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The Magazine of the CT Section American Water Works and the Connecticut Water Works Associations Summer 2015

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Inside This Issue

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InFlow-Line

Volume 10 – Number 2

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Cover photo: Coast Guard Beach overlook in Eastham, MA. Photo by Kathy Fortin.



InFlow-Line

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Balsam Lake, WI 1990



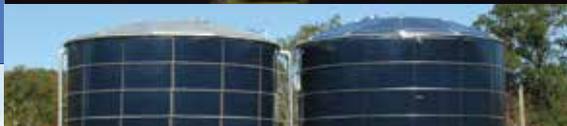
Gladeville, TN 1991 and 2006



Waterloo, ON 1936



Genoa, NY 1984



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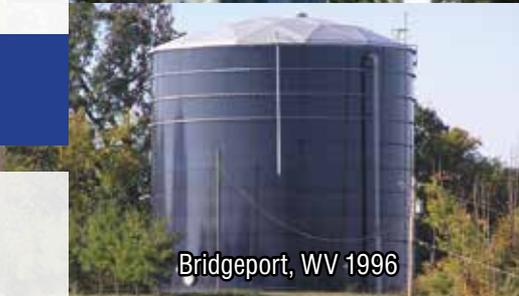


Lubec, ME 1933



Leoti, KS 1930

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Bridgeport, WV 1996



Kearney, MO 1997

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Avon Park, FL 1989



Belfast, NY 1933



Orwell, OH 1935



Oakland, PA 1983



Palatka, FL 2001



From planning for the plan to Board updates

Looking back at last year's update from our past president, Bob Wesneski, it strikes me that we in the water industry seem to be in the same boat, attempting to formulate the plan for the state-wide water plan in accordance with Public Act 14-163. The workgroups under the Water Planning Council (WPC) charge

including – but not limited – to Other States' Water Plans, Drought, Small Systems, etc., are all trying to help provide input to a plan which will be fair and equitable. Most importantly, we are working to ensure the plan will do no harm to the water purveyors in the state who have strived to provide their customers with a safe and abundant supply of water, free from

many of the micro-constituents found in the potable water in other states by using only Class A water as a source. The focus on certain 'third rail' issues before the Steering Committee has even met to develop the 'plan for the plan' is a source of concern for water utilities.

I look forward to working with the individuals of our membership to continue to shape the planning and development of regulations that do not adversely affect water providers in the state of Connecticut.

The realignment of the Water Utility Coordinating Committees (WUCCs) from the original seven to the current three is progressing with recent indication from the Department of Public Health (DPH) that the funds are now available to move forward on the realignment. The establishments of the WUCCs, with the focus on the water supply needs of regions is important to consider in the development of the State Water Plan. The establishment of the WUCCs will gather much of the public water supply-related information and data that is necessary for the state-wide plan to move forward with such issues as safe yield, margin of safety, service areas, interconnections (potential and current), and future supplies, to name a few being addressed.

I would like to thank CWWA's past president, Robert (Bob) Wesneski, Avon Water Company, for his leadership over the past year and look forward to helping to guide the organization through the rapids of the coming year, assisted by the Board and our Executive Director, without swamping the boat. Thanks again to Guy Russo for the coordination of the National Drinking Water Week Scholarship award ceremony with the presentations held this year at the State Capitol and also to the CTAWWA, the Enhancers, and to the CWWA for providing the funds for scholarships to well-deserving individuals furthering their education. The program was

"I look forward to working with the individuals of our membership to continue to formulate and try to shape the planning and development of regulations that do not adversely affect water providers in the state of Connecticut."

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again well attended by representatives from DPH, PURA and DEEP, and various legislators, with the Lieutenant Governor again taking time out of her schedule to address those present.

This year our list of goodbyes is rather short, with Vinnie Susco, East Hampton Water and Sewer, retiring (maybe) and stepping down from the legislative tri-chair position, possibly to play golf. His position as one of the tri-chairs will be competently filled by Guy Russo who will try to assist the other tri-chairs through the sand traps and roughs at the Capitol. The Board welcomes Beth Nesteriak of the Regional Water Authority to the board; her experience in engineering and other public policy matters will be insightful.

Our legislative tri-chairs of Maureen Westbrook (Connecticut Water), Lori Vitagliano (Regional Water Authority) and Guy Russo (Middletown Water Department) will continue, with the help and direction of our Executive Director, Betsy Gara, to influence the legislative activities at the state capitol to the benefit of all public water purveyors, and ultimately the customers of those water companies, whether regional, private, or municipal in organization. If you, as our members, have any issue that you feel should be addressed, please contact Betsy Gara at gara@gmlobbying.com, and we may be able to include the issue in the future legislative activities of the CWWA.

We will be kicking off the fall activities with our Annual Fall Conference on October 20, to be held at the Aqua Turf in Southington, CT. The event remains a collaborative effort between CTAWWA and the CWWA and has proven to be a valuable and well attended program in the past. If any company or individual has any ideas for speakers or a presentation for the Fall Conference, please contact Betsy.

In closing, we are happy to say that the CWWA has retained the Smarts Game Trophy for yet another year due largely to the knowledge of birds, cooking, and dance of one of our attendees at the Annual Joint Conference just recently held at the Ocean Edge Resort in Brewster, MA. 

CWWA Board of Directors 2015–2016

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Tackling the challenges

As I begin my term as Section Chair, I first want to recognize Fred Rogers for a successful term as Chair and thank him for his dedication and service to the Section. Fred has helped me immensely in preparing to serve. Also, I would like to thank Christine Saball, who left the position of Treasurer at the end of June, for her tireless hours of work ensuring that the Section is financially sound. I also would like to welcome our new Board members: Gerry McDermott of Connecticut Water Company, Rob Page of Aquarion Water Company, and Kate Powell of Regional Water Authority. I look forward to working with you and all of our returning Board members on the many important issues facing the Section.

As we return from yet another successful annual conference at the beautiful Ocean Edge Resort on Cape Cod and get settled back in, hopefully, for a long summer, I would be remiss if I did not thank all who attended. I hope everyone enjoyed themselves and had an opportunity to take advantage of the Cape. I would like to extend a thank you to all the volunteers who made the annual conference a success. The Program Committee again did an outstanding job organizing the technical sessions at the conference. Congratulations to Dave Radka, the 2015 Fuller Award recipient, who has served the Section and CWWA in many capacities and is well deserving of this prestigious award. Dave was also honored at the national AWWA Fuller Award breakfast at ACE in Anaheim, California in June. Congratulations also to Meghan Slater on receiving the Water For People Miller Award.

We have accomplished much together in the six years I have had the pleasure of serving on this Board. We have tackled the

challenge of the recent economic downturn and restored the financial health of the Section. We have worked with CWWA to introduce changes to our magazine, *InFlow-Line*, so that it is now producing a reliable revenue stream to both organizations. We have updated our CTAWWA website to provide more information and streamline use for our members.

We have much more to do in the next year. I expect the Board to be extremely busy as we fill our vacant Administrative Manager position, a critical role that is our 'face' to both members and non-members and therefore vital to the health of our organization. For the first time in several years, the Board will be reviewing the CTAWWA bylaws and will make recommendations to the membership on any amendments required to reflect our changing organization. We plan to update our Strategic Plan, with a focus on value to our members. We will have a conversation with our members, at all levels, to ensure that we are providing the services that will add value to everyone, at all levels in their careers, and finding ways to attract new talent to the Section. This will be a challenge that we all must look at carefully, because participation is key in remaining sustainable.

The Board and I would like to offer congratulations and best wishes to Steve Pratt, CWWA President. We look forward to our continued partnership.

In closing, I look forward to serving as Section Chair and working with not only the Board, but the entire membership, on the challenges facing us. Please feel free to contact me at any time with questions, comments, and ideas on how we can work together to improve the value of CTAWWA for all members. Steve Rupar, Tata & Howard, Inc. (203) 456-2259 srupar@tataandhoward.com

2015–2016 CTAWWA Board

Having received no further nominations by April 20, 2015, the Connecticut Section AWWA Secretary, Kathy Fortin, has cast a ballot for the following slate of officers:

Chair	One-Year Term	Steve Rupar
Vice Chair	One-Year Term	Tom Loto
Past Chair	One-Year Term	Fred Rogers
Secretary	One-Year Term	Kathy Fortin
Treasurer	One-Year Term	Rochelle Kowalski
2nd Year Trustee	2nd of a Two-Year Term	Robert Longo
1st Year Trustee	Two-Year Term	Jennifer Muir
National Director	Three-Year Term	Dan Lesnieski

Officers of the Board have voted to approve the Other Board Positions, whose terms began at the annual meeting in May.

Trustee at Large	Gerry McDermott
Trustee at Large	Kate Powell
Administrative & Policy Council Chair	Peter Bocciarelli
Associates Council Chair	Mark Anderson
Education & Public Affairs Council Chair	Rob Page
Technical & Standards Council Chair	Ken Skov
Water Utility Council Chair	Tom Barger

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David Radka *Director of Water Resources & Planning, Connecticut Water Company*

CTAWWA & CWWA:

- CTAWWA Water Resources Committee Chair, *A Long Time Ago–Present*
- CWWA Board, 1999–2004, 2007–2010
- CWWA Legislative Tri-Chair, 2004–2007
- CWWA President, 2008–2009
- Recipient, NEWWA Leadership Award, 2006
- Recipient, George Warren Fuller Award, 2015

Day job:

Director of Water Resources & Planning, Connecticut Water Company

Personal stats:

Father of Daniel, husband of Dominique (a.k.a. Daniel’s mother)

Recent accomplishment:

Presented with the George Warren Fuller Award at the 2015 annual conference.

Why volunteer for CTAWWA & CWWA?

Perhaps the better question is why not volunteer? Participation affords tremendous opportunity for personal growth, developing meaningful and lasting relationships, and – most importantly – advocating for policies to better serve our customers. Collectively, we achieve great things.

What would you like to share?

I have had the privilege of being mentored by some wonderful individuals over the years, and am mindful of all they have selflessly shared with me. Doing the same for others is something I would do well to emulate. Either that or I can share a few more stories about Daniel...

Favorite water memory:

Having grown up along the shores of Lake Erie – which, by comparison, is about twice the size of Connecticut! – my water memories are almost too

numerous to ever choose any one favorite. (I also hesitate to delve into any specifics lest my mother subscribe to *InFlow-Line*.) In general, it was a wonderfully nurturing place, despite decades of injustice heaped upon it by our farming, industrial, waste disposal, and other practices. It afforded me a Huck Finn-type of childhood, and was variously a place of recreation, refuge, and inspiration. 💧

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OSHA Issues Final Rule – Confined Spaces in Construction

Effective August 3, employers in the construction industry must comply with OSHA’s new Confined Spaces in Construction Rule to protect employees from certain hazards. Construction workers often perform tasks in confined spaces – work areas that (1) are large enough for an employee to enter, (2) have limited means of entry or exit, and (3) are not designed for continuous occupancy. These spaces can present physical and atmospheric hazards that can be prevented if addressed prior to entering the space to perform work. Under the new Rule, employers must adopt a written Permit-Required Confined Space Program. As adopted, the rule does not include excavations and trenches. It does, however, include work performed in pits, pipes, manholes, tanks, water mains, storm drains, and sewers, as well as other confined spaces. For a copy of the new Rule, visit OSHA’s website at www.osha.gov/confinedspaces.

EPA Releases Incident Action Checklists for Utilities

EPA has developed a series of Incident Action Checklists that outline critical measures that drinking water and wastewater utility personnel can take immediately before, during, and after an emergency to protect their systems. Ten incident types are highlighted, including drought, earthquake, extreme cold and winter storms, extreme heat, flooding, hurricane, tornado, tsunami, volcanic activity and wildfire. The ‘rip & run’ style checklists were developed collaboratively with water utility managers and state agency/water association representatives as an on-the-go reference. The Incident Action Checklists complement two other EPA efforts that support response during actual emergencies. The first effort provides up-to-date response partner contact information by state and region. The second effort provides access to a number of useful weather forecasting tools through the PDF document *Weather & Hydrologic Forecasting for Water Utility Incident Preparedness and Response*. All three of these resources can be accessed online at EPA’s Emergency/Incident Information page.

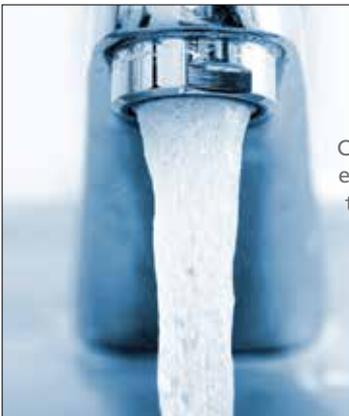
FTC’s Red Flags Rule – Written Program Required

If your utility regularly bills customers after services are provided, you are considered a creditor under the Federal Trade Commission’s Red Flags Rule. The Rule requires companies to develop a written program to detect, prevent, and minimize the damage that could result from identity theft. For example, if personal information provided by a customer does not match information that was given previously that could be a red flag that warrants further action by the company. Failure to comply with the rule may result in financial penalties. For more information about designing a compliance program, email redflags@ftc.gov or visit ftc.gov.

