Governor Dannel P. Malloy convened a Two Storm Panel to develop recommendations to improve communication and collaboration between municipalities, utilities and state agencies during storm related events. He also called for the establishment of performance standards for utilities to address planning, hazard mitigation, staffing and equipment, response times and recovery efforts with hefty penalties for utilities that fail to meet the standards.

How did water utilities fare during the storm? Fortunately, as acknowledged by the state Department of Public Health following Storm Alfred, the vast majority of water systems were not disrupted by the storm and service continued uninterrupted. Generators were used to maintain power and some water companies even provided bottled water to residents served by wells who were left without water. There were, however, some smaller systems that were issued a Boil Water Advisory, which is generally a precautionary measure triggered by certain events such flooding which may cause a potential contamination issue.

This session, the Governor’s proposal, SB-23, An Act Concerning Emergency Preparedness and Response, was introduced before the legislature’s Energy & Technology Committee. The bill would have required all private utilities, including private water utilities, to develop an emergency response plan and submit it to the Public Utilities Regulatory Authority (PURA) for review and approval. It also called for all utilities, including private water utilities, to meet certain performance standards, including minimum staffing levels needed to respond to emergency situations.

Recognizing how vital public water supplies are to public health and safety, water utilities have long been required under state and federal law to develop and implement emergency planning to respond quickly to contamination, damage or disruption to the water system. Under existing law, each water company serving 1,000 or more persons or 250 or more consumers is required to develop and submit for approval to the state Department of Public Health, a water supply emergency contingency plan as part of its water supply plan. The plan uses an all hazard approach that encompasses the multitude of possible crises, from natural disaster to acts of terrorism.

Tropical Storm Irene and Storm Alfred resulted in two of the largest power outages in Connecticut’s history. Downed wires and tree limbs littered the roadways, leaving the state, municipalities and electric utilities struggling to clear roads, coordinate emergency operations and restore power. Many areas, including areas serving vulnerable populations such as nursing homes, hospitals and elderly housing complexes, were without power for close to two weeks. In some communities, major roadways were impassable, leaving residents without anyway to obtain food or healthcare services.

The two storms put into sharp focus concerns about whether the state, towns and utilities were truly prepared to respond to storm-related

*Continued on page 4*

# Emergency Planning (continued)

The plan must include: 1) a description of duties and responsibilities of key personnel involved in emergency response actions, and a procedure for contacting and scheduling staff to respond in emergencies; 2) the level of service to be sustained during water supply emergencies and procedures for providing essential potable water to priority users where priority is based on the potential risk to health, safety and welfare posed by the curtailment of service; 3) a communications plan for notifying customers; 4) a communications plan for notifying state, local and federal authorities; and 5) sabotage prevention plans.

The Connecticut Water Works Association (CWWA) therefore argued that the provisions in the bill applicable to water utilities were unnecessary given the existing state and federal laws governing public water supply emergency planning and preparedness. Moreover, the state Department of Public Health's Drinking Water Section has been designated by the federal government to have primacy over public water supplies and is the lead agency in implementing and enforcing laws and regulations governing water utility security and emergency response. CWWA shared concerns with lawmakers and the Governor's office that requiring private water companies to develop and submit an additional emergency response plan to PURA may create confusion as to which agency has regulatory authority over water supply emergency response efforts.

CWWA also pointed out that the bill calls for utilities to develop mutual aid agreements – agreements that many public water suppliers have already been utilizing. The Connecticut Water/Wastewater Agency Response Network (CtWARN) is one such example that enables water and wastewater utilities in Connecticut to restore facilities damaged by natural or man-made incidents by sharing resources with other member utilities. Mutual aid and assistance agreements between

water and wastewater utilities are one of many critical elements to maintaining services and resiliency during an emergency. CtWARN and similar organizations provide increased planning, coordination and enhanced access to specialized resources to enable rapid, short-term deployment of emergency services to restore critical operations of the affected utility. Joining CtWARN is free. Utilities interested in obtaining more information about CTWARN can visit their website at [www.ctwarn.org](http://www.ctwarn.org)

The bill approved by the Energy & Technology Committee was amended to exclude private water utilities from developing a separate plan and meeting performance standards. However, private water utilities and other utilities will be included in the state's efforts to implement a civil preparedness plan – something that CWWA supports and should be expanded to include municipal and regional water utilities.

## State Initiatives to Enhance Emergency Planning & Exercise

Recognizing the importance of emergency planning and preparedness in protecting the public health and safety of residents, water utilities are actively participating in Governor Malloy's initiative which has set a number of goals regarding emergency planning and exercise that must be accomplished by September 1. The state Department of Emergency Management and Homeland Security (DEMHS) has convened work groups comprised of state, local, federal and private sector partners to assist in reaching these goals.

**The Energy and Utilities Work Group** is comprised of various experts who are being brought together to identify issues, procedures, and policies necessary to assist in the creation of an energy and utilities annex to the State Response Plan, as well as an energy and utilities annex template for the



Local Emergency Operations Plan. The primary purpose of the group is to coordinate all emergency management efforts at the local, state, and private sector level and to create a smoother and more complete communications flow between the utilities, public service companies, municipalities and the state.

Erik Bernard of Aquarion Water Company and David Radka of the Connecticut Water Company are serving on this work group. "So far, their focus has been on providing a better understanding of the importance of water utilities during emergencies including maintenance of water service for first responders, fire protection and the community at large. Descriptions of industry associations such as CWWA, CTAWWA and CtWARN are being provided to determine how they might play a role. In addition, communications and possible points of contacts are being discussed to provide the state with a better sense of where to go and who to contact during an emergency," said Bernard.

The primary task of the **Exercise Work Group** is to accomplish Governor Malloy's initiative of a real-time exercise involving local and state agencies, as well as utilities, by September 1. This effort has brought together various experts who are using the State Response Framework and the existing five DEMHS Planning and Preparedness Regions to refine the exercise planning in order to create an overall exercise plan that will meet the Governor's goal. Tom Chaplik of the South Central CT Regional Water Authority and Al Braig of The Connecticut Water Company are participating in this work group.

“Consistent with the National Incident Management System, the Water Sector utilities will have a significant role in the planned exercise. Because this is an opportunity for water and wastewater utilities to participate with other local and state agencies, we urge the utilities to contact their Regional Coordinator at the state Department of Emergency Services and Public Protection Division of Emergency Management & Homeland Security for more details about their potential role in the exercise,” Chaplik said.

**The Plans Review Committee** will work with the Energy and Utilities Work Group to create an ESF 12 All Hazards Annex to the State Response Framework, as well as a template for ESF 12 for the local emergency operations plans.

**The Technology Work Group** is reviewing issues regarding mapping critical points.

**The Training (NIMS) Work Group** is addressing issues relating to training company personnel relative to emergency response.

In addition, noted Braig, “the Department of Public Health is currently working on developing a WebEOC tool to track the status of water systems serving populations greater than 1000. The WebEOC is being modeled on a system currently being used to track the status of hospitals throughout the state. Christopher Roy, of DPH, is spearheading this effort and representatives from several of the large water utilities participated in an initial meeting in January. This web based tool is scheduled to be operational by September of this year.”



