

InFlow-Line

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



- **Sustainability: How four water utilities approach it.** – page 3
- **Compliance: New regulation you should know about.** – page 11
- **Streamflow regulations: Where are we now?** – page 12

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contents | autumn 2011

- 2 From the CWWA President
- 3 CT Water Utilities Develop Unique Sustainability Projects and Practices
- 9 Fresh Ideas 2011
- 10 ATCAVE 2011
- 11 CWWA Compliance Corner
- 12 Overreaching Stream Flow Regulations Rejected – For Now
- 13 The CWWA Announce New Board Appointments
- 14 AWWA Member Appreciation
- 15 Extech Acquired by Acuren Inspection
- 16 From the CTAWWA Chair
- 17 CTAWWA Associates Committee News
- 18 South Norwalk Electric & Water Opens New Plant For Tour
- 20 CWWA/CTAWWA Fall Joint Meeting Tackles Tough Issues
- 21 Gateway Community College Schedule
- 22 Water for People
- 23 Water Utility Management Institute
- 25 MDC Award



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On the cover: The mill on Millstone on South Norwalk Electric & Water's watershed in Wilton.

Photo by Kathy Fortin

From the **CWWA President**



A Busy Year Ahead

First, thanks to all of you who wrote or called your legislators to urge them to oppose DEP's proposed stream flow regulations. Lawmakers heard you loud and clear and unanimously voted to reject the stream flow regulations. Now we must wait and see whether any compromise can

be reached by December 7, the deadline for DEP to submit revised regulations to the legislature's Regulations Review committee.

During this busy time, CWWA and the CTAWWA held one of the most successful Fall Meetings ever. With more than 150 people in attendance and 19 vendors showcasing their products and services, the Fall Meeting was a huge hit. We also had speakers on a wide range of issues affecting the water industry, focusing on issues such as water supply planning, infrastructure, recreational liability for water companies, workforce development and, of course, stream flow regulations.

CWWA also met with our legislative counterparts from the New England states to discuss how we can share information and support each other. Many of these states are dealing with efforts to implement stream flow regulations and the opportunity to share ideas and strategies was very helpful.

CWWA also held its first Legislative Planning Workshop of the year – a year that promises to be busy on all fronts. In addition to negotiations on stream flow regulations, CWWA members discussed several issues that are expected to be considered by lawmakers and regulators, including:

- **Class B Waters** – The state Department of Public Health (DPH) is pursuing legislation to strengthen efforts to ensure that Class B waters will not be used for drinking water supplies
- **Water Supply Planning** – efforts to streamline the process and make plans more consistent are underway by DPH
- **Freedom of Information (FOI)** – CWWA is putting together a group of industry professionals to determine what information in a water supply plan should be exempt from disclosure because it is security sensitive to address concerns that too much information is being redacted by state agencies
- **Water Utility Coordinating Committees (WUCCs)** – An effort to consolidate WUCCs and adjust boundaries is under consideration by DPH
- **Recreational Liability** – Environmental organizations and municipal leaders are expected to push for stronger protections from liability