Southern Pine Beetle Detected

The small, destructive Southern pine beetle (*Dendroctonus frontalis*) has been detected at four sites in New Haven, Litchfield, and Hartford Counties by the Connecticut Agricultural Experiment Station (CAES) and the Department of Energy and Environmental Protection (DEEP) and confirmed by the USDA Forest Service. This beetle is native to the Southeastern United States where it infests and kills large stands of pine. Connecticut’s native white pine (a ‘soft’ pine) is not at risk, but pitch pine and other ‘hard’ pines are. The potential loss of pitch pine is of concern because it provides habitat for rare and

endangered species dependent upon pine-oak sandy barrens. Visual surveys are underway to determine the extent of the infestation. Pines attempt to push out attacking beetles with a flow of resin. Attacked trees become covered with small popcorn-like blobs of dried resin. If the attack is successful, beetles lay eggs under the bark and larvae then feed on the circulatory system of the tree, killing it in one to two years. If you see pines with the popcorn resin, please contact CAES at ctstateentomologist@ct.gov or call 203-974-8474. 



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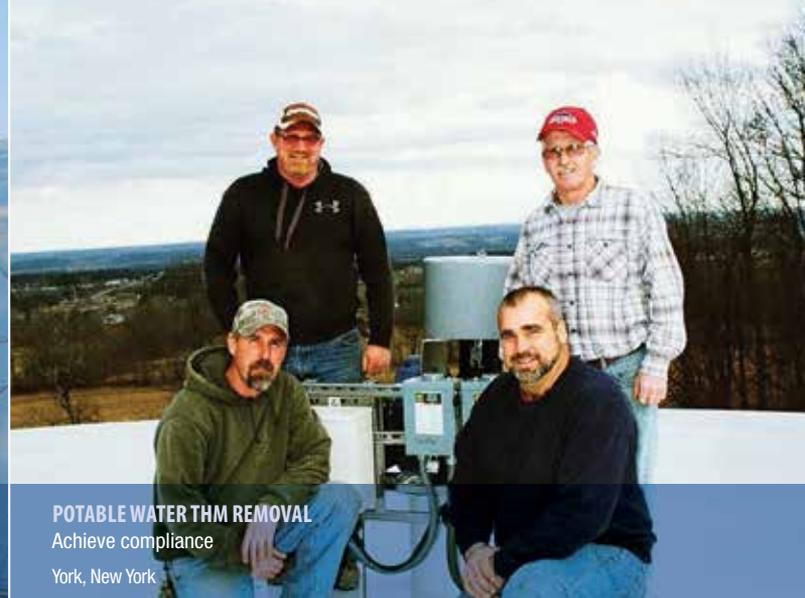
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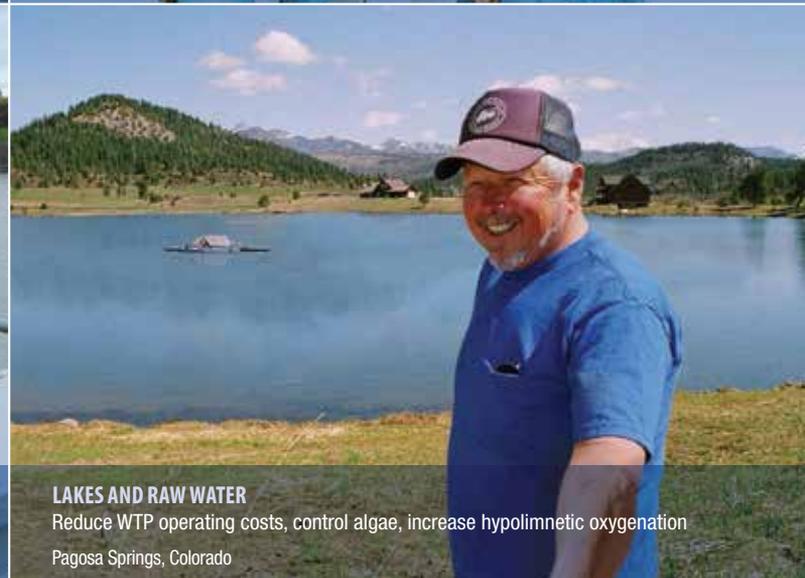
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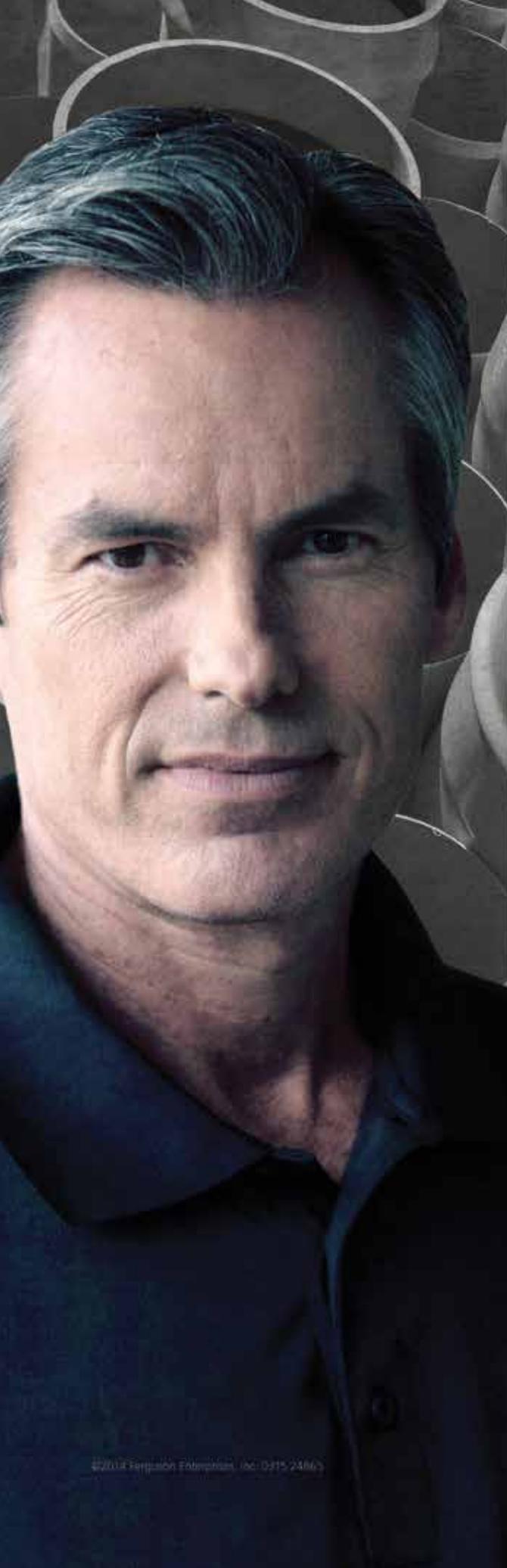
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Source Water Protection Committee

CTAWWA's Source Water Protection Committee promotes the protection of groundwater and surface water sources of public drinking water by providing a forum through which members can

1) exchange information about common concerns, regulatory and technical developments, and compliance issues; 2) develop new or updated standard procedures and guidelines for source protection activities; 3) work cooperatively to correct pollution problems; 4) develop recommendations for new legislation or amendments to existing legislation and regulations; and 5) assist regulatory agencies with the development or improvement of regulations, procedures, and policies.

During 2014–2015, SWPC was involved with the following issues:

- Worked with the Connecticut Department of Transportation (DOT) to reduce herbicide use on roadsides near public drinking water supply reservoirs.
- Worked with the DPH to foster industry awareness and monitoring of harmful algal (cyanobacteria) blooms and cyanotoxins.
- Participated in the DPH's 'Source Water Protection Collaborative.'
- Worked with DPH to develop the '2015 Certificate Training for Public Water System Watershed Inspectors' training program.
- Reviewed proposed legislation relating to environmental and water supply issues. 💧

CWWA & CT Section AWWA Fall Conference 2015

October 20, 2015, 8:30 a.m. – 2:00 p.m. | Aqua Turf, Plantsville, CT

The CWWA/CT Section AWWA 2015 Fall Conference is widely attended by water industry professionals in Connecticut! Speakers include high-ranking public officials and industry representatives. Last year, more than 175 water industry professionals attended the event!

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Steve Shoaf, AWWA VP



Ray Raposa presents NEWWA Leadership award to Guy Russo



Elaine Sistare of CDM Smith



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The view at the resort



Lobster time!

Photos by Kathy Fortin

DAVE RADKA RECEIVES FULLER AWARD

Dave Radka, Connecticut Water's Director of Water Resources and Planning, was honored with the prestigious George W. Fuller Award by the Connecticut Section of the American Water Works Association (CTAWWA). Dave's wife, Dominique, and son, Daniel, were on hand at the CTAWWA and Connecticut Water Works Association (CWWA) joint annual meeting in May for the surprise announcement.

The Fuller Award is named after George W. Fuller and is presented annually to executives in water supply management and engineering fields who have proven themselves as outstanding and extraordinary leaders. Honorees for this prestigious award, the highest awarded within the industry association, are chosen by their peers.

Dave was recognized for his participation in CTAWWA and CWWA, supporting the state's water industry in some capacity for his nearly 30 year career in Connecticut. His dedication and support are exemplified by his service as Chairman of the CT Section Water Resources Committee, member of the CWWA legislative Committee, past President of CWWA and longstanding member of the CWWA Nominating Committee. He has served on various ad hoc committees and on the state's Water Planning Council Advisory Group. He received NEWWA's Leadership Award in 2006.

Thanks, Dave, for serving Connecticut Water and our industry with distinction!





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CWWA Legislative Wrap-up

By Betsy Gara, CWWA and Jessica Fletcher, Bryant University

Tough Budget Year Leads to Repeal of Sales Tax Exemption

This year's legislative session was dominated by efforts to craft a budget to close a huge budget deficit and address what has been described as a "permanent fiscal crisis." The budget, HB-7061, which was narrowly approved by the legislature, includes an estimated \$2 billion in tax hikes, including provisions which repeal the sales tax exemption for private water companies.

CWWA lobbied against the provision, arguing that repealing the sales exemption would impose an unfair burden on customers of private water companies. Private water companies are already burdened with many additional costs, including corporation business taxes, federal income taxes, and local real estate and property taxes. Unfortunately, given the need for additional revenues to address the budget deficit, the exemption was repealed.

The budget also sweeps 50% of the revenues from the Community Investment Account, which funds the open space and watershed acquisition land program and other preservation programs. In addition, changes were made to limit the maximum amount of tax credits that can be used by a company and to extend the 20% surcharge on the corporation business tax that was slated to sunset this year, for another two years.

The state legislature is meeting in special session to consider additional changes to the budget and tax package as well as adoption of a Bond Package, which includes funding for the

Open Space and Watershed Acquisition Program and the Clean Water Fund. A final summary of new laws will be made available to CWWA members.

CWWA was successful in winning passage of several initiatives of interest to water companies, including the following:

HB-6984 – AN ACT CONCERNING REVENUE ADJUSTMENT CHARGES FOR WATER COMPANIES

This bill, introduced at CWWA's request, extends the potential duration of the Water Revenue Adjustment (WRA) charge that can be approved for Public Utilities Regulatory Authority (PURA) regulated water companies between general rate cases. This does not fundamentally change the use of the WRA, which allows a company to reconcile the difference between its PURA-approved revenues and its actual revenues through an annual rate adjustment without a full rate case proceeding. It does, however, streamline the process which, under current law, limits the use of the WRA charge to six years after the company's last rate case.

The bill changes the time period to the sixth year after the company: 1) filed its last rate case; 2) initially established the charge; or 3) has a prior rate case reopened and (a) PURA resets rate levels, (b) Water Infrastructure and Conservation Adjustment surcharges are rolled into base rates, or (c) other authorized rate changes are made under a settlement

This year's legislative session was dominated by efforts to craft a budget to close a huge budget deficit and address what has been described as a "permanent fiscal crisis."

agreement or other PURA action. It also allows PURA to extend the company's charge for an additional three years after the six-year period, at the company's request.

HB-6994 – AN ACT CONCERNING SERVICE PIPES OF WATER COMPANIES

This bill, introduced at CWWA's request, streamlines the process for approving installation of service pipes that cross intervening properties by eliminating the requirement for PURA approval. Under the bill, investor-owned water companies may approve a property owner's application to install a service pipe across intervening properties as long as conditions currently in PURA regulations are met, including 1) proper easements are in place; 2) the construction complies with the company's rules and regulations; and 3) there is adequate water pressure to serve the property.

This exception may be requested under very exceptional hardship circumstances and on a case-by-case basis, and applicants must provide documentation to demonstrate that the proposed service pipe will ultimately serve only one premise. The bill also specifies certain causes that are not eligible, such as avoiding the time and expense of a water main installation and continuing existing non-conforming condition or where there is insufficient evidence that an alternative ownership of a suitable strip of land for road frontage is not feasible.

The company must notify PURA of any of these requests that are approved. If the water utility rejects an applicant's request, they may still seek approval from PURA through a docketed proceeding.

SB-865 – AN ACT CONCERNING ALLOWABLE COSTS FOR THE INSTALLATION OF OVERSIZED WATER MAINS

Under current law, municipalities may apply to the state Department of Energy & Environmental Protection (DEEP) for a grant for the design and construction cost of facilities to provide water to properties impacted by contaminated wells. Under current regulations, for projects that provide capacity beyond what is necessary for the polluted area, DEEP reduces the total construction cost amount eligible for a grant. The reduction is based on a formula that takes into account a project's total cost and the additional proposed capacity.

Although CWWA sought broader language, as adopted, the bill prohibits DEEP from reducing the grant amount for a project in any area of a municipality next to a federal Superfund site where the (1) project involves a water line extension, (2) federal government provides fire flow capacity, and (3) water is groundwater provided by a municipal water company. This is broadly understood to apply to a water main project in Durham. Under the bill, if the municipality upgrades the minimum size water main needed to address the pollution for fire flow purposes, the municipality must only pay the incremental cost (i.e., amount in excess of what is necessary to fund the minimum size water main).