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**Connecticut Section AWWA  
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**Suggested topics include** - biological treatment, climate change issues/impacts, corrosion control, disinfection by-products, water treatment in developing countries, disinfection practices, distribution system issues, energy optimization and sustainability, groundwater, EDC/ Microconstituent issues, inorganic contaminants, lab methods & analysis, membranes, microbiology/organisms in water, organic contaminants, regulatory issues & policy issues, non-municipal treatment applications, residuals and disposal, reuse issues, water security, source water protection, taste and odor issues, treatment processes and techniques, UV, AOP and Ozone, and contaminant occurrence monitoring, etc.

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

**Deadline** - Submissions are due by June 1, 2012 and should be sent via email to Fred Rogers at [frogers@southingtonwater.org](mailto:frogers@southingtonwater.org) or Craig Patla at [cpatla@ctwater.com](mailto:cpatla@ctwater.com).

**Questions** - Please call Program Co-Chairs Fred Rogers, Southington Water at 860-628-5593, or Craig Patla at Connecticut Water Company at 860-664-6140. 💧



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# Pending Legislation Affecting the Water Industry

By Elizabeth Gara, Executive Director, CWWA

The Connecticut Water Works Association (CWWA) has been very busy at the state Capitol representing the interests of the water industry. Thanks to the involvement of our members, we have been successful in addressing a number of issues that would have negatively impacted the industry. The legislature adjourned on May 9 and CWWA monitored pending legislation and amendments until the gavel came down at midnight. Here's an update of what's been happening:

## WATER CONSERVATION

The Energy Committee deleted the provisions in SB-415 which would have adjusted ratemaking mechanisms to help promote water conservation. As amended, Section 77 of the bill directs the Public Utilities Regulatory Authority (PURA) to initiate a docket to identify measures to promote water conservation and report back to the committee by January 1, 2013. Sen. John Fonfara did however, offer an amendment to the bill that reinstated provisions to expand Water Infrastructure Conservation Adjustment (WICA) eligible projects to include (1) purchase of energy efficient equipment or investments in renewable energy supplies; and (2) capital improvements necessary to achieve compliance with stream flow regulations and raise the cap for WICA to ten per cent between rate case.

Another measure, SB-348, which includes the ratemaking mechanisms to help promote water conservation, was approved by the Environment Committee. CWWA will continue to work with the Nature Conservancy, the Rivers Alliance and other environmental organizations to win passage of legislation to adjust ratemaking mechanisms in ways that will promote water conservation and sustainable resources.

## DAM SAFETY PERMIT FEES

HB-5130, as proposed, included steep fees that would have cost water companies tens of thousands of dollars each year. CWWA, RWA and MDC opposed the bill at a public hearing before the Environment Committee, outlining concerns that the bill would impose hefty fees on public water suppliers even though responsibility for dam inspections and maintenance would be borne by dam owners/operators. CWWA also met with the state Department of Energy & Environmental Protection (DEEP) regarding these concerns, outlining the costs to each of our members. Fortunately, CWWA was successful in stripping the fees out of the bill, which was amended and approved.

## EMERGENCY PREPAREDNESS

CWWA was successful in raising concerns with committee members and the Governor's Office relative to SB-23, An Act Concerning Emergency Preparedness, which would have required all public service companies, including private water companies, to meet certain performance standards, including minimum staffing levels. The amended bill no longer subjects water utilities to such performance standards.

## MUNICIPAL WATER RATES

SB-449 as approved by the Energy Committee prohibits a "legislative body of a municipality with a population greater than seventy thousand that operates a municipal waterworks system pursuant to this chapter and a municipal electric utility pursuant to chapter 101" from increasing rates more than 10% without the approval of PURA. The bill, which CWWA opposes, heads to the Senate for further action.

## LIABILITY FOR THE RECREATIONAL USE OF LAND

CWWA testified in opposition to SB-455, which would chip away at the reform measure passed last year that provides liability protection to municipalities by exempting public beaches, boardwalks, designated spectator areas and structures, and paved sidewalks open to the public for pedestrian use from the protections adopted last year. The bill is expected to die in the Judiciary Committee.

## PHOSPHATES

CWWA supports SB-254, which would restrict the application of fertilizers on lawns that contain phosphate to help protect water quality. The bill, as amended by the Environment Committee, would also expand the Clean Water Fund to make nutrient removal eligible for grants and loans. Another bill, SB-440, would direct DEEP to work with various municipalities to develop a state-wide strategy to reduce phosphorous loading in inland non-tidal waters in order to comply with Federal EPA standards, including providing clear guidance to municipal and regional water pollution control authorities as to what capital improvements need to be made to comply and establishing a safe harbor rule for the water pollution control authorities that make capital improvements when they rely on this guidance.

## SALE OR ABANDONMENT OF WATER SUPPLY SOURCES AND ASSOCIATED LAND

CWWA is continuing to work with the state Department of Public Health (DPH) to address concerns with HB-5334 which is intended to improve the process for the

abandonment or sale of water supply sources and associated land. However, as drafted, the bill creates some confusion and expands the current law to include potential water supply sources. The bill was approved by the Public Health Committee as a "Work in Progress".

### MERGERS AND ACQUISITIONS OF HOLDING COMPANIES

SB-416 expands the Public Utilities Regulatory Authority's jurisdiction over the mergers and acquisitions of the holding companies of certain utility companies. It was approved by the Energy Committee and heads to the Senate for further action. CWWA opposes the bill.

### DISCLOSURE OF UTILITY SALARIES

Although HB-5542 was approved by the Energy Committee, the Committee Co-Chair Sen. John Fonfara indicated that he had concerns with the bill, which would require the disclosure of the salaries of certain executives of public utility holding companies, limit the ratepayer funds used to compensate such executives, credit certain utility customers for food losses during prolonged service outages

and require certain utility companies to waive late fees and credit customers during prolonged service outages. CWWA opposes the bill.

### OPEN SPACE PLAN

CWWA's concerns relative to SB-347 were addressed by the Environment Committee. The bill revises the state's open space plan by increasing the frequency of revisions to such plan, identifying lands of highest priority for conservation and making recommendations for the establishment of a system to accurately keep track of lands preserved as open space.

Other bills that have already died this session include:

- 1) a bill to require testing of pressure vacuum breakers every 5 years rather than 2 years, and
- 2) a \$10,000 penalty provision for any violation of the Public Health Code.

For a final wrap-up of legislative issues affecting the water industry, attend this year's CT Section AWWA/CWWA Annual Meeting at Chatham Bars, May 23-25. 💧

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# CWWA Compliance Corner

## Stage 2 Disinfectants and Disinfection Byproduct Rule

The Stage 2 Disinfectants and Disinfection Byproduct Rule (Stage 2 DBPR) requires systems that deliver water that has been treated with a primary or residual disinfectant other than ultraviolet light to submit a Compliance Monitoring Plan to the state Department of Public Health for review and approval. The Stage 2 DBPR is intended to reduce potential cancer and reproductive and developmental health risks from disinfection byproducts in drinking water, which form when disinfectants are used to control microbial pathogens. The Stage 2 DBPR applies to community and non-transient non-community water systems that add and/or deliver water that is treated with a primary or residual disinfectant. There are 237 systems that will be impacted by the Stage 2 DBPR. Of these systems, 201 will be impacted by the early implementation activities of the Stage 2 DBPR. The Department has developed a new form and instructions to help public water systems develop the required compliance monitoring plan, which you may access at <http://www.ct.gov/dph/cwp/view.asp?a=3139&Q=387306#Stage2>.

## EPA's Adaptation Strategies Guide for Water Utilities

EPA's Climate Ready Water Utilities initiative developed a guide to assist drinking water and wastewater utilities in gaining a better understanding of what climate change-related impacts they may face in their region and what adaptation strategies can be used to prepare their system for those impacts. The guide contains easy-to-understand climate science and information, utility adaptation case studies, as well as an adaptation planning worksheet. The information provided in the guide will help jump start the adaptation planning process at drinking water and wastewater utilities that may not have started to consider climate change impacts or adaptation. It can also be used by any group or organization that is interested in water sector climate challenges. The guide can be accessed at <http://water.epa.gov/infrastructure/watersecurity/climate/index.cfm#asg>

## Privacy Protection Laws – Are you in Compliance?

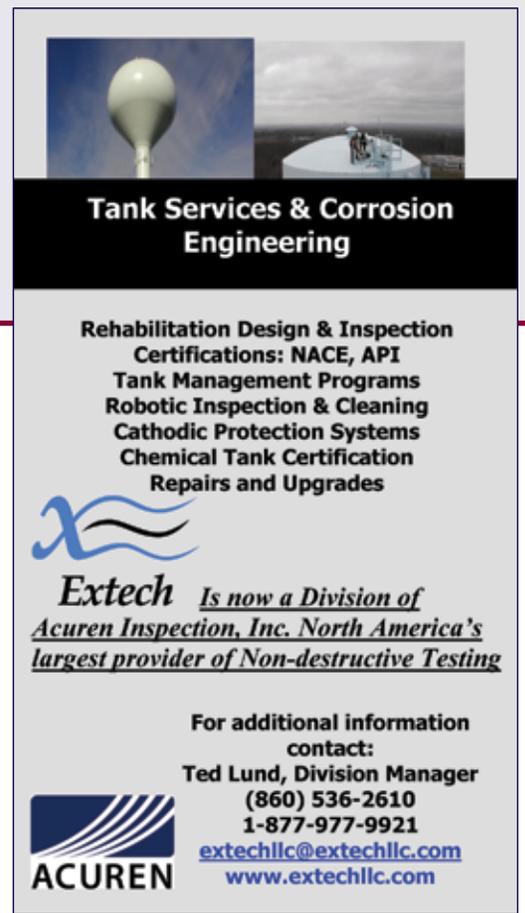
Some water companies request an individual's social security number in order to establish new service. If you collect social security numbers from customers or employees, you are required to adopt a privacy protection policy outlining how the confidentiality of the data will be protected. The policy must be displayed publicly, which may include posting it on your company website. In addition, Public Act 08-167 requires any company holding "personal information" belonging to another to safeguard the data and, when disposing of it, destroy the data prior to disposal. "Personal information" is defined as information that can be associated with a particular individual, such as a Social Security number, driver's license number, state identification card number, account number, credit or debit card number, passport number, alien registration number or health insurance identification number. Any person or business that willfully violates this act is subject to a civil penalty of \$500 for each violation, not to exceed \$500,000 for any single event. 💧



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# From the CTAWWA Chair



The saying "Time flies when you're having fun" can not be any truer. It is so hard to believe this will be my last letter as Chair and that my tenure is nearly at an end. I have thoroughly enjoyed every minute of serving as Chair and representing the Section and thank you for this opportunity.

As our lives change and we move forward, I must say the Section continues to be strong and vibrant and I am proud to be a member. Many things happen within the Section that sometimes goes unnoticed and I want to thank all the committee members and chairs, council chairs, board members and executive manager for all the hard work and countless hours they put in. I must also thank all the member utilities and companies for allowing their staff the time to make the Section the success it is. Thank you all.

Best wishes to Ray Baral, of the MDC, as he assumes the Section Chair at the annual conference in May.

The Board goal of maintaining current levels and increasing membership is moving forward with a re-energized committee. A new co-chair, Ed Michalek, has joined co-chair Marcey Munoz. The committee is working on new strategies that I have no doubt will benefit the Section.

This year's ATCAVE held on February, 29 at the Crowne Plaza in Cromwell was a huge success, with record setting attendance. This was a great opportunity to see the latest in technology, equipment and materials used in the water industry, while being able to attend interesting and informative sessions and earn Training Contact Hours. This year's Vendor Expo was a sell out with 68 booths. Thank you to all vendors, your support is greatly appreciated.

The ATCAVE committee put together a great program that earned some great reviews by the participants. Besides full classes for treatment, distribution and small systems programs, there were also well attended programs focusing on energy conservation and

going green, as well as a very insightful and interesting round table discussion on recovering from severe weather. Attendees heard the different perspectives of the State Department of Public Health, the Town of Portland, Bristol Water Department, Colchester Water Department and Connecticut Water Company, in their respective and somewhat different dealings with the two weather related emergencies during 2011. Thanks to the committee for all their work in preparing a successful program.

**"I have thoroughly enjoyed every minute of serving as Chair and representing the Section and thank you for this opportunity."**

We are currently preparing for the 2012 Water Boot Camp, with the MDC hosting this year's event. Thanks to Marcey Munoz and Ray Baral for making this happen. The two previous programs hosted by Aquarion Water and Regional Water Authority were very successful with a great story to tell. The camp gives interested high school students the experience on what it actually takes to bring clean and safe drinking water from the source to the tap. Regional Water will sponsor another boot camp during 2012 with Common Ground High School that will be independent of the Section sponsored boot camp. RWA will also host an intern from last summer's boot camp.

## Save the date!

This will be my last reminder on the upcoming 41st joint CTAWWA & CWWA Annual Conference. We will be returning to the Chatham Bars Inn on Cape Cod on May 23-25. A full agenda is being planned so again, please be sure to register early so you don't miss out on a great opportunity to visit Cape Cod and Chatham Bars Inn.

Sincerely,  
John J. Keefe, Jr.  
Chair, CTAWWA, 2011-2012  
860-454-4473  
Cell - 860-682-5988  
jaykef@sbcglobal.net

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## CTAWWA Contact Information

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

# CONNECTICUT SECTION AWWA AND CONNECTICUT WATER WORKS ASSOCIATION

*41st, ANNUAL JOINT CONFERENCE*  
Wednesday, May 23, 2012 to Friday, May 25, 2012



**JOIN US for the 2012 ANNUAL JOINT CONFERENCE as we return to an old favorite, Chatham Bars Inn, on beautiful Cape Cod.**

**\*\*\*\* Training Contact Hours (TCH) will be offered for educational credits \*\*\*\*  
during the Wednesday and Thursday sessions.**

This year's conference will feature a full array of interesting technical sessions, industry updates and conference events that will benefit all attendees, including an AWWA/Section Forum, which will be facilitated by AWWA Vice-President Dennis Kelleher. Conference registration begins at 11:00 a.m. on Wednesday, May 23, 2012 followed by a buffet luncheon at 11:30 a.m. As in the past, we are grateful to have the Associates Committee sponsoring the Wednesday luncheon and the keynote speaker, Richard Delaney President and CEO of the Provincetown Center for Coastal Studies. Technical contact hours (TCH) will be offered again this year for the technical sessions.