SB-569 – AN ACT CONCERNING COMMUNITY WATER SYSTEMS

To address ongoing concerns with Community Water Systems, this bill allows PURA, on its own initiative or at the Department of Public Health (DPH) commissioner's request, to investigate whether a small community water system's rates are sufficient for the system to maintain its economic viability and provide adequate service to its customers. The bill defines 'small community water systems' as those that do not have to submit a water supply plan (i.e., generally water companies that serve fewer than 1,000 people or 250 buildings).

If appropriate, within 150 days after starting the investigation, PURA must issue an order that prescribes the appropriate (1) service the water system must provide, and (2) rates or charges needed to provide that service. If any interested party requests a hearing during the investigation, PURA must provide notice to all parties and hold a hearing within 30 days after receiving the request. If a hearing is held, the bill provides commensurate additional time for PURA to issue an order as described above.

Before issuing an order raising rates or charges for a system's customers, the bill requires PURA, in consultation with the Office of Consumer Counsel and attorney general, to consider the financial impact the rate increase may have on the system's ratepayers. If the rate increase is 100% or more, it must be phased in over a two-year period.

Other bills of interest that were adopted this session include:

SB-347 – This bill increases the amount of state and federal funds Open Space and Watershed Land Acquisition Grant Program grantees can use to fund their projects, from 70% to 90%. In certain specified circumstances, the bill also allows DEEP to let a grantee use state and federal funds to cover 100% of the fair market value of their projects. The bill also eliminates restrictions that limit the amount of grants the commissioner may approve for municipal grantees that also receive certain federal funds.

HB-6571 – This bill makes several changes in the municipal tax collection statutes, including allowing municipalities and district health departments to withhold or revoke a business license or permit if a business owes water, sewer, or sanitation charges that are at least one year delinquent, as they may already do for delinquent taxes.

HB-6987 – This bill clarifies that the definition of 'Environmental laboratory' does not include a publicly owned treatment works (as defined in section 22a-521) that performs only physical, residue, microbiological, and biological oxygen demand tests for its own facility or a pollution abatement facility. 💧

Drinking Water Week

MAY 3–9, 2015

What do you know about H₂O?

Healthy Kids Drink Tap Water!



Ryan S.



Aidan D.



Ryan L.

Drinking Water Week MAY 3–9, 2015

Water—You rely on it daily, but what do you really know about it? There is so much more to H₂O than you realize!

Did you know that tap water provides us with...
 A low-cost way to stay hydrated,
 Public health and fire protection and
 Nearly every product that we use every day?
 Because of tap water, we stay hydrated, healthy and happy.

The more you know about your H₂O, the more there is to love!
 To learn more this **Drinking Water Week**, visit drinktap.org or contact your local water provider.



Since May of 2013, Governor Dannel P. Malloy has proclaimed the first full week of the month Connecticut Drinking Water Week. Once again this year, the proclamation was read by Lieutenant Governor Nancy Wyman at an annual event hosted by the Connecticut Water Works Association (CWWA) and the CT Section American Water Works Association (CTAWWA) at the state Capitol.

At this event, the Connecticut Department of Public Health (DPH) Commissioner, Dr. Jewel Mullen, awarded the third annual 'CT DPH Educational Public Health Drinking Water Merit Award.' This year's award was given to Mr. Raymond E. Baral, Assistant Water Treatment Manager at the Metropolitan District Commission, in recognition of his outstanding contributions to the drinking water field in the area of education.

The DPH DWS also presented the third annual 'CT DPH Certified Operator Public Health Drinking Water Merit Award.' The DPH presents this award to a certified public water system operator who exemplifies exceptional work practices on the job and contributions to the health and safety of public drinking water. This year's recipient was Mr. Christopher Kushwara, Chief Operator for the Aquarion Water Company of Connecticut.

Lastly, and new this year, the DPH DWS presented the 'CT DPH Small Community Public Health Drinking Water Merit Award' to recognize a small community public water system, serving fewer than a 1,000 people, that has made outstanding contributions to the field of drinking water in the area of water operations and administration. The Sharon Water and Sewer Commission is



Raymond Baral and Dr. Jewel Mullen

the inaugural recipient of this award.

The individuals, companies, and organizations presented these awards in the past have graciously accepted these awards, and added additional praise by inviting their local and state officials.

Another wonderful event is the annual CT Drinking Water Week Poster Contest in partnership with local health departments. This is the second year the DPH DWS has worked with local health departments to invite fifth grade students to create a poster based on the theme, 'Healthy Kids Drink Tap Water.' The creativity and thought that the students put into their interpretation of this theme has been amazing. Out of the 45 posters submitted by fifth graders from across the state, the top three posters were chosen by voting participants of the water industry and DWS staff.

The Department of Public Health thanks all who have participated and contributed to Drinking Water Week 2015, and for raising public health awareness about this most precious of resource that we enjoy in Connecticut. 💧



Sharon Water & Sewer Commission



Christopher Kushwara & DPH Staff



Photo credit: Nick Salemi

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Clean Water Rule Finalized

EPA and the U.S. Army Corps of Engineers finalized the Clean Water Rule to clearly define and protect navigable waterways and their tributaries. The 1972 Clean Water Act authorized the federal government to limit pollution in major water bodies as well as streams and wetlands that drain into those larger waters.

However, the federal government's authority to regulate smaller streams and headwaters and other water sources such as wetlands was called into question by two Supreme Court decisions in 2001 and 2006. The new rule is intended to restore some of the federal government's authority to protect smaller bodies of water.

What does the new rule do?

According to EPA, the rule prevents developers or property owners from undertaking any activity that may

degrade or pollute a stream or wetlands without first obtaining a Clean Water Act permit. The U.S. Army Corps of Engineers issues permits for projects on waterways larger than one acre, although EPA has veto power. In addition, the Rule:

- **Clearly defines the navigable waterways and tributaries covered by the Clean Water Act.** To be covered under the rule, a tributary must show physical features of flowing water – a bed, bank, and ordinary high water mark. This includes streams that only flow for part of the year.
- **Provides certainty in how far safeguards extend to nearby waters.** The rule provides protections for waters that are adjacent to rivers and lakes and their tributaries because of the potential impact on downstream

waters. It also establishes physical and measurable boundaries for determining whether nearby waters are covered.

- **Protects the nation's regional water features.** The rule includes protections for prairie potholes, Carolina and Delmarva bays, pocosins, western vernal pools in California, and Texas coastal prairie wetlands when they impact downstream waters.
- **Focuses on streams, not ditches.** The rule clarifies that ditches, swales, and other landscaped waterways that are not connected to flowing streams are not subject to the Clean Water Act.
- **Maintains the status of waters within Municipal Separate Storm Sewer Systems.** The rule clarifies that it does not change how those waters are treated and encourages the use of green infrastructure.

According to EPA, the Clean Water Rule **DOES NOT**:

- Protect water bodies that have not historically been covered by the Clean Water Act.
- Impose any additional requirements on agriculture.
- Interfere with or change private property rights.
- Change policy on irrigation or water transfers.
- Address land use.
- Cover erosional features such as gullies, rills, and non-wetland swales.
- Include groundwater, shallow subsurface flow, and tile drains.

Although EPA and the Army Corp held hundreds of meetings to address concerns, industry groups, including the American Farm Bureau and the US Chamber of Commerce, are expected to move forward with lawsuits to challenge the new rule. 💧

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Be Sure *Before You Open The Door*

Connecticut Water leads industry with launch of new customer protection program

In April, Connecticut Water launched a new feature that will help protect customers from thieves posing as water utility workers. At the heart of the Customer Protection Program is the ability to automatically generate an email with a photo of the Connecticut Water employee who will be arriving to perform work for a scheduled appointment BEFORE they knock on the door! This gives customers peace of mind as they now have certainty the person at their door is a Connecticut Water employee.

Connecticut Water announced the new feature at a press conference at the Legislative Office Building (LOB) in Hartford. In making the announcement, Eric W. Thornburg, Connecticut Water's president and CEO, recalled an incident in December 2013 when a customer, a couple, both senior citizens



in Naugatuck, was robbed by two men posing as water utility workers.

"That incident really troubled us and we decided we needed to do more to give our customers more information to protect themselves from imposters posing as water company employees." He adds, "Connecticut Water customers

who provide us with an email address will receive a photo of our employee scheduled to perform work at their home as an added safeguard to help customers protect themselves, their families, and their possessions. Our employees fully support this feature because they understand that it helps to enhance our customers' safety and security, and it benefits not just our senior customers, but young people, working parents, and busy families."

When a Connecticut Water customer calls to schedule an appointment, a customer service representative asks for an email address so the customer can immediately get an email to confirm the appointment, and then another email with a photo of our field service representative on the day of the appointment when the employee is en route to the customer's premises. The Company has since added a feature to also generate a phone call to the customer as a reminder the day before the appointment.

So far the customer feedback has been great. Among the comments received from customers are, "I love it - I love technology - this is great," and "In this day and age any communication used to get information through to others is terrific - much appreciated."

Connecticut Water is proud to be leading the industry with this initiative, being the first water utility in Connecticut to offer this and seen as a leader among water utilities across the country with this program.

"Connecticut Water is proud to be leading the industry with this initiative, being the first water utility in Connecticut to offer this and seen as a leader among water utilities across the country with this program."



It is consistent with the company's commitment to customer service and to using technology effectively to better meet customer and employee needs.

The announcement of the new customer protection program was widely covered in local online, broadcast and print media. In particular NBC Connecticut and Fox Connecticut did lengthy stories that can be viewed on line at www.nbcconnecticut.com/on-air/as-seen-on/298518561.html and <http://foxct.com/2015/04/03/pictures-of-utility-workers-yep-a-new-scam-busting-strategy/>.

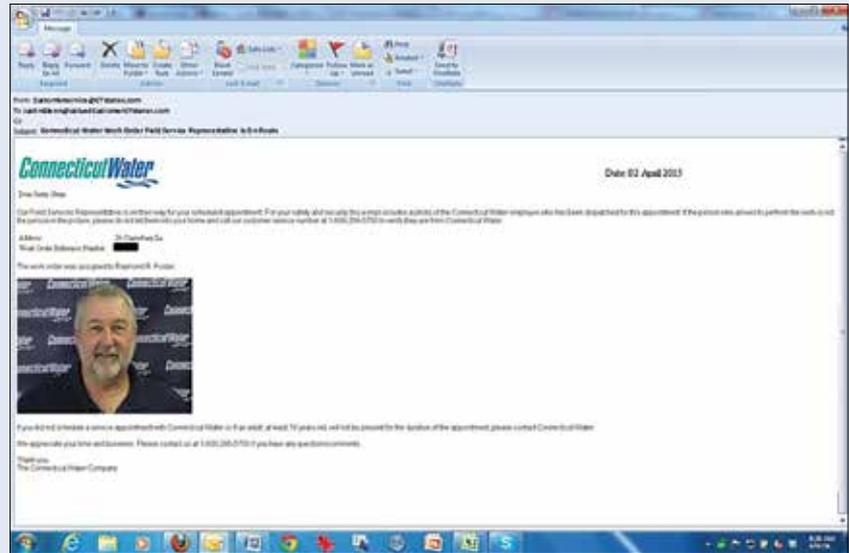
In attendance at the news conference event were PURA Commissioner Jack Betkoski, Rich Sobolewski of the Office of Consumer Council, Department on Aging Commissioner Betsy Ritter, Jonathan Harris, Commissioner of the Department of Consumer Protection, Sen. Paul Formica, Ranking Member of the Energy & Technology Committee, and Rep. Jesse Maclachlan of the 35th District who sponsored the event at the LOB.

Jonathan Harris, Commissioner of the Connecticut Department of Consumer Protection, stated at the LOB for the news conference, "Information is power. A primary goal of the Department of Consumer Protection is to give consumers the information they need to protect themselves and avoid harm." He commended and thanked Connecticut Water for this important effort, and noted that the Connecticut Water's new process, "will go a long way in helping consumers protect themselves."

Connecticut Water also offers a fact sheet with 8 Tips to avoid being ripped off by thieves posing as utility workers. The fact sheet is available at Connecticut Water's website: www.ctwater.com > Customers > Bill Inserts and Fact Sheets. 



Below is a sample of the email that customers receive when a Connecticut Water Field Services representative is on route to a home for an appointment. It includes the name and photo ID of the representative scheduled to arrive at the customer's home. Contact information for Connecticut Water's Customer Service line is also provided if the customer has any questions or concerns.





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CWWA Regulatory Watch

EMERGENCY GENERATOR REGULATIONS

Revised Emergency Generator Regulations are on their way to the legislature's Regulations Review Committee for consideration. The proposed regulations, promulgated by the Connecticut Department of Public Health, would require water companies to install propane or natural gas fueled generators in order to sufficiently power the system in the event of an emergency. This will help prevent outages and/or loss of water pressure, which can trigger bacterial contamination.

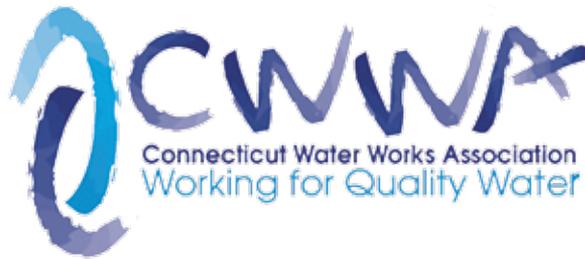
“In response to CWWA's concerns, the department made a number of changes to the regulations.”