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

- **Conference Agenda**: The Conference Agenda details the times and topics of technical sessions.
- **Conference Registration**: The Conference Registration Form should be completed and returned with the appropriate registration fees by Wednesday, May 9, 2012. 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 greens fees, cart, box lunch and prizes and is not refundable.
- **Technical Session Registration**: Registration Form for the Technical Sessions only.
- **Hotel Registration**: The Hotel Registration Form must be completed and returned to the Chatham Bars Inn, with the appropriate deposit, by Wednesday, May 9, 2012. Breakfast, dinner, taxes and fees are included in the room cost. The number of rooms available are limited and will be available on a first come, first serve basis. Hotel registrations forms must be sent directly to the Chatham Bars Inn.
- **Sponsorship Opportunities**: Companies are offered 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 CTAWWA Executive Manager by Wednesday, May 9, 2012 to meet publication deadlines.

CTAWWA accepts all major credit cards and you can register for the conference on-line. Please visit our website [www.ctawwa.org](http://www.ctawwa.org) for details.

We look forward to seeing you at the Cape in May.

**2012 Annual Conference  
Committee**



**CTAWWA / CWWA**  
**41st Annual Joint Conference**  
**CONFERENCE AGENDA**

**Wednesday, May 23**

**Special Note:**

**Training Contact Hours (TCH) are available for educational credits for the Wednesday Afternoon (3.5\* TCH) and Thursday Morning (2.5\* TCH) Sessions**

11:00 a.m. **Registration**

11:30 a.m. **Luncheon** – Sponsored by the Associates Committee

1:00 p.m. **Luncheon Speaker**  
**Richard Delaney, Provincetown Center for Coastal Studies**

2:00 p.m. **Technical Session Begins**

2:00 p.m. **Welcoming Remarks**  
Jack Keefe, CTAWWA Chair  
Ted Norris, CWWA President

2:15 p.m. **National Update**  
Dennis Kelleher, Vice-President, AWWA  
Marcey Munoz, CTAWWA National Director

3:00 p.m. **CWWA – Regulatory Update**  
Betsy Gara, CWWA Executive Director  
CWWA Legislative Chairs: Carlene Kulisch, Maureen Westbrook and Guy Russo

3:45 p.m. **Capital Improvement Plans—Why Do Them?**  
Peter J. Grabowski, P.E., Tighe & Bond  
Darleen P. Buttrick, P.E., Tighe & Bond

4:30 p.m. **Utilizing Membranes for Drinking Water Treatment**  
Robert T. Shoaf, P.E., URS

5:15 p.m. **To Be Determined**

5:30 p.m. **Technical Session Adjourns**

6:45 p.m. **Reception, Dinner and Awards Banquet**  
Guest Speaker, Dennis Kelleher, Vice-President, AWWA

\* TCH hours pending approval from CT-DPH  
Agenda subject to change

**CTAWWA / CWWA**  
**41st Annual Joint Conference**

**CONFERENCE AGENDA**

**Thursday, May 24**

- 7:30 a.m. **Breakfast Meeting** – CWWA Board
- 8:00 a.m. **AWWA / Section Forum** – Facilitated by Dennis Kelleher, Vice-President, AWWA
- 8:45 a.m. **Technical Session Begins**
- 8:45 a.m. **Water Quality and Communications Equipment Upgrades to an Existing Water Storage Tank**  
Christopher C. Hodgson, Natgun, a division of DN Tanks
- 9:30 a.m. **Removal of THM's Within Storage Tanks Using Aeration**  
Randy L. Moore, Utility Service Company Inc.
- 10:15 a.m. **Going Green at Aquarion**  
John Herlihy, Aquarion Water Company of CT  
Len DeJong, Aquarion Water Company of CT
- 11:15 a.m. **Technical Session Adjourns**
- 7:00 p.m. **Reception and Dinner**

**Friday, May 25**

- 8:00 a.m. **Breakfast Meeting** - CTAWWA / CWWA Joint Board Meeting
- 9:00 a.m. **A River Runs Through It: Constructing a Wellhouse in the Connecticut River Floodplain**  
Darleen P. Buttrick, P.E., Tighe & Bond  
S. William Jarzavek, Cromwell Fire District  
Paul E. Malmrose, P.E., Tighe & Bond
- 10:00 a.m. **CtWARN—Five Years Later**  
Tom Chaplik, Regional Water Authority
- 10:45 a.m. **Break**
- 11:00 a.m. **Water for People - Activity Update**  
Steve Melanson, Water for People Committee
- 11:15 a.m. **WFP SMARTS Game**  
Steve Melanson, Connecticut Water Company
- Noon **Closing Comments and Adjournment**  
Ray Baral, CTAWWA Chair  
Jonathan Avery, CWWA President

## **FEATURED SPEAKER**

**Dennis Kelleher**  
**Vice-President**  
**American Water Works Association**



Dennis M. Kelleher is the Senior Vice President of Holzmacher, McLendon & Murrell, P.C. (H2M). He directs a wide variety of water supply storage and treatment facilities, design and construction management projects. This includes master planning studies, district extension reports, and design and construction supervision of supply wells, pump stations, storage facilities and treatment systems.

Dennis joined AWWA in 1986 and is extremely involved in the New York Section AWWA and Long Island Water Conference Operator Training Programs. He has been the instructor for over 20 NYSAWWA training seminars over the past 10 years and is a member of the NYSAWWA Education and Program Committees. He has established the NYSAWWA Top Ops Competition and coordinates the Regional competitions throughout New York State.

Dennis lives in Centereach, Long Island with his wife Patricia. They have three daughters: Kathleen, Megan and Colleen.

## **WEDNESDAY'S LUNCHEON SPEAKER**

**Richard Delaney**  
**President and CEO**  
**Provincetown Center for Coastal Studies**

The Provincetown Center for Coastal Studies sits at the end of the land and the beginning of the sea. Our vantage point, at the tip of Cape Cod, allows us to work in the midst of an extraordinary ecosystem where all things converge. It is the place where the temperate zone and the sub-boreal zone meet, where the sandy shore knows its northernmost reach and the rocky shore is about to begin. The explosion of upwelling nutrients just offshore and the convergence of many habitats means an explosion of wildlife as well, a home to feed and breed for shorebirds and turtles, whales and dolphins, seals and ground fish, sponges and periwinkles, sea urchins and sand dollars.

From our field station in Provincetown on this narrow, sandy spit of land, we can easily voyage into the greater Gulf of Maine to work on issues of habitat protection, ecosystem management, marine mammal and marine wildlife conservation. We fly aerial surveys over Cape Cod Bay; survey the humpback feeding grounds of Jeffreys Ledge off New Hampshire and Stellwagen Bank off Massachusetts; huddle over countless tables with shipping companies, municipal leaders, fishermen, and government officials to come up with new ways of solving old problems.

Our work carries us to collaborations throughout the Gulf of Maine with such institutions as the U.S. Coast Guard, McMaster University, the New England Aquarium, the Woods Hole Oceanographic Institution, the Massachusetts Division of Marine Fisheries, the National Marine Fisheries Service, and the Canadian Department of Fisheries and Oceans. We welcome them back to our Provincetown port as well, where scientists and managers, professors and policy makers can use our facilities in pursuit of a common goal: the preservation of marine habitats.

We believe the preservation of marine and coastal habitats and the recovery of species is crucial to the health of all life. But to care deeply about a world that we do not inhabit, about microscopic diatoms and plankton, about fiddler crabs and baleen whales whose lives are seemingly independent of our own, it is first necessary to know about them. It is this desire to know which drives our work, for we believe that the successful management and preservation of ecosystems depends on strong, detailed knowledge of species and their natural history.

At the heart of our mission is conservation biology, what sociobiologist E.O. Wilson calls "a discipline with a deadline," for what we do not save today may be gone tomorrow.

**CTAWWA & CWWA 41st Annual Joint Conference**

Chatham Bars Inn, Chatham, Cape Cod, MA

May 23-25, 2012

**Full Conference Registration Form**

Includes Technical Sessions

Name: \_\_\_\_\_ Spouse/Guest: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

E-Mail: \_\_\_\_\_ Phone #: \_\_\_\_\_

**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 9, 2012)..... \$175

Registration Member (After May 9, 2012)..... \$200

Registration Spouse/Guest ..... \$50

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

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

Golf: Member ..... \$100

Box Lunch Selection (circle one): Roast Beef Turkey Ham

Golf Spouse/Guest ..... \$100

Box Lunch Selection (circle one): Roast Beef Turkey Ham

*To arrange for golf teams: Contact Dan Lesnieski at (800) 428-3985 ext. 3078 Fax (860) 669-9326*

**Bocci Tournament:**

Bocci: Member ..... \$10

Bocci: Spouse/Guest..... \$10

Please note: Lunch is on your own for bocci participants.

**TOTAL OF ALL CIRCLED ITEMS** .....

**Please note:** CTAWWA accepts all major credit cards. To make payment by credit card, please fill out the following information and fax to (203) 725-0445, Attention: Pamela Monahan. Otherwise a check can be mailed to the address below. To register online with a credit card, please visit our website: [www.ctawwa.org](http://www.ctawwa.org)

ADVANCED REGISTRATION is required for the conference.

Please return this form with your check payable to: "CTAWWA" and mail to:

**CTAWWA  
Pamela Monahan, Exec Manager  
72 Rockland Ave  
Waterbury CT 06708**

Type of Credit Card: (please circle one)	Visa/MC	AMEX	Discover	Amount: _____
Credit Card Number: _____	Exp Date: _____	CCV #: _____		
Name on Card: _____	Signature: _____			

**CTAWWA & CWWA 41st Annual Joint Conference**

Chatham Bars Inn, Chatham, Cape Cod, MA

May 23-25, 2012

**Registration for Technical Sessions ONLY**

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

E-Mail: \_\_\_\_\_ Phone #: \_\_\_\_\_

**Note:** Please use this form to register for the Technical Sessions ONLY. By registering for only the Technical Sessions, you will not be admitted to any of the conference related activities. If you wish to register for the entire conference, please use the Full Conference Registration Form.

**TECHNICAL SESSIONS** (Per person): Circle choices

Wednesday Afternoon Technical Session..... \$50

Thursday Morning Technical Session ..... \$50

Both Wednesday Afternoon and Thursday Morning Technical Sessions..... \$100

**WEDNESDAY LUNCHEON:**

Wednesday Afternoon Luncheon..... \$25

TOTAL OF ALL CIRCLED ITEMS ..... \_\_\_\_\_

**Please note:** CTAWWA accepts all major credit cards. To make payment by credit card, please fill out the following information and fax to (203) 725-0445, Attention: Pamela Monahan. Otherwise a check can be mailed to the address below. To register online with a credit card, please visit our website: [www.ctawwa.org](http://www.ctawwa.org)

ADVANCED REGISTRATION is required for the technical sessions.

Please return this form with your check payable to: "CTAWWA" and mail to:

**CTAWWA  
Pamela Monahan, Exec Manager  
72 Rockland Ave  
Waterbury CT 06708**

Type of Credit Card: (please circle one)      Visa/MC      AMEX      Discover      Amount: \_\_\_\_\_

Credit Card Number: \_\_\_\_\_      Exp Date: \_\_\_\_\_      CCV #: \_\_\_\_\_

Name on Card: \_\_\_\_\_      Signature: \_\_\_\_\_

**CTAWWA & CWWA 41st Annual Joint Conference**  
 Chatham Bars Inn, Chatham, Cape Cod, MA  
 May 23-25, 2012

**\*\*\* SPONSORSHIP OPPORTUNITIES \*\*\***

Company Name: \_\_\_\_\_  
 Contact Name: \_\_\_\_\_ Phone #: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Email Address: \_\_\_\_\_

We wish to be a sponsor for the following Annual Conference events: Circle Choices

- Social Hours:** *Wednesday and Thursday Evenings* ..... **\$500**
- Afternoon Break Station:** *Wednesday Afternoon* ..... **\$100**
- Morning Coffee Breaks:** *Thursday and Friday Mornings* ..... **\$200**
- Audio & Visual:** *All Technical Sessions* ..... **\$200**
- Sports Events:
- Bocci Tournament Sponsor** ..... **\$50**
- Golf Tournament Hole Sponsor Sign** ..... **\$100**

**\*\*\* EXCLUSIVE SPONSORSHIP OPPORTUNITY \*\*\***

**Conference Program Booklet:** *Full Page Back Cover Ad* ..... **\$600**

TOTAL OF ALL CIRCLED ITEMS ..... \_\_\_\_\_

**Please note:** The CTAWWA accepts all major credit cards. To make payment by credit card, please fill out the following information and fax to (203) 725-0445, Attention: Pamela Monahan. Otherwise a check can be mailed to the address below. To register online with a credit card, please visit our website: [www.ctawwa.org](http://www.ctawwa.org)

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: "CTAWWA" and mail to:

**CTAWWA**  
**Pamela Monahan, Exec Manager**  
**72 Rockland Ave**  
**Waterbury CT 06708**

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 served basis. \*\*\*

Type of Credit Card: (please circle one)	Visa/MC	AMEX	Discover	Amount: _____
Credit Card Number: _____	Exp Date: _____	CCV #: _____		
Name on Card: _____	Signature: _____			

**CTAWWA/CWWA 41st Annual Joint Convention  
Chatham Bars Inn  
Wednesday, May 23, 2012—Friday May 25, 2012  
ROOM RESERVATION FORM**

Chatham Bars Inn  
297 Shore Road  
Chatham, MA 02633

Please print clearly and return form to:  
Email: [welcome@chathambarsinn.com](mailto:welcome@chathambarsinn.com)  
Fax: 508-945-6785

NAME: \_\_\_\_\_

BILLING ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_ EMAIL ADDRESS: \_\_\_\_\_

\*\*\*\*\*

**Run of the House Rooms are \$341.60/night, single occupancy.  
\$232.45/night/per person, double occupancy.**

This rate is inclusive of dinner, breakfast, all fees and taxes  
Rooms will be assigned based on availability when reservation is received.  
Arrival time is 4:00 pm, departure time is 11:00 am

Number of guests: \_\_\_\_\_

Arrival Date: \_\_\_\_\_ Departure Date: \_\_\_\_\_

Credit Card # \_\_\_\_\_

Expiration Date: \_\_\_\_\_ Security Code: \_\_\_\_\_

Name on Card: \_\_\_\_\_

\*\*\*\*\*

This form must be received by the cutoff date of **May 9, 2012**

**Room Cancellation Policy:**

All reservations must be received by **Wednesday, May 9, 2012** to ensure guestroom availability as outlined above. One night's deposit and credit card guarantee for the entire stay is required at the time of booking. Credit cards will not be charged for entire stay but just used as a guarantee. Reservations may be cancelled up to seven (7) days prior to arrival without penalty. For cancellations received within six (6) days of arrival, deposit is not refundable unless rooms are resold.