Last May, CWWA and several member water companies testified before the department outlining concerns with the proposed regulations, including storage and safety concerns associated with propane fuel. In addition, CWWA pointed out that the proposed regulations fail to recognize the benefits of diesel-fueled generators, particularly during emergency situations. Diesel takes up far less space than gas, is a safer storage alternative, and is widely available as a substitute fuel source.

In response to CWWA's concerns, the department made a number of changes to the regulations, including:

- Exempting water companies subject to PURA generator regulations from DPH's regulations to ensure that companies are not subject to conflicting or duplicative requirements;
- Authorizing the use of liquid fuels, such as diesel, if certain conditions are satisfied, including requiring a containment area capable of hold at least 110% of the full volume of the tanks storing the liquid fuel; and
- Allowing systems to request a waiver from the conditions for using liquid fuel based on extenuating circumstances.

For more information, please contact Betsy Gara at gara@gmlobbying.com.



DRAFT CONTAMINANT CANDIDATE LIST (CCL 4) PUBLISHED

To ensure continued protection of public health, EPA has published a draft list of contaminants that are not currently regulated in drinking water, but may require regulations in the future under the Safe Drinking Water Act (SDWA) for public review and comment. The agency will evaluate and consider the public comments on developing the final CCL 4 and suggestions for improvements to the process for future CCLs. Inclusion of contaminants on the CCL is one tool the agency uses to identify contaminants for regulatory decision-making and research needs. The Draft CCL 4 includes 100 chemicals or chemical groups and 12 microbiological contaminants. The list includes, among others, chemicals used in commerce, pesticides, biological toxins, disinfection byproducts, pharmaceuticals, and waterborne pathogens. Contaminants on the CCL are known or anticipated to occur in public water systems at levels of potential concern for public health. The SDWA requires EPA to publish the CCL every five years.

“Inclusion of contaminants on the CCL is one tool the agency uses to identify contaminants for regulatory decision-making and research needs.”

For more information, visit <http://www2.epa.gov/ccl/contaminant-candidate-list-4-ccl-4>.

OPTIMAL FLUORIDE LEVELS FOR DRINKING WATER

Changes Needed to Connecticut Law

What is the optimal fluoride level for public water supplies? The U.S.

Department of Health and Human Services (HHS) recently released its final Public Health Service (PHS) recommendation to lower the optimal fluoride level for drinking water.

The new recommendation is for a single level of 0.7 milligrams of fluoride per liter of water. This replaces the previous recommended range of 0.7 to 1.2 milligrams per liter set in 1962. The recommended levels were lowered to a level that will maintain the tooth decay prevention benefits of fluoridation while reducing the occurrence of dental fluorosis, a condition which results in cosmetic changes to the appearance of tooth enamel.

“The new recommendation is for a single level of 0.7 milligrams of fluoride per liter of water. This replaces the previous recommended range of 0.7 to 1.2 milligrams per liter set in 1962.”

Public water systems in Connecticut, however, must continue to adhere to Connecticut law, which requires public water systems that serve 20,000 or more persons to maintain fluoride levels between 0.8 mg/L to 1.2 mg/L. Although the DPH is reviewing options to change the law consistent with the federal recommendation, the legislature adjourned on June 3 and will not reconvene until February 2016.

DPH advises that public water systems can choose to lower their average fluoride level as close to, but no less than, 0.8 mg/L until the state law is changed.

For more information, please contact Lori Mathieu at 860-509-7333 or Linda Ferraro at 860-509-8074. 💧

Fall 2015 Training Schedule

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

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

There is a listing of the course offerings on the CTAWWA website, www.ctawwa.org, where you can also register online through a secure link.

Education Co-Chairs:

Robert J. Longo

Bristol Water Department
Phone: 860-582-7431
Email: RobertLongo@ci.bristol.ct.us

Peter J. Grabowski

Tighe & Bond
Phone: 413-572-3234
Email: pjgrabowski@tighebond.com

PARTNERSHIP COURSES WITH NEWWA

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

NOTE: CTAWWA does *not* accept registration for these classes. To register for these courses, call NEWWA at 508-893-7979, or visit the website at www.newwa.org.

Registration fee includes all course materials, breaks, lunch (excluding half-day courses), CEUs and CEU Certificate. All courses are approved for CT Certified Drinking Water Operator Training Renewal Requirements. Distribution (D), Treatment (T),

or combined (T&D) applicability is listed for each course. Enrollment is limited; please register for courses early.

Using Unidirectional Flushing as a Distribution System Tool

Course Code: DUF116AC
Date: Thursday, September 10, 2015
Location: MDC Training Center, 125 Maxim Road, Hartford, CT
Time: 9:00 am–12:30 pm
CEU: 0.3 CEU

Applicable for Distribution and Treatment (D and T)

Course Description: This half-day class will examine, in detail, the benefits of using distribution system fire hydrant flushing as a tool to prevent buildup of contaminants in your water mains. Specifically, the class will provide an overview of the process of planning and using a Unidirectional Flushing (UDF) Program. The use of the latest technology will be described to assist distribution system operators in planning and implementation flushing. Other topics will include proper sampling of your flush water, predicting and examining water quality changes, and communication required among system employees, with the media, and with the public. Lastly, a segment will explain the methods of carrying out a systematic full system flush in case of a serious water quality emergency.

Registration Fee: CTAWWA Members: \$135.00; Non-Members: \$175.00

Do You Have the Practical Chemistry to Keep Your Water Safe?

Course Code: BAC116AC
Date: Wednesday, September 30, 2015
Location: MDC Training Center, 125 Maxim Road, Hartford, CT
Time: 9:00 am–12:30 pm
CEU: 0.3 CEU

Applicable for Distribution and Treatment (D and T)

Course Description: This class is designed to provide a brief review of basic chemistry principles focusing on the practical chemical principles of many treatment processes such as aeration, disinfection, corrosion control, iron and manganese removal,

pH, and others. Using a combination of carefully selected slides, illustrations, and examples, participants will learn the proper chemistry that affects daily treatment practices, allowing for a better understanding of how to solve common treatment problems.

Registration Fee: CTAWWA Members: \$135.00; Non-Members: \$175.00

Putting the PROCESS Back into Process Control

Course Code: WPC216AC
Date: Thursday, October 8, 2015
Location: MDC Training Center, 125 Maxim Road, Hartford, CT
Time: 9:00 am–4:00 pm
CEU: 0.6 CEU
Applicable for Distribution and Treatment (D and T)

Course Description: This class is designed to provide insight into the methods of providing the best control of BOTH treatment and distribution system processes in drinking water supplies. With continuing concerns of current and future contaminants, the class will provide an opportunity to identify what process control is and how it can benefit your system in providing barriers to contamination. Several proposed contaminants will be discussed along with proven successful methods of process control. This class is intended to be helpful to BOTH treatment and distribution system personnel.

Registration Fee: CTAWWA Members: \$185.00; Non-Members: \$225.00

Distribution System Fire Flow: How Does Your System Measure Up?

Course Code: DFF216AC
Date: Wednesday, October 21, 2015
Location: MDC Training Center, 125 Maxim Road, Hartford, CT
Time: 9:00 am–12:30 pm
CEU: 0.3 CEU
Applicable for Distribution (D)

Course Description: This class is designed to provide insight into a public drinking water system's fire flow concerns and

Fall 2015 Training Schedule

requirements. Systems that provide fire protection to their customers are evaluated by the insurance industry, and this affects all customers' ratings of fire insurance policies. After learning the basics of how fire flow requirements are determined, an examination of distribution system demand related to design-flow will be examined. Next, the issues of proper water storage and available water use control during fire events will be reviewed, including evaluation of system pumping capacities, strength, and redundancy. Lastly, the most popular method of performing hydrant fire flow testing will be presented to illustrate one of the many methods that can be used by operators to assess system fire flow.

Registration Fee: CTAWWA Members: \$135.00; Non-Members: \$175.00

Chemical Feed Pump Operations, Maintenance and Troubleshooting

Course Code: TFP216AC
Date: Thursday, October 29, 2015
Location: MDC Training Center, 125 Maxim Road, Hartford, CT
Time: 9:00 am–4:00 pm
CEU: 0.6 CEU
Applicable for Treatment (T)

Course Description: This course is designed to help participants develop an understanding of how various types of chemical metering pumps operate and how to keep them in top operating condition. Beginning with the explanation of component parts and terminology, sound pump operation and maintenance procedures that can increase pump life and minimize equipment down time will be presented. Part of the afternoon session will include a component to help improve problem-solving skills with liquid chemical feed pump systems. Real world examples will be used to help integrate efficient troubleshooting methods to assist in the day-to-day operations of a chemical feed system. Extensive use of various chemical feed pump cutaways and easy-to-read visuals will enhance the learning process.

Registration Fee: CTAWWA Members: \$185.00; Non-Members: \$225.00

Front Line Customer Service

Course Code: MFL216AC
Date: Tuesday, November 3, 2015
Location: Regional Water Authority, 90 Sargent Drive, New Haven, CT
Time: 9:00 am–4:00 pm
CEU: 0.6 CEU
Applicable for Distribution and Treatment (D and T)

Course Description: Providing effective customer service as a front-line employee can be both challenging and rewarding. Whether you are behind a desk or part of a field crew, you may find yourself dealing with the public on a regular basis. When dealing with customers, one needs to communicate, manage conflict, problem solve, and be a professional representative of their utility or organization. The delivery of effective front-line customer service requires a confident, informed and articulate employee who has the ability to manage a variety of challenging situations. A positive customer service experience can go miles toward building and maintaining positive relationships between the public and water utility employees. There are specific strategies and tools front-line employees can use comfortably when interacting with a customer. Through the use of lecture, case studies, and small group activities, participants will identify specific strategies that can be immediately applied to their next customer service interaction.

Registration Fee: CTAWWA Members: \$185.00; Non-Members: \$225.00

How To Successfully Operate and Maintain Your Distribution System

Course Code: DDS216AC
Date: Thursday, November 19, 2015
Location: MDC Training Center, 125 Maxim Road, Hartford, CT
Time: 9:00 am–4:15 pm
CEU: 0.6 CEU
Applicable for Distribution (D)

Course Description: This full-day seminar is introductory and designed to help participants develop an understanding of the basic concepts of safe operation and maintenance of drinking water distribution systems. Sound procedures will be presented throughout the

seminar with a focus on providing the new or seasoned station operator with straight-forward information regarding all major aspects of responsible distribution system operation and maintenance. Beginning with an explanation of system components, this seminar will cover pipe materials, a basic orientation to water main installation, disinfection, hydrant and valve basics, maintenance, water quality monitoring, and record keeping. The goal of this seminar is to increase participant awareness of methods that are practical and useful in successfully operating and maintaining a distribution system.

Registration Fee: CTAWWA Members: \$185.00; Non-Members: \$225.00

Pumps and Pumping Overview

Course Code: DPP216AC
Date: Thursday, December 3, 2015
Location: MDC Training Center, 125 Maxim Road, Hartford, CT
Time: 9:00 am–4:00 pm
CEU: 0.6 CEU
Applicable for Distribution and Treatment (D and T)

Course Description: This one-day seminar is designed as an overview to help participants develop an understanding of how pumps operate and how to keep them in top operating condition. The class also serves as a prerequisite for the 'Troubleshooter: Maximizing Your Pumping Efficiency' class. Beginning with the explanation of component parts, terminology, pump types and a basic orientation to hydraulics, sound operation and maintenance procedures will be presented throughout the seminar with an eye towards improving pumping results. Water utility operations professionals who deal directly with their systems' pumps and their operation and maintenance will find this seminar of interest, as will those front-line management professionals who directly supervise this critical component of water distribution and treatment systems. Whether as a review for seasoned personnel or an orientation for new staff, the straightforward agenda in this seminar will present important information that can be applied in real world situations.

Registration Fee: CTAWWA Members: \$185.00; Non-Members: \$225.00

Filter Surveillance Workshop

Course Code: TFS216AC
 Date: Tuesday, December 8, 2015
 Location: Lake Whitney Water Treatment Plant, 900 Whitney Avenue, Hamden, CT
 Time: 9:00 am-4:00 pm
 CEU: 0.6 CEU
 Applicable for Treatment (T)

Course Description: This workshop was developed to provide an overview of proven filter monitoring techniques essential to effective filter maintenance and operational

optimization. Blending unique, interactive classroom segments with topic-focused small group breakout sessions and an equipment exhibit, the entire workshop program incorporates a learning by seeing and doing focus at a local drinking water filtration plant. The plant's facilities and filtration processes clearly define each real world application. Practical presentations by operations and engineering professionals experienced in filter surveillance and operational and maintenance techniques will guide participants through the learning

experience. Participants are encouraged to pose questions throughout this interactive workshop. Space is limited so register early. The Filter Surveillance Workshop is an instructional program designed for both filtration plant operations and management personnel. Others seeking an overview of and general background in filter surveillance will also find this workshop of interest.

Registration Fee: CTAWWA Members: \$185.00; Non-Members: \$225.00

FALL 2015 CTAWWA/NEWWA COURSE REGISTRATION FORM

HOW TO REGISTER FOR CT SECTION / NEWWA COURSES

Part I - Please complete this entire section including daytime telephone, fax, email, and AWWA or NEWWA member number if applicable.

The address should be your billing address for these courses.

Part II - Please check [] which course(s) you will be registering for.

Part III - Please indicate the method of payment by checking the appropriate box and filling in the TOTAL FEE box. (NOTE: If you are registering within 2 days of the class add a \$20.00 late fee.) If you will be paying by credit card, it is very important that you include the card number and expiration date. Please do NOT send registration forms and payments to CT SECTION for these classes!

Keep a copy of the course dates and directions then return the completed registration form by mail to: NEWWA, 125 Hopping Brook Road, Holliston, MA 01746-1471. Or, fax to NEWWA at (508) 893-9898. If you need further information, please call the NEWWA office at (508) 893-7979.

PLEASE NOTE: SECURE ONLINE REGISTRATION IS AVAILABLE at www.newwa.org.

PART I - PARTICIPANT INFORMATION

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

PART II - COURSE LISTING

<input checked="" type="checkbox"/>	Course Code	Course Title	Date/Time	Fee
<input type="checkbox"/>	DUF116AC	Using Unidirectional Flushing as a Distribution System Tool MDC Training Center, 125 Maxim Road, Hartford	September 10, 2015 (9:00 am-12:30 pm)	\$135.00/ \$175.00
<input type="checkbox"/>	BAC116AC	Do You Have the Practical Chemistry to Keep Your Water Safe MDC Training Center, 125 Maxim Road, Hartford	September 30, 2015 (9:00 am-12:30 pm)	\$135.00/ \$175.00
<input type="checkbox"/>	WPC216AC	Putting the PROCESS Back into Process Control MDC Training Center, 125 Maxim Road, Hartford	October 8, 2015 (9:00 am-4:00 pm)	\$185.00/ \$225.00
<input type="checkbox"/>	DFF216AC	Distribution System Fire Flow: How Does Your System Measure Up? MDC Training Center, 125 Maxim Road, Hartford	October 21, 2015 (9:00 am-12:30 pm)	\$135.00/ \$175.00
<input type="checkbox"/>	TFP216AC	Chemical Feed Pump Operations, Maintenance and Troubleshooting MDC Training Center, 125 Maxim Road, Hartford	October 29, 2015 (9:00 am-4:00 pm)	\$185.00/ \$225.00
<input type="checkbox"/>	MFL216AC	Front Line Customer Service Regional Water Authority 90 Sargent Drive, New Haven	November 3, 2015 (9:00 am-4:00 pm)	\$185.00/ \$225.00
<input type="checkbox"/>	DDS216AC	How to Successfully Operate & Maintain Your Dist. System MDC Training Center, 125 Maxim Road, Hartford	November 19, 2015 (9:00 am-4:15 pm)	\$185.00/ \$225.00
<input type="checkbox"/>	DPP216AC	Pumps and Pumping Overview MDC Training Center, 125 Maxim Road, Hartford	December 3, 2015 (9:00 am-4:00 pm)	\$185.00/ \$225.00
<input type="checkbox"/>	TFS216AC	Filter Surveillance Workshop Lake Whitney Water Treatment Plant, 900 Whitney Avenue, Hamden	December 8, 2015 (9:00 am-4:00 pm)	\$185.00/ \$225.00
Add \$20.00 late fee if registering within 2 days of the class date			~~~~~	
<input type="checkbox"/> Check here if you have a disability and require accommodations to fully participate.			TOTAL FEE	

PART III - METHOD OF PAYMENT

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

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

Fall 2015 Training Schedule



COURSES PRESENTED BY CTAWWA

The courses listed below are sponsored by the Connecticut Section of the American Water Works Association. There is a listing of the course offerings on the website, www.ctawwa.org. You can register online using credit card or fax the registration to **203-725-0445**. NEWWA *does not accept* registration for these classes.

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

Water Distribution School

Course Code: FALL 1509

Date: Class runs for 8 weeks beginning Tuesday, September 22, 2015

Location: Regional Water Authority, 0 Sargent Drive, New Haven, CT

Time: 5:00 pm–8:00 pm

CEU: 18.5 TCH – PLEASE NOTE:

Existing Certified Operators may use the TCHs from this course towards certification renewal.

Applicable for Distribution (D)

Course Description: This course is eight weeks long and now offers TCHs. The curriculum of Distribution Operations School covers sources of water, its characteristics, production, storage, and distribution. It will also review math, hydraulics, pipe use, installation and maintenance of meters, services, pumps, safety, etc. Text and study guide are included.

Registration Fee: CTAWWA Members: \$500.00; Non-Members: \$550.00

Confined Space Entry For Water Operators

Course Code: Fall 1510

Date: Wednesday, October 14, 2015

Location: Regional Water Authority, 90 Sargent Drive, New Haven, CT

Time: 8:00 am–12:15 pm

CEU: 4.0 TCH (0.4 CEU)

Applicable for Distribution and Treatment (D and T)

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

Registration Fee: CTAWWA Members: \$135.00; Non-Members: \$175.00

DPH Operator Certification

Course Code: Fall 1511 and Fall 1512

Date: Wednesday, October 28, 2015

Location: Regional Water Authority, 90 Sargent Drive, New Haven, CT

Time: 9:00 am–3:30 pm

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

Study Guide (6th edition).

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

No Book: CTAWWA Member \$135.00; Non-Member \$175.00

With Book: CTAWWA Member \$175.00; Non-Member \$215.00

DPH Testing Dates – TBD

Small Water System

Water Treatment Plant Operator

Distribution System Operator

***NOTE: Testing and application due dates to be determined by DPH.**

Knowledge Management and Succession Planning

Course Code: Fall 1513

Date: Thursday, December 10, 2015

Location: Bristol Water Treatment Plant, 1080 Terryville Avenue, Bristol, CT

Time: 9:00 am–4:00 pm

CEU: 6.0 TCH (0.6 CEU)

Applicable for Distribution and Treatment (D and T)

Course Description: This class offers an overview of the current state of workforce education in the U.S. and its world economic partners, how this impacts the current operational issues in the water utility industry, and what strategies for knowledge management in the industry are appropriate. This seminar will then present a succession planning model that can bring improvement to the process of placing employees in positions of leadership in the future. Participants will apply the model to their own organization. Included will be a discussion of skill sets that are predictive of successful transition to leadership and management positions and a review and application of tools that can be used for employee assessment. Participants will leave with a notebook of relevant materials, handouts, and documents that can be expanded on to continue the process back in the workplace.

Registration Fee: CTAWWA Members \$185.00; Non-Members \$225.00

FALL 2015 CTAWWA COURSE REGISTRATION FORM

HOW TO REGISTER FOR CT SECTION COURSES

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

Part II - Please check [] which course(s) you will be registering for.

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

Keep a copy of the course dates and directions then return the completed registration form by mail to:
CTAWWA, 101 Eaton Road, Tolland, CT 06084

PLEASE NOTE: SECURE ONLINE REGISTRATION IS AVAILABLE at www.ctawwa.org. If you require handicap assistance, please contact us.

PART I - PARTICIPANT INFORMATION

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

PART II - COURSE LISTING

<input checked="" type="checkbox"/>	Course Code	Course Title	Date/Time	Fee
	Fall 1509	Water Distribution School Regional Water Authority, 90 Sargent Drive, New Haven	Begins Tuesday, September 22, 2015 - 8 weeks at 5 pm	\$500.00/\$550.00
	Fall 1510	Confined Space Entry for Water Operators Regional Water Authority, 90 Sargent Drive, New Haven	October 14, 2015 8:00 am-12:15 pm	\$135.00/\$175.00
	Fall 1511	DPH Operator Certification Review (No Book) NO WALK INS Regional Water Authority, 90 Sargent Drive, New Haven	October 28, 2015 9:00 am-3:30 pm	\$135.00/\$175.00
	Fall 1512	DPH Operator Certification Review (With Book) NO WALK INS Regional Water Authority, 90 Sargent Drive, New Haven	October 28, 2015 9:00 am-3:30 pm	\$175.00/\$215.00
	Fall 1513	Knowledge Management and Succession Planning Bristol Water Treatment Plant, 1080 Terryville Avenue, Bristol	December 10, 2015 9:00 am-4:00 pm	\$185.00/\$225.00
			TOTAL FEE	

PART III - METHOD OF PAYMENT

Type of Payment <input type="checkbox"/> Check (Payable to CTAWWA) <input type="checkbox"/> P.O.#	Amount (from TOTAL FEE above) \$
To pay by credit card, please register through our secure online system at www.ctawwa.org	

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

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

AVOID THE FALSE POSITIVE: Sampling Strategies for Compliance with the Revised Total Coliform Rule

By Darleen P. Buttrick, P.E., Tighe & Bond, and Tom Barger, South Central CT Regional Water Authority (RWA)

No one is happy when a false positive total coliform sample occurs. Additional sampling is necessary to confirm or deny the presence of total coliform and fecal coliform/*E. coli*, and this requires more time and resources for sample collection and analysis. With the Revised Total Coliform Rule (RTCR), total coliform 'hits' may now result in the requirement to perform a Level 1 Assessment, resulting in more time and effort for a utility. In addition, if a routine distribution sample under the RTCR is total coliform positive for a system

supplied by groundwater, then repeat samples must be collected from each source that was in use at the time the positive sample was collected under the Groundwater Rule (GWR). To minimize wasted time, it is imperative that human error is reduced from sampling efforts.

The use of threaded taps for sample collection points rather than smooth nosed taps is a common issue noted when completing facility inspections for water systems in the State of Connecticut. The 'Recommended Standards for Water Works' (also known as the '10 State

Standards') Part 2.10 states that "*Taps used for obtaining samples for bacteriological analysis shall be of the smooth-nosed type without interior or exterior threads, shall not be of the mixing type, and shall not have a screen, aerator, or other such appurtenance.*" But why?

Threaded taps provide a place for dirt and debris to collect, which creates an ideal environment for the growth of microorganisms. The threads prove nearly impossible to properly flush and disinfect, which can ultimately result in the contamination of a sample collected for bacteriological analysis. This could result in a false positive coliform detection, followed by the need for additional time and money expended on repeat sampling, documentation, and possible notifications.

A smooth-nosed tap, on the other hand, does not have threads on the spigot, and does not provide this avenue for potential accumulation of dirt and debris and the ensuing growth and contamination, and allows for easy cleaning and disinfection prior to sample collection. In addition to employing the best equipment at a sample location, it is critical to have a detailed set of procedures for sample collection in place.

Recommended procedures for sample collection

A critical piece of the sample collection puzzle includes having a standard sampling protocol and to make sure employees understand the protocol and are following it at all times. The following is an abbreviated version of the standard sampling procedures that the South Central Connecticut Regional Water Authority utilizes for collection of bacteriological samples, and can be used as a guideline for development of a standard sampling protocol if a utility does not already have one in place:

1. All bacteriological samples are collected in 120 mL vessels with a 100 mL fill line containing Sodium Thiosulfate and sealed with a shrink band. The vessels are provided by a supplier, and are certified as EPA Level 3 (pre-cleaned



Figure 1 - Smooth-nosed sample tap



Figure 2: public sampling point with aerator removed



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with a certificate of analysis), with certificates provided with each Lot Number. Do not collect any bacteriological sample in a container that has a missing or broken sanitary seal. Also, inspect each bacteriological sample container for cracks or other imperfections prior to sample collection. Any sample container showing damage should be discarded immediately.

2. The sampling faucet should be flushed for a minimum of five (5) minutes prior to the collection of samples. Prior to the collection of these samples, it is required that the faucet-end aerator be removed if sampling from a public sampling location. Containers must be handled in a sanitary manner so as not to contaminate the inside of the sample container. If there is any question that the container was contaminated by touching any surface, the sampling container must be immediately discarded and another container used for sample collection.
3. When sampling, place the sampling container directly into the flowing water stream and fill to the pre-measured line labeled '100 mL.' If over-filled, do not pour off excess. Samples containing a volume less than the 100 mL line will not be accepted by the laboratory.
4. All completed samples are to be placed in a cooler for transportation back to the laboratory (certified by CT DPH and NELAC). An internal temperature of 4.0 degrees Celsius (+/- 2 degrees Celsius) must be maintained inside the cooler. Cooler thermometers are used to determine compliance with temperature maintenance requirements.
5. Raw water samples must be analyzed within eight (8) hours from collection and finished water samples must be analyzed within 30 hours from the time of collection.
6. Record all sample collection data and time of sample collection in the appropriate columns of the chain of custody. These forms must also include the temperature of the sampling cooler upon arrival at the laboratory.

Success moving forward

Ensuring that you have the proper sampling equipment, while following a standard sampling protocol, is the best strategy a utility can have to reduce the risk of false positives and the additional resources associated with repeat sampling, documentation, and possible assessments required by the RTRC and GWR. 



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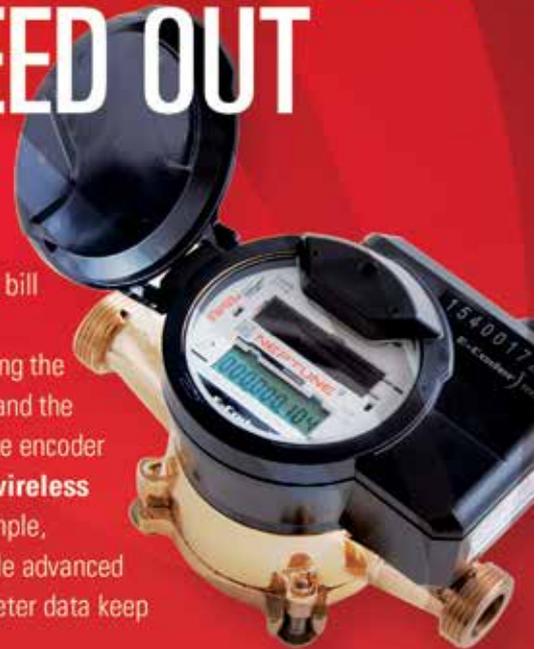
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SAFEGUARDING Public Water Supplies *in the Summer*

By Betsy Gara, CWWA

"Summertime and the livin' is easy," or so the song goes. But sometimes summer's hot weather brings new challenges for public water suppliers, including how to prevent folks from swimming in reservoirs, tampering with fire hydrants, or creating cross-connection problems with irrigation systems.

Fortunately, Connecticut takes the protection of public water supplies very seriously. Here is a summary of laws aimed at prohibiting certain activities that could undermine the quality and safety of Connecticut's public water supplies.

Fire Hydrant Tampering & Illegal Withdrawals from Reservoirs

Connecticut law prohibits opening, operating, taking water from, or tampering with a hydrant, or taking water from or tampering with a public water supply reservoir, without (1) legal authority to do so, or (2) consent from the water utility, municipality, or other entity that owns or controls the hydrant or reservoir. Violators are subject to a \$500 fine for a first offense and a \$1,000 fine for subsequent offenses. The law allows violators to pay the fine

without having to appear in court, in accordance with the mail-in procedures for infractions and certain violations.

The law (Section 25-43d of the CGS) was prompted by concerns that some unscrupulous contractors were attaching hoses to fire hydrants or putting hoses into reservoirs to draw water for commercial purposes, such as construction, landscaping or pool water. Since backflow prevention devices are probably not used by such contractors, public water supplies could become contaminated from the chemicals, fertilizers, or pesticides used in the course of the contractor's business. In addition, tampering with fire hydrants could jeopardize public health and safety by damaging pipes, hydrants, and other equipment required for safe public drinking water and firefighting purposes.

Penalties for Prohibited Activities Involving Public Water Supplies

Fines of up to \$500 fine can be imposed on a person who (1) bathes or swims in any public water supply, (2) washes or allows animals in a water supply, (3) causes or allows pollution to enter a public water supply reservoir, or (4) commits any

nuisance in a public water supply reservoir or its watershed. In addition, violators may face up to 30 days imprisonment.

Irrigation Systems and Other Connections

Recognizing that irrigation systems and fire sprinklers pose concerns to public water supplies because of cross connection issues involving chemicals, such as pesticides, herbicides or fertilizers, Connecticut law includes strict requirements for irrigation systems and other connections to public water supply systems.

Under Connecticut law, anyone installing an irrigation system or other physical connection between the distribution system of a public water supply system and any other water system must notify the water company that services the property or building of the installation. The installer is subject to all rules and regulations of that water company.

Under the law, when a permit application is filed with a local building inspector concerning a project, including a change of use or installation of fixtures or facilities in a building that may affect the performance of, or require the installation of, a reduced pressure backflow preventer, a double valve assembly, or a pressure vacuum breaker, the inspector must give written notice of the application to the water company serving the building within seven days of the application's filing.

After receiving notice, the water company must have an evaluation of cross-connection protection done by a qualified person and notify the local building inspector of its determination. The law prohibits the inspector from issuing a permit or certificate of occupancy until any cross-connection issue is corrected.

The law also authorizes a local health director to issue an order requiring the immediate implementation of mitigation measures when it is determined that an



automatic fire extinguishing system, irrigation system, change of use, installation of fixtures or facilities in a building, or other physical connection between the public water supply distribution system and any other water system causes an unreasonable injury risk to the health or safety of those using the water, to the general public, or to any public water supply. The mitigation measures can include disconnecting the system. If a cross-connection with the public water system is found, the owner of the system may terminate services to the premises.

Aircraft and Reservoirs

Connecticut law prohibits anyone from causing or allowing an aircraft to land on; take off from; or be operated, kept parked, or stored on any distribution or storage reservoir or on any watercourse tributary to a reservoir. Violators face a penalty of a maximum fine of \$500, imprisonment of up to 30 days, or both. In addition, CWWA was successful in winning passage of legislation in 2008 authorizing any water company harmed by such an aircraft violation to bring a civil action in Superior Court to recover damages, expenses, and costs.

This change stems from an incident in which a seaplane landed on a reservoir and the surveillance cameras showed that a person appeared to pour something into the reservoir from the plane's pontoon. Emergency personnel were dispatched but the plane took off before the pilot could be questioned. Because there was a potential for serious contamination, the reservoir serving the treatment plant as well as the treatment plant were shut down.

In addition to utility personnel, various local, state, and federal agencies were called in, including the state Department of Homeland Security, the Connecticut State Police, the state Department of Public Health, and local police. When authorities finally caught up with the aircraft in another state, it was determined that the pilot had stopped to top off his tanks from gas jerry cans stored in the plane's pontoons. Why the pilot did not land at Brainard Airport was never explained. Although testing concluded that the water was safe and the reservoir was soon reconnected, and the treatment plant was put back into service, the amount of time and resources expended to thoroughly investigate the incident was tremendous – and costly. 💧

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Celebrate Water Today & Tomorrow

On Tuesday April 28, 2015, the CWWA and the CTAWWA held their third annual Celebrate Water event heralding National Safe Drinking Water Week. The festivities began with a tour of the Legislative Office Building (LOB) and the State Capitol, both of which contain public exhibits of historic and industrial significance.

Following the tour, the historic 'Hall of Flags' at the Capitol served as the backdrop for the industry's scholarship awards, and presentations from our other partners, Dr. Jewel Mullen of the CT DPH, Commissioner Jack Betkoski of the CT Public Utilities Regulatory Authority, Deputy Commissioner Michael Sullivan of the DEEP, in addition to individual presentations to students by members of the General Assembly. Our keynote speaker was our outstanding Lt. Governor Nancy Wyman, who has generously been with the scholarship event since the inception of this celebration. Her address to this year's awardees was serious, insightful, and humorous, and delivered as only Lt. Governor Nancy Wyman can.

The CWWA and CTAWWA awarded three general scholarships open to all graduating high school seniors in Connecticut, and awarded based on academic performance, community service, and an essay, with water as a central theme. Our three recipients this year were:

- Kelly Edwards of Waterbury, CT;
- Emma Avery of Harwinton, CT; and
- Joseph Ruggiero of Manchester, CT.

Again this year, the Associates Committee presented their scholarships to students whose family members are directly affiliated with the industry. This year's



Photo credit: Nick Salemi

L to R: Students Samantha Fazzino, Erin Sobolewski, Keith Robbins, Sarah Shillinglaw, and Rachael Baral, with Tom Bedus

recipients were presented by Tom Bedus, Chairman of the Associates Committee.

The awardees are:

- Daniel Baldwin of Southamptn, MA;
- Rachael Baral of Bristol, CT;
- Samantha Fazzino of Bolton, CT;
- Shannon Laccone of Waterbury, CT;
- Megan Lynch of Prospect, CT;
- Sarah Norris of Enfield, CT;
- Keith Robbins of Colchester, CT;
- Alexandra Santelli of Hamden, CT;
- Sarah Shillinglaw of Norwalk, CT;
- Erin Sobolewski of Newington, CT; and
- Shannon Sullivan of East Lyme, CT.

New this year was the awarding of the New England Chapter of the National Association of Water Companies (NENAWC) Scholarship, presented by Laurie Felleman from Connecticut Water

Company. Scholarships were awarded to Kiran Kholsa of Old Saybrook, CT, and Richard Nicoletti of Burlington, CT. A Water Recognition Award was presented to Zoe Smiarowski of Branford, CT.

This year the CT DPH Drinking Water Merit Award was presented to Ray Baral of the MDC, in recognition of his years of service in educating and advancing the next generation of professionals in the drinking water industry. Ray's quiet and selfless dedication to education is legendary, and now honored.

On behalf of CWWA and CTAWWA, we wish all our awardees success at the next level, and we look forward to seeing many of them in the water industry in the future.

To see a video of the full event, go to www.youtube.com/watch?v=IR2K1HwZwg0. 

CtWARN – Tabletop Training Exercise

CtWARN hosted a tabletop training exercise funded by the Environmental Protection Agency (EPA) in December 2014. The exercise included members of the Connecticut DPH, the DEEP, the Division of Emergency Management and Homeland Security, the EPA, and water and wastewater utilities from across the state. The exercise was designed to bring together the water sector, state and county agencies, and emergency management to

discuss roles and responsibilities during a hypothetical natural disaster, identify WARN capabilities, and the benefits of WARN membership.

CtWARN is looking forward to participation in a September 2015 tabletop exercise to be hosted by the RIWARN and to use this opportunity to strengthen partnerships with neighboring WARNs looking toward possible collaboration opportunities in the future.

CtWARN would like to remind members of the 2015 hurricane season; please make sure your utility contact information and resource listings are up to date.

For anyone who may have questions pertaining to the WARN, please contact Tom Barger at the Regional Water Authority at tbarger@rwater.com or Mandy Smith at the DPH, at mandy.smith@ct.gov.



News from DEEP

Climate Resiliency

Recent storms, like Hurricane Irene, Winter Storm Alfred, and Superstorm Sandy have exposed vulnerabilities across Connecticut. These storms had severe impacts, costing the state hundreds of millions of dollars in damages and, in some areas, leaving hundreds of thousands without power for more than a week.

Fortunately, the newly established Connecticut Institute for Resilience and Climate Adaptation (CIRCA) is working to make the state's coastal and riverine communities more resilient to the growing impacts from climate change. CIRCA is a partnership between DEEP and the University of Connecticut. Its scientists are conducting groundbreaking research that will help towns, cities, and property owners prepare for future sea levels, extreme storms, and flooding. CIRCA's current projects include mapping shoreline erosion and growth over the past 100 years and projecting sea level rise for different locations across the coastline.

CIRCA's future work includes providing information for municipal officials and property owners as they chart future development, re-development, and other investments. One example is the creation of a tool for towns and cities to use to

assess the vulnerabilities of their critical infrastructure, like wastewater treatment plants, pump stations, roads, and public safety assets.

For more information, visit www.circa.uconn.edu.

Atlantic Menhaden Kills Reported in Connecticut Estuaries Over Memorial Day Weekend

Connecticut's DEEP is studying potential causes of multiple natural fish kills reported during the past week in coastal waters. The kills, which have been reported in several locations on the Thames River between Norwich and the U.S. Naval Submarine Base in Groton, in the lower Connecticut River, in Clinton Harbor, and on the Quinnipiac River involve hundreds to thousands of Atlantic menhaden at each location. Small numbers of fish kills of other species have also been reported in these areas.

Atlantic menhaden, a common schooling fish averaging about 10 to 14 inches in length, have been extremely abundant in southern New England and New York waters for the past two years. The recent increase in numbers is likely due to limits placed on menhaden harvest along the Atlantic coast by the Atlantic States Marine Fisheries Commission beginning in 2013 according to David Simpson, Director

of the CT DEEP Marine Fisheries Division. Menhaden, which have become a valuable commercial catch to be processed into animal feed and other products or used as bait in lobster, crab, and other fisheries, also provide important forage for larger fish species, sea birds, and marine mammals.

Fish kills involving Atlantic menhaden are a common occurrence wherever the fish is found in abundance. "These events more commonly occur during the warmer summer months when bluefish attack tightly packed menhaden schools in locations where the oxygen content of the water is also below normal," said Simpson. "The tightly packed schools rapidly use up the oxygen in the water and suffocate."

Although the cause of these current fish kills is still under investigation, early season kills such as this one have previously been shown to result from the viral 'whirling' disease, which spreads rapidly through the school. In late stages of the disease, fish are commonly seen spinning or whirling at the surface. "This behavior has been described by witnesses in each of the fish kill locations," added Simpson.

Anyone witnessing a fish kill in other coastal locations in the state is urged to contact the Marine Fisheries Division by telephone at 860-434-6043 or by email at deep.marine.fisheries@ct.gov. 



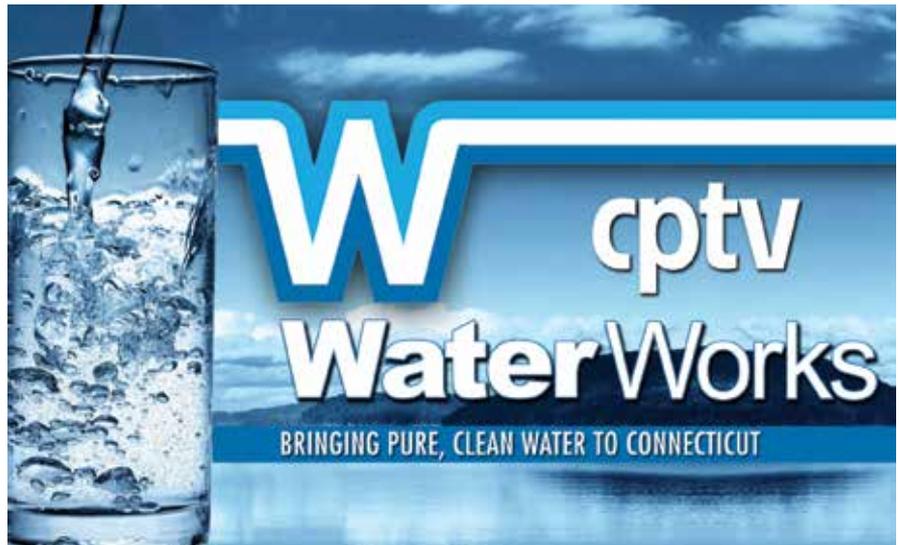
Water Works Documentary

Showcases the Inner Workings of the MDC's Water Delivery System

Whenever a faucet is turned on, high-quality water streams out, yet people rarely consider why or how this water gets to their homes. On May 19, CPTV/Connecticut Public Television premiered Part One of the new two-part documentary *Water Works*. *Water Works* explores the Metropolitan District's (MDC) water delivery system and the foresight, hard work, and engineering that make it work.

In the film, *Water Works – Part One: Bringing Pure, Clean Water to Connecticut*, viewers are brought back in time to archival footage and images to meet Hiram Bissell, a brick mason, and Caleb Saville, an engineer, who helped shape and inspire the system in place today.

The film also explores how the MDC's water delivery system has evolved and grown, and how its innovative design and construction have resulted in a modern system that now provides more than 50 million gallons of water a day to about 400,000 people throughout central Connecticut.



Part Two of the documentary will premiere in November 2015 and will focus on Connecticut's wastewater system and the MDC's Clean Water Project.

"Having access to pure, clean water is a cornerstone of good health, but it is something we all sometimes take for granted," said Jerry Franklin, president and CEO of the Connecticut Public Broadcasting Network, parent company of CPTV. "*Water Works* provides valuable insights into how the MDC's water delivery system works, and how it ensures that people in our state retain access to the water they rely on every day."

"We are thrilled to partner with CPTV to tell the story of the MDC and why water is such a valuable resource," stated MDC Chair William DiBella. "The documentary showcases not only the MDC's remarkable drinking water system, but also the vast array of incredibly talented employees and partners who are the stewards of maintaining this system for future generations. The MDC is proud to continue the legacy of cutting-edge engineering technology with the Clean Water Project today."

Water Works is sponsored by the Metropolitan District and the Clean Water Project. 💧

The 12 coolest water storage tanks in New England

Tata & Howard recently posted an article on the 12 coolest water storage tanks in New England, including one right here in Connecticut! Here's their story:

Water storage tanks are an integral part of public water systems, providing storage of potable water as well as emergency sources for fire protection. Set high enough above the ground to sufficiently pressurize a water supply system for emergency distribution, these highly visible structures are often cylindrical and painted in neutral or pastel colors. Water storage tanks are readily seen while driving along highways, and often don't make much of an impression. However, there are some water storage tanks around the

world that are quite eye-catching, many of which have been written about. And while these tanks are certainly fascinating, we thought it would be fun to take a look at one a little closer to home.

Avon Farms School, Avon, CT

The water tower and forge at the entrance to the all-boys Avon Old Farms School in Avon, CT were built in 1922. The English Cotswold and Tudor-styled water tower is cylindrical in shape and constructed of red sandstone and brick, and was operational until 1976 when cisterns were placed underground. It was fully restored in 2012 and now functions as an art gallery and reception venue.



The Avon Old Farms School water tower just after its original construction; R: The tower was renovated in 2012 with attention to authenticity and detail

For a complete copy of the article, visit www.tataandhoward.com/2015/06/the-12-coolest-water-storage-tanks-in-new-england/. 💧



Update on the State Water Plan

Work continues on the development of the State Water Plan required pursuant to Public Act 14-163. CWWA has been soliciting information from our members so we can provide meaningful input into the process. CWWA hosted a workshop on May 15 to discuss the State Water Plan, which was helpful in identifying the priorities of public water suppliers, issues of concern, and ways to involve members and other key stakeholders in the process.

Tom Callahan from UCONN, as the project manager, is coordinating the project plan for the Water Planning Council (WPC). The project plan calls for the creation of a steering committee, which now includes 19 members, representing various interests and organizations. The Steering Committee includes the co-chairs of the Water Planning Council Advisory Group (WPCAG), Maureen Westbrook, and Margaret Miner. Chris Clark of the Mohegan Tribal Utility also serves on the Steering Committee. Most recently, Elin Katz of the Office of Consumer Counsel and Larry Bingaman of the South Central Connecticut Regional Water Authority have been added to this committee.

While the roles of the Steering Committee and the WPCAG are still being worked out, the project plan lists the following roles for the WPCAG:

- Nominates members for committees
- Identifies potential resources
- Vets/feedback plan drafts
- Drives stakeholder/public outreach, engagement, communication strategies

The WPCAG has provided the WPC with a recommended plan for outreach and stakeholder involvement, and has emphasized those communications as critical to the process.

A retreat for the Steering Committee, a Statewide Water Plan Workshop, was held June 30, 2015 at the Rome Commons at the University of Connecticut campus in Storrs, CT. The RFP for services identified the need to develop agreement on essential assumptions (the RFP noted that the following are provided simply as examples of some issues raised to date):

- Is Connecticut's existing regulatory framework for water resources subject to discussion and change?
- Are Connecticut's current commitments to limiting drinking water to Class A sources and limiting

interbasin transfers of water sources subject to discussion and change?

- Are existing permanent diversion registrations subject to change?

While these may seem like Yes/No questions, it is clear that there are significant policy implications to those decisions and considerations that public water suppliers will want reflected in any discussions.

In addition, water utilities identified the following issues as important to consider in any discussions and development of the plan:

- Data driven/science-based plan – base on facts NOT assumptions and perceptions
- Maintain access and affordability of public water supplies for customers and communities
- Preserve safe yield/margin of safety so we can meet our public water supply obligations
- Protect the quantity, quality, and availability of public water supplies
- Facilitate interconnections and shared use of water resources among utilities

- Need to complete WUCC plans to better inform the state water plan
- Protect water rights
- Costs should be equitably borne by all water users

Finally, CWWA is eager to work with other stakeholders to improve the approval process for the plan established in the statute. We want to ensure that the plan approved by the legislature represents the work of the stakeholders and that there is an affirmative action by the legislature to adopt the plan, rather than have it be deemed approved if there is not timely action by the legislature.

The State Water Plan will likely have profound impacts on water resource planning and public water utilities in Connecticut. CWWA and our members must be involved and provide input throughout the process to ensure it is balanced and properly considers the needs for public water supply, economic development, recreation and ecological health. 

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**Save the Date!
AWWA RMSO Meeting**

The AWWA Regional Meeting of Section Officers (RMSO) is an important opportunity to learn more about what is happening in AWWA and AWWA Sections. As a Section leader or committee chair, you do not want to miss this wonderful opportunity to meet with an AWWA national representative, AWWA staff, and other Section leaders from your region. Region I includes: the New England Water Works Association (NEWWA), Pennsylvania, New York, Atlantic Canada, Quebec, Connecticut, Chesapeake, and New Jersey. The meeting will be held October 16-17, 2015 in Wilmington, Delaware.



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Save the Date!

**CWWA & CT Section AWWA
Fall Conference 2015**

October 20, 2015, 8:30 a.m. – 2:00 p.m.

Aqua Turf, Plantsville, CT

Table Top Display Space Available!

Contact CWWA's Betsy Gara at gara@gmlobbying.com for more information.



Save the Date!

**2nd Annual Kevin T. Walsh Memorial
Golf Tournament**

Lyman Orchards Golf Course

Friday, September 25, 2015



CWWA Supporters

CWWA Supporters are companies that provide products and/or services to the water industry. With the support of these companies and our CWWA Member Utilities, we have the resources to successfully represent the interests of the water industry on a wide range of issues before the state legislature and state agencies.

Please join us in thanking our CWWA Supporters!

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- Woodard & Curran





HAB and Cyanotoxins Resources Available

Water utilities are facing increased threats of harmful algal blooms (HABs) and cyanotoxins in their drinking water supplies, particularly in the summer months. Algae-related by-products may cause taste and odor issues, and more importantly, can result in shutdowns of the water system to protect public health.

A holistic approach for reducing risk from HABs and cyanotoxins considers

monitoring and managing HABs in source water, and treatment barriers for algal toxins in the plant. Hazen and Sawyer has made resources available to help guide utilities through the monitoring process and develop a response if faced with an algal event.

These resources include an 11 x 17 printable wall poster which walks you through the steps involved in monitoring for – and responding to – algal events

of varying severity which can be downloaded at www.hazenandsawyer.com/publications/algae-and-cyanotoxins-resources/ and a fact sheet that covers the EPA guidance recommendations issued in May 2015, which can be downloaded at www.hazenandsawyer.com/publications/harmful-algal-bloom/.

For more information, please contact Erik Rosenfeldt at erosenfeldt@hazenandsawyer.com.

Alert & Action Plan Algae

Each summer, municipalities are faced with algae-related issues in their raw water supplies. This wall poster can be used as a guide to develop preventative algae monitoring and treatment for your facility, as well as minimize the impact of an algae event.

Water Regulations
The EPA has released draft "10-day Health Advisory Levels" for total microcystin and cylindrospermopsin as low as 0.3ppb and 0.7ppb for children younger than school age.

ALERT LEVEL	LOW	MEDIUM	HIGH	VERY HIGH
Conditions	<ul style="list-style-type: none"> Non-favorable algae growth conditions 	<ul style="list-style-type: none"> Favorable growth conditions Potential presence of cyanobacteria Potential for algae-related treatment challenges such as pH, DO swings, low level taste and odor (T&O) or toxins in raw 	<ul style="list-style-type: none"> Confirmed cyanobacteria growth Likely algae-related treatment challenges Potential for algae-related toxins and T&O 	<ul style="list-style-type: none"> Confirmed cyanobacteria blooms Confirmed presence of T&O or toxins in raw water
Monitoring Actions	<ul style="list-style-type: none"> Regular visual inspection for algae Monitoring of conditions Weekly algae intake sample during growth season 	<ul style="list-style-type: none"> Bi-weekly to weekly visual inspections with cyanobacteria identification at observed impacted locations Weekly review of raw water quality Weekly odor sensory analysis of raw water Daily algae intake sample 	<ul style="list-style-type: none"> Vigilant visual inspections and sampling at confirmed bloom locations Daily review of raw water quality Daily odor sensory analysis of raw and treated water Weekly testing for T&O compounds and/or cyanotoxins in raw and treated water 	<ul style="list-style-type: none"> Continue daily visual inspection until algae eliminated Daily review of raw water quality 2 daily odor sensory analyses of raw and treated water Daily testing for T&O compounds and/or cyanotoxins in raw and treated water
Response Actions	<ul style="list-style-type: none"> Evidence of algae in reservoir or raw water = move to Medium Alert Level 	<ul style="list-style-type: none"> Evidence of cyanobacteria observed = move to High Alert Level Prepare for control of observed algae/cyanobacteria via targeted control methods Prepare for in-plant treatment of T&O or cyanotoxins 	<ul style="list-style-type: none"> Evidence of odor or T&O/cyanotoxins in raw or treated water = move to Very High Alert level Treat confirmed bloom location and consider whole-reservoir treatment Prepare for in-plant treatment for T&O or cyanotoxins on standby or precautionary implementation 	<ul style="list-style-type: none"> Alert public as appropriate and advise about treatment strategies in place If not already done, treat bloom or whole reservoir Implement in-plant treatment of T&O or cyanotoxins
Step-up Triggers	<ul style="list-style-type: none"> Favorable algae growth conditions Evidence of cyanobacteria in sampling 	<ul style="list-style-type: none"> Confirmed cyanobacteria growth (2000 - 5000 cells/mL) Evidence of algae raw water quality impacts Detection of algae-related odors in raw water 	<ul style="list-style-type: none"> Cyanobacteria bloom conditions (>10,000 - >50,000 cells/mL) Detection of algae related T&O and/or toxins in raw and/or treated water 	<ul style="list-style-type: none"> Chemical algae control in-reservoir often results in T&O or cyanotoxin release into water column, so analysis of compounds should continue even after bloom controlled

10 Proactively prepare a public notification plan in case it is ever needed.

SOURCES:
International Guidance Manual for the Management of Toxic Cyanobacteria, Global Water Research Coalition Water Quality Research Australia, 2009
EPA Health Advisories for Cyanotoxins Presented at the May 6, 2015 Cyanotoxins in Drinking Water Stakeholder Meeting

Hazen
hazenandsawyer.com

Aquastore



Statewide Aquastore has recently acquired

Connecticut and Southern NY as part of their authorized dealer territory for CST Industries, Inc.

CST is the global leader in storage tank and cover solutions, including the premier Aquastore glass fused to steel storage tank. Statewide Aquastore has been their authorized dealer in Northern NY, Massachusetts, NH, Vermont,

RI, and Maine for 35 years, and has installed more than 800 tanks during this time.

For more information, please contact Harry J. Hagan, Statewide Aquastore, Inc. at 315-433-2782.



RWater to Go

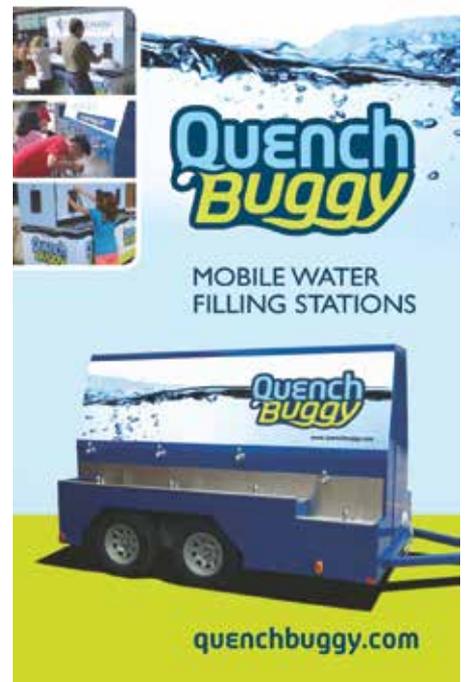
The South Central Connecticut Regional Water Authority (RWA) is so proud of our quality drinking water that we wanted to share it at public events throughout our area. That is one of the reasons the RWA purchased the Quench Buggy, a mobile hydration station. The trailer serves as a fun and practical way to educate people about one of our most valuable resources – drinking water.

One of the most frustrating things about attending summer festivals and events is lack of access to water unless you are willing to pay \$2 or more for bottled water. RWater to Go will make drinking tap water easy and convenient at community events across south central Connecticut.

As water professionals, we are all aware that drinking tap water as opposed to bottled water is safer, cheaper, and better for the environment. The mobile hydration station encourages the reduction of waste associated with plastic bottles and demonstrates the RWA’s commitment to environmental sustainability.

The mobile hydration station will also provide drinking water in emergencies. When access to drinking water is limited due to a water main failure or other emergency, the mobile hydration station can be filled and towed to any site in our area. With its 375-gallon tank, we will be able to provide a plentiful supply of water for several hours. 💧

“The trailer serves as a fun and practical way to educate people about one of our most valuable resources – drinking water.”



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DEEP Deputy Commissioner Appointed

Mike Sullivan was recently appointed as the Deputy Commissioner for Environmental Quality at the Connecticut Department of Energy and Environmental Protection (DEEP).

As Deputy, Mike leads the three bureaus on DEEP's regulatory side – Water Protection and Land Reuse, Materials Management and Compliance Assurance, and Air Management. He previously worked as an attorney in DEEP's Office of Legal Counsel and as Director of Permitting and Enforcement in DEEP's Air Bureau. Mike's priorities are to continue to streamline the permitting process, strengthen the enforcement and compliance assurance activities, transform the regulatory branch of the agency, and build on the success of DEEP's LEAN program.

Prior to joining DEEP, Mike served as Senior Attorney for the University of Connecticut. Before that he was the Undersecretary for Legal Affairs at the Office of Policy and Management. He had previously worked in the Attorney General's Office at the University of Connecticut, specializing in defense litigation for the University.

Mike received a Bachelor's degree in Philosophy from the University of Massachusetts and a Master's degree in Public Administration from the Lyndon B. Johnson School of Public Affairs at the University of Texas. He graduated from Georgetown University Law School while working in the State of Connecticut's Washington D.C. Office. 💧

“As Deputy, Mike leads the three bureaus on DEEP's regulatory side – Water Protection and Land Reuse, Materials Management and Compliance Assurance, and Air Management.”

CTAWWA Announcement

At a special meeting on June 4, 2015, the CTAWWA Board appointed Rochelle Kowalski as our new Treasurer. Rochelle is the Controller for the South Central Connecticut Regional Water Authority. Prior to joining RWA in 2013, Rochelle worked for many years in financial leadership positions at American Water. We would like to congratulate Rochelle for volunteering her time and expertise to CTAWWA, and to thank RWA for supporting her in this vital work.

Paul Yatcko New GM at SNEW

South Norwalk Electric & Water (SNEW) recently named Paul Yatcko as its General Manager and CEO, succeeding John Hiscock, who retired after a long career of service at SNEW. Yatcko was Director of Utilities for the City of Groton prior to joining SNEW. He was previously the Director of the electric utility in Vineland, NJ, and began his career with PSE&G in New Jersey, where he held a number of managerial and technical positions. Yatcko earned his MBA from Rutgers, the State University of NJ, and his BS from Newark (NJ) College of Engineering. An industry veteran with more than 40 years of experience, Yatcko has co-authored technical papers published by the Electric Power Research Institute and the Institute of Electrical & Electronics Engineers. 💧

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COFFEE, DONUTS & DANISH – MORNING REGISTRATION SPONSOR <i>Company name on sign at breakfast and in program.</i>	\$500	
DRIVING RANGE SPONSOR <i>Company name on sign at driving range and in program.</i>	\$500	
HOLE SPONSOR <i>Company name on sign at tee box and in program.</i>	\$500	
RAFFLE PROZE DONATIONS <i>Company name in program and announced with item giveaway.</i>	ITEM(S):	

PAYMENT: Please make checks payable to CTAWWA-WFP and mail with completed form to: Rochelle Kowalski, Regional Water Authority, 90 Sargent Drive, New Haven, CT 06511

To use credit card please register online at <http://ctawwa.org/> (Golf is listed under events)

Golf registration fee is to cover cost of goods and services provided.

No portion is to be considered as a donation to Water For People. Benefits for WFP are achieved from sponsorships and raffle ticket sales.

Water For People improves the quality of life for people in developing nations by supporting the development of locally sustainable drinking water resources, sanitation facilities, and hygiene education programs. Water For People is a registered 501(c)(3) nonprofit organization.



Ti-SALES, Inc.

At Ti-SALES, we are committed to providing the best customer service, the latest cutting edge metering technologies, and the fastest delivery possible for any and all of your water works needs.

Known as 'The Supply House That Knows How to Help,' Ti-SALES, Inc., reached a milestone on June 25, 2013, by celebrating its 50-year anniversary as one of this region's leading water works suppliers.

In 1963 Bert Tighe, now Chairman Emeritus, started selling water works supplies out of his Sudbury, MA basement with the help of his wife Edna and their three young sons. Working from an office in his home with inventory stored in the garage, Bert and two employees worked long hours to assist contractors with their supply needs. As the business grew, so did the company, and today Ti-SALES operates out of a large office space and two warehouse buildings conveniently located on Route 27 in Sudbury (between Routes 495 and 128) for routine next-day delivery to much of New England and New York.

Ti-SALES' philosophy has always been to provide the best service in the industry and this has meant being one of the first companies to schedule daily shipment pickups, as well as establishing a toll-free line for customers. Ti-SALES is also operating on its 5th inventory control software, having been one of the earliest in the industry to embrace computers in the 1970s. Today, this focus on providing innovative services means fast order response times, accurate, personal attention, and next day delivery to 95% of our customers across seven states.

Our expert staff consists of 30 full-time, knowledgeable and trained people, 10 of whom are on the road constantly, including Kevin Tighe and Dana Patient in Connecticut. We service hundreds of water utilities, contractors, consultants,

and resellers throughout our territory, with friendly, knowledgeable professionals who answer every call to assist you with your needs. Bruce Kueffner and Peter Elwell are your Connecticut support for all Neptune radio reading systems and they work day and night to ensure that you are well trained, your equipment is reliable and working, and your billing system is online at all times.

No one at Ti-SALES will ever send you packing to the manufacturer or a corporate support line when you have product issues or need technical assistance. Our system support professionals are constantly on the road, on the phone, or conducting remote support sessions from their laptops, because we believe an automatic metering system should make water utility life easier, not harder. After hundreds of system implementations we know how important ongoing support can be, so our Neptune customers can always count on experienced and friendly assistance whenever they reach out to us.

We also believe that knowledge is power and we implement and adapt technologies to ensure all our personnel have quick access to the data, experience, and expertise of the entire company. Through water works and utility contractor association gatherings and our own user group meetings we strive to educate and train our customers to both make the best possible decisions about metering infrastructure purchases and then to implement and use their Neptune equipment and software in the most efficient and productive ways.

President and CEO Kevin Tighe is proud of our long and ongoing association with Neptune Technology Group. Neptune is the industry's leading metering infrastructure and technology manufacturer and has sold more than 19 million water meters to date. We work very closely with Neptune to make sure



we are providing the latest and best equipment and software to our customers, as well as the fastest and most reliable system support possible. Our inventory of Neptune meters and accessories is very extensive so we can continue to fulfill more than 90% of our orders the next day, even if that means an order for 1,000 meters and radios.

Of course we supply a lot more than Neptune water meters. Ti-SALES' product line includes a great variety of Ford Meter Box items, AVK hydrants and valves, LMI chemical metering pumps, waste water pipe and supplies, and a whole lot more. Our large inventory of more than 4,000 stocked items is tracked and maintained by Joe Dana, our purchasing manager, and Seth Betlyon, our system administrator.

Both Bert and Kevin have always valued the contributions made to the company by their employees. Other key personnel include Vice President Donald Ladd; Director of Sales Louis Schoolcraft; General Manager Bob Lash; Contractor Connector Bob Soar; and Shipping Department Manager Jesse Hirons. Many of us participate regularly in regional associations and we are particularly pleased to contribute to the communities of the New England and Connecticut Water Works Associations. Regardless of position, every employee at Ti-SALES plays a vital role in making Ti-SALES the distributor so many have come to rely on over the years. We all are proud to continue to serve and support the water and wastewater professionals of Connecticut and we look forward to connecting with you and helping in any way we can.

Ti-SALES is a proud sponsor of Water For People. 

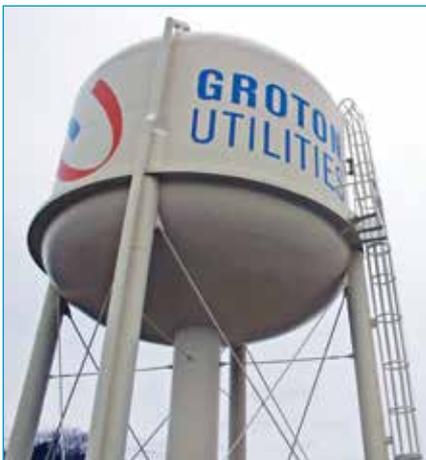


Fay, Spofford & Thorndike

In June of 1914, three engineers with ties to the Massachusetts Institute of Technology founded an engineering firm in Boston. The first project that Frederic Fay, Charles Spofford, and Sturgis Thorndike won for their new company was a water quality study for the City of Fall River. One hundred and one years later, the firm of Fay, Spofford & Thorndike (FST) is still helping the cities and towns of New England provide clean drinking water to their citizens – and still working for the City of Fall River.

The FST of 2015 is not that different in its focus from the firm of its founders. Water supply and water treatment, as well as stormwater management and wastewater services still comprise

“One hundred and one years later, the firm of Fay, Spofford & Thorndike (FST) is still helping the cities and towns of New England provide clean drinking water to their citizens – and still working for the City of Fall River.”



a major part of the company’s workload. FST is also known for its engineering, planning, and construction administration services on transportation infrastructure, structural, and MEP services for buildings, land development, and heavy environmental projects.

With nine offices dotting the Northeast – from Maine to New York – FST boasts a strong regional presence in its markets. Based in Burlington, Massachusetts, FST features a growing office in East Windsor that serves clients throughout Connecticut and Western Massachusetts.

Among its many Connecticut-based clients over the years, FST has a long history of work for Groton Utilities. This includes evaluating, designing and assisting with water treatment plant upgrades, as detailed in the following case study.

The Groton Utilities water treatment plant treats water from several sources of supply. The primary source of supply is the Poquonnock Reservoir. Smith Lake, a spring-fed source, is located to the east of the Poquonnock Reservoir system and is a secondary source of supply.

Groton Utilities also has three production wells near the shores of Smith Lake, but only production Well No. 3 is still in use. The well and the lake share a common transfer line to the treatment plant, and the reservoir system has a safe yield of 12.6 MGD. The conventional water treatment process at the plant has historically produced a good finished water quality; however, as water quality regulations have become ever more stringent, plant operators have found it more difficult to meet all treatment goals.

Following a comprehensive process evaluation, the FST team considered dissolved air flotation (DAF) followed by deep-bed granular activated carbon (GAC) filtration at the pilot scale as a possible replacement for the existing



sedimentation and filtration process. This would be in either a retrofit or new-build option.

The results of the pilot study showed that the combined processes of DAF followed by deep-bed GAC met all the treatment goals.

FST completed a detailed engineer’s opinion of probable construction cost with advantages and disadvantages for an estimated \$42-million water treatment plant upgrade eligible for funding through the Drinking Water State Revolving Fund.

Key components of the plant upgrade include: the addition of passive raw water quality management structures in the reservoirs; upgrade of the transfer station; new intake screen controls; installation of a redundant raw water supply line to improve reliability; addition of permanganate for oxidation of iron and manganese; installation of DAF clarifiers; the addition of GAC filters; the addition of an adsorption contactor for manganese control; converting two of the existing clarifiers to spent washwater holding tanks for recycling to the head of the plant; a 2 MG storage tank; as well as major upgrades to the building and HVAC, plumbing, electrical and instrumentation and control systems.

FST also implemented resiliency measures to help mitigate and minimize damage during a natural or man-made disaster, and to enhance the utility’s ability to recover quickly in the event of such an occurrence. These measures included locating



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New London, CT pipe installation in the 1980s

critical treatment space above flood level, reconfiguring windows to include protective panels, and fitting exterior doors with removable watertight stops.

FST's work with Groton is illustrative of its culture of creating and maintaining long-term relationships with public-sector and private-sector clients throughout the northeast. The firm is known not only for its longevity as a company and its legacy of high-profile projects throughout its century-plus existence, but also as a challenging, fun, and comfortable place to work. People come to FST and tend to stay, meaning that our clients usually deal with the same familiar and reliable points of contact and technical professionals. The firm that Fay, Spofford & Thorndike founded over 100 years ago is still here and here to stay.

For more information about FST, please contact East Windsor office manager Dennis Boucher at 860-623-6500, extension 8151, or via email at dboucher@fstinc.com.

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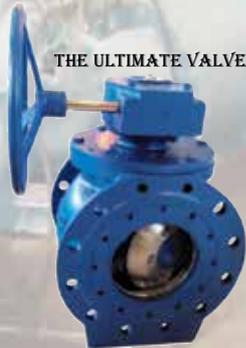
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