I have read and understand the above cancellation policy  \_\_\_\_\_  
Signature of Attendee

# A Graduation Photo

Connecticut Water's (l to r) Cindy Gaudino, Fred Rogers and Steve Melanson examine the photo shown below. It's from a 1975 water treatment course in preparation for a state certification exam. It was furnished by Jack Keefe. John Herlihy, who was also in that class, says that the text for the course was Manual of Instruction for Water Treatment Plant Operators. Can you spot Jack and John? 💧



There's FaceBook and then there's face to face...

## Join the CTAWWA Young Professionals

There's nothing better than meeting and getting to know other young people who are working in the Connecticut water supply industry. Here's a place to make new friends, develop contacts, exchange ideas and go out together for some fun and relaxation.

The Young Professionals (age 35 and under) meet monthly after work. Many parts of the water supply industry in Connecticut are represented including engineering firms, consultants, suppliers and small and large water companies.

If you are unsure about membership, we would invite you to attend a meeting or two. CTAWWA membership is encouraged to continue participating.

If you'd like to learn about others' ideas and work experiences, widen your circle of friends within the water supply industry and have some fun doing it, the CTAWWA Young Professionals is for you. We look forward to getting to know you!



Contact Jay Reginatto ([Gerald.reginatto@hdsupply.com](mailto:Gerald.reginatto@hdsupply.com)) or Tiffany Lufkin ([tlufkin@rwater.com](mailto:tlufkin@rwater.com))



# Starting a Civil Engineering Firm



**Don Snyder, P.E., finds that even in difficult financial times, hard work makes all the difference.**



A recent Snyder Civil Engineering project included an 8"x8" Tapping Sleeve with 8" Gate Valve Installation on an existing 8" C900 PVC Water Main for United Water Connecticut, Inc.



Neal DeDominicis, Operations Engineer for United Water Connecticut, Inc. (left) and Don Snyder (right) review plans for the construction of a new 24" Ductile Iron Water Main installation on the construction site. Snyder Civil Engineering was selected to provide planning, mapping, design, permitting, and resident project engineering services for the project.

There was never any doubt in Don Snyder's mind that he wanted to be a civil engineer.

At Roger Williams University in Bristol, RI, he worked hard and even took an internship at Kaestle Boos Associates in 2002 so he could become proficient in the use of AutoCAD. During the following summer in 2003, Snyder took an internship with Roald Haestad. He graduated from Roger Williams, cum laude, in 2004. Then it was off to CTAWWA member firm Roald Haestad in Waterbury when he got to apply much of what he had learned in college, full-time on real-world projects for Connecticut water utilities.

"I learned a lot at Roald Haestad," Snyder noted. "As I gained experience, I began to enjoy the independence I had working on some projects."

In 2008, Snyder did two things that one does not do lightly. In August, he married Renée, with whom he had a relationship since their days together at Roger Williams University. In October, he took the Professional Engineer's exam.

"Getting married was fun," Snyder remembers, "but the PE. exam wasn't."

But, as the consummate engineer, Snyder prepared for the exam with lots of studying and even took a review course

at Rensselaer Hartford. In March 2009, he received his professional engineering license.

But Snyder had one more goal on his horizon: owning his own business. In the meantime however, he was gaining valuable experience working on municipal and private projects, many of them related to water supply and distribution.

Late in 2010, Don and Renée began discussing just how they'd form their own firm. They decided to save on office rental expenses and work out of their home in Portland, CT. Renée, who had just completed a series of CADD drafting courses, would manage the office. In February 2011, Snyder Civil Engineering, LLC was launched.

"I felt from the very beginning that we had an advantage," Snyder says. "The economy wasn't great and clients' budgets were thin and we were able to provide quality engineering services at a reduced cost which gives us a competitive edge."

Snyder's independent streak also helped. "I've never minded working alone," he said, "and I'm one of those people who really have to be involved in a project. On a job site, I'm not one to stand around. I like to get down and get my hands dirty."

In their first year in business alone, Snyder Civil Engineering completed more than 25 projects. Today, Don and Renée bill their firm as one "that specializes in planning, mapping, design, permitting, construction services, and operations assistance for water supply and distribution systems."

"Working out of our home is really a double-edged sword," Snyder notes. "It's an advantage for our clients because we often work nights and weekends and that helps complete projects faster." The other side of the double-edged sword? "Well, we don't have as much time for things we enjoy such as power boating, all-terrain vehicles, snowmobiling and traveling."

Snyder has continued to find time for organizations such as CTAWWA, ASCE, the Portland Exchange Club and the Portland Zoning Board of Appeals. Since 2004, he has been involved as a volunteer for the Mathcounts, a program of the National Society of Professional Engineers that promotes middle school mathematics.

Snyder Civil Engineering, LLC is located at 295 Middle Haddam Road, Portland, CT 06480. 860-212-5188 or SnyderEngineering@gmail.com.

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Fax: 203-330-0145



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# CTAWWA Section Enhancers for 2012

CTAWWA recognizes these companies for their outstanding contributions to the Enhancement Program

Able Engineering, LLC

Acuren  
<http://www.extechllc.com>

AECOM  
<http://aecom.com>

Aqua Solutions, Inc  
<http://www.aquasolutionsinc.net>

Aquarion Water Company  
<http://www.aquarion.com>

Atlantic States Pipe  
<http://atlanticstates.com>

Borden & Remington Corp.  
<http://www.boremco.com/>

Brown & Caldwell  
<http://brwncald.com>

CDM Smith  
<http://cdmsmith.com/>

C.H. Nickerson & Company, Inc.  
<http://www.chnickerson.com>

Comprehensive Environmental Inc.  
<http://ceiengineers.com/>

Connecticut Testing Laboratories, Inc.  
<http://www.ctl-web.com>

Elster AMCO Water, Inc  
<http://www.amcowater.com>

Everett J. Prescott, Inc.  
<http://www.ejprescott.com>

Fay, Spofford & Thorndike  
<http://www.fstinc.com>

Ferguson Waterworks  
<http://ferginc.com>

Ford Meter Box Company, Inc.  
<http://www.fordmeterbox.com>

Fuss & O'Neill, Inc  
<http://www.fando.com>

G.L. Lyons Associates  
<http://www.glyons.com>

G&L Water Works Supply Corp.

Geolnsight, Inc.  
<http://www.geolnsightinc.com>

Gesick & Associates, P.C.

Groton Utilities  
<http://www.grotonutilities.com>

Harper International, Inc.  
<http://www.solutionsbyharper.com>

Hazen and Sawyer, PC  
<http://www.hazenandsawyer.com>

HD Supply Waterworks  
<http://www.waterworks.hdsupply.com>

Heitkamp Inc.  
<http://www.eheitkamp.com/home02.html>

Holland Company  
<http://www.hollandcompany.com>

Kleinfelder/SEA  
<http://www.seacon.com>

Kulich Consulting LLC

Leggette, Brashears & Graham, Inc.  
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Malcolm Pimie/Arcadis)  
<http://www.pimie.com>

Milone & MacBroom, Inc.  
<http://www.miloneandmacbroom.com>

Mueller Company  
<http://www.muellercompany.com>

Natgun, a Division of DN Tanks  
<http://www.natgun.com>

Neptune Technology Group  
<http://www.neptunetg.com>

New England Water Utility Services  
<http://www.ctwater.com>

New York Leak Detection, Inc.  
<http://nyld.com/>

PowerSeal  
<http://www.powerseal.com>

Preload Inc.  
<http://www.preload.com>

Premier Laboratory  
<http://www.premierlaboratory.com>

R.H. White Construction Company, Inc.  
<http://www.rhwhite.com>

RI Analytical Laboratory  
<http://www.rianalytical.com/>

Roald Haestad Inc.  
<http://www.rhiengineering.com>

Sensus USA  
<http://www.sensus.com/>

Star Pipe Products  
<http://starpipelineproducts.com/>

Surpass Chemical Company, Inc.  
<http://surpasschemical.com>

Tata & Howard, Inc.  
<http://tatahoward.com>

The Jack Farrelly Company  
<http://www.jfpipe.com>

The Stephen B. Church Company

Tighe & Bond  
<http://www.tighebond.com>

Ti-Sales, Inc.  
<http://www.tisales.com>

TransCOR Information Technologies  
<http://transcor-it.com/>

Tyler Union Waterworks  
<http://www.tylerunion.com/>

Underground Testing & Services, LLC  
<http://www.utnslc.com/>

URS Corporation  
<http://www.urscorp.com>

US Pipe  
<http://www.uspipe.com/>

Utility Service Company, Inc.  
<http://www.utilityservice.com>

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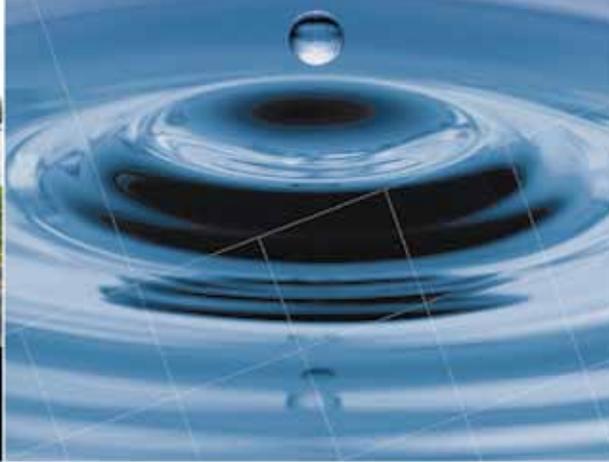
# Fresh Ideas

ATCAVE 2012 was the site of this year's Fresh Ideas presentations. The winner was Tiffany Lufkin, Associate Project Engineer at RWA, for her presentation, "Quantitative Prioritization in Capital Infrastructure Improvement Planning." Tiffany will be representing CTAWWA at ACE12, the AWWA's Conference & Exposition, to be held June 10-12 at the Dallas Convention Center.



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# Trends in Connecticut Water Rates

By Mary Beth Morris, P.E.

## Introduction

Tighe & Bond has regularly published water rate surveys in Connecticut for more than a decade. The recently released 2011 survey summarizes data collected from municipal and regional public utilities and investor-owned water suppliers. It also includes information from telephone inquiries and additional sources such as websites. The 2011 survey is available for download at [rates.tighebond.com](http://rates.tighebond.com).

Historically, water was treated as a freely available resource. User charges consisted of small flat fees, with quantity discounts common for the largest users. However, the cost to supply water has increased dramatically in recent years, and these costs must be borne, to a great extent, by the end user.

Chemicals, labor, and energy are required to operate water treatment and pumping facilities, and these costs continue to rise. Pump stations require maintenance. Aging underground infrastructure requires rehabilitation or replacement. Regulatory requirements necessitate improvements in water and service quality. In addition, many utilities are noticing a declining trend in baseline water use. As a result, residents and businesses have witnessed a steady increase in their water bills.

Ratemaking has come under increased public scrutiny. In addition to yielding necessary revenue, ratemaking goals now include minimizing unexpected changes in customer's bills, discouraging wasteful use, and promoting fairness and equity among customer classes. One of the best means for promoting water conservation is to price water based on the cost of providing it.

## The Survey Respondents

Data from 57 water suppliers is summarized in Tighe & Bond's survey. Seventy-six percent of the survey respondents were municipal or regional public systems/

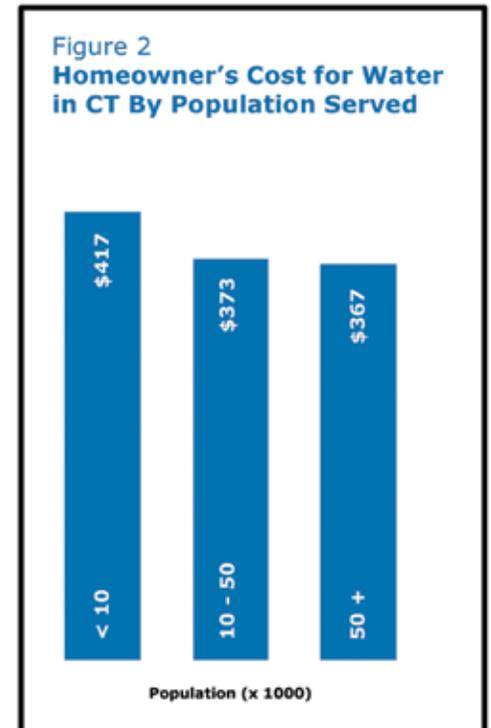
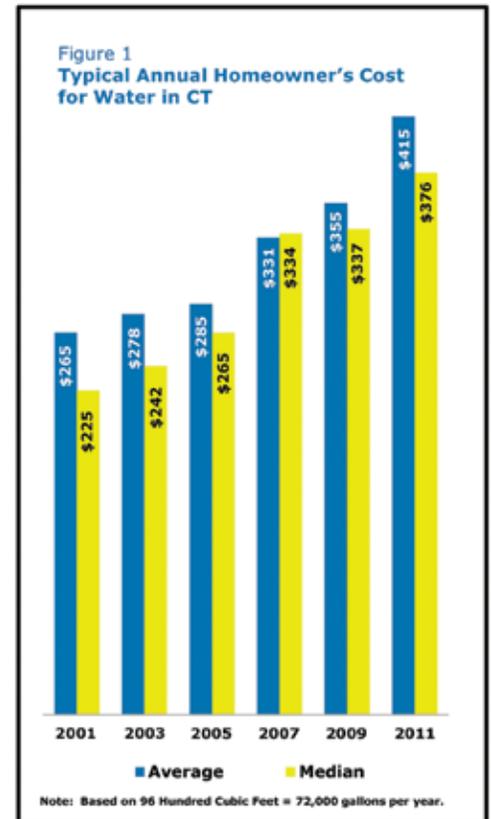
districts, while 24% were private or investor-owned companies. About 47% of the drinking water suppliers responding to the survey use surface water as their primary water source, while 37% reported groundwater as the primary source, and 16% reportedly use both. Considering the population served, this corresponds to 75% of the customers being served by surface water, 5% by groundwater, and 20% by a combination of the two. The vast majority (81%) of water utilities have adjusted their rates in the last two years, while 7% have not made an adjustment since 2007.

## The Cost of Water in Connecticut

To allow for a comparative analysis of rates among Connecticut water suppliers, a typical annual homeowner's cost was calculated assuming consumption of 96 hundred cubic feet (72,000 gallons) per year. Typical annual water costs in Connecticut varied widely across the state, ranging from a low of \$155 per household to a high of \$729. The 2011 average was \$415 per household, and the median was \$376. This average, which equates to just over a dollar a day, is an increase of about 17% over the average cost in Tighe & Bond's 2009 survey.

As shown in Figure 1, the typical residential customer in Connecticut is paying about 1.6 times more for water than 10 years ago, when the average cost was \$265.

As expected, costs are generally lower for customers served by large water suppliers, presumably due to economies of scale. As shown in Figure 2, the annual cost for small water system customers (systems serving a population of less than 10,000) is about 14% higher than the costs for customers served by the largest water systems (serving more than 50,000). The average annual cost is slightly higher (\$432) for those systems using groundwater as their primary source. Conversely, those systems using surface water had slightly lower annual costs (\$373).



The Connecticut Department of Energy and Environmental Protection's Public Utilities Regulatory Authority (PURA) also publishes rate information for regulated utilities on its website. Based on the currently posted Bill Comparisons (4/29/2011, Class "A" Metered) for rate regulated water systems, the average family of four pays \$512 per year on average for water, with the median being \$479.

Everybody loves to benchmark themselves against their regional or even national neighbors, and this can serve as a good management tool. However, the calculated annual water costs presented in the survey do not necessarily provide an "apples-to-apples" comparison. Some public water suppliers raise all of the needed costs to fund water system operations and capital improvements through direct billings to customers. Others use a combination of direct billings and the general municipal tax revenues. One must exercise caution when comparing rates between different utilities, and especially with the private water utilities, who have added income and property tax expenses.

Seventy-five percent of the survey respondents indicated that the water rates assessed to customers pay for all operation and maintenance, depreciation, debt service, and capital improvements costs.

### Rate Structures and Billing

A variety of water rate structures are used in Connecticut. Sixty-eight percent of water suppliers use a single flat or uniform rate based on consumption (typically \$/hundred cubic feet or thousand gallons). This type of rate structure is very widely accepted, and easy to understand and implement. It facilitates conservation because a customer's bill varies with the amount of water used.

Twenty-five percent of the rate survey respondents use a descending or declining rate structure. This structure charges lower prices as water use increases. It is beneficial

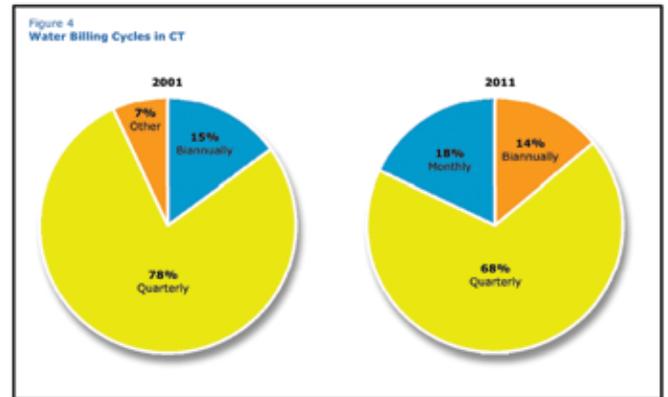
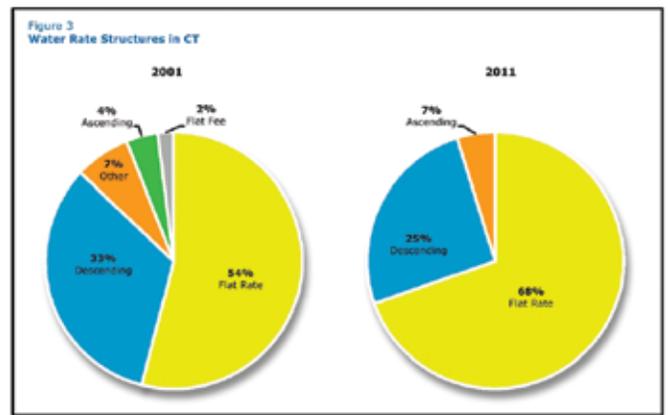
to large volume users and least efficient in terms of promoting conservation.

Ascending or inclining block rates, which employ higher rates at higher consumption levels, are used by just 7% of the water suppliers in Connecticut. This is quite different from the neighboring state of Massachusetts, where 63% of waters suppliers reported using ascending rate structures in Tighe & Bond's 2010 rate survey. These rate structures are more complex, but can promote conservation if properly determined. With a goal of promoting conservation, ascending or inclining block rates are most widely used in areas experiencing strong growth in water demand, threats to existing supplies and need for water efficiency.

Figure 3 indicates a trend away from the use of descending block rates in Connecticut. In 2001, about one third of water suppliers were using this type of rate structure. At that time, the majority of suppliers (54%) were using flat or uniform rates.

Service charges, regardless of consumption, are assessed by 97% of Connecticut's water suppliers. These charges, which range from \$5 to \$66 per quarter, can be used to recover some of the fixed charges of utility operations. Fifteen percent of those assessing service charges include some minimum amount of water consumed in this service charge.

About 27% of water suppliers reportedly have separate rates for businesses. Less than 4% have seasonal rates.



The majority of Connecticut water suppliers use a quarterly billing cycle (68%). Eighteen percent use a monthly billing cycle, and the remaining 14% use a biannual (twice per year) cycle. Figure 4 demonstrates the trend toward more frequent billing in Connecticut over the past decade. More frequent billing is expected to become more common with the implementation of automated meter reading technology and the desire to give customers more immediate feedback on their usage patterns.

### Additional Tidbits

Some additional information from Connecticut waters suppliers obtained through the survey is presented below.

- About 93% assess connection charges, and 82% have fire protection charges. Oftentimes these charges range by size and type of connection. For those systems with connection charges, they vary greatly from \$200 to \$2,800 for a new residential connection. Annual fire protection charges range from \$24 to

*Continued on page 28*

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# Trends in CT Water Rates (continued)

\$952 per hydrant, and from \$29 for a 1-inch service up to \$7,862 for a 12-inch private fire protection service.

- Fifty-four percent anticipate a rate increase in the next year. The need for a rate increase reportedly results from a shortfall in the current budget, or to offset future increased operating costs and to support a capital improvements program.
- Forty-five percent provide service outside of their district. The amount charged ranges from 0%, to as much as 70% higher rates than for in-district customers. Less than 5% have agreements to sell raw water.
- Sixty-five percent reported having a hydraulic model of their water system, and 50% report using GIS. Regarding the specific modeling software used, WaterGEMS and WaterCAD by Bentley, InfoWater by Innovyze, and SynerGEE Water by GL Group were mentioned.

## In Conclusion

According to Tighe & Bond's recently released water rate survey, a typical residential customer in Connecticut paid an average of \$415 per year for water in 2011 or about \$5.76/thousand gallon. Customers have witnessed a steady increase in their water bills, and the cost is about 1.6 times more today than it was 10 years ago.

The majority of water suppliers use a single flat or uniform rate based on consumption, coupled with a service charge, and bill customers on a quarterly basis. Water rates will undoubtedly continue to increase in the years to come as operating costs and the need to finance replacement of our aging infrastructure increases. Ratemaking will continue to become more and more important as a means to equitably share costs, and as a tool for promoting and funding conservation. Innovative ratemaking approaches will need to be considered.

Mary Beth Morris is Vice President, Marketing, at Tighe & Bond. 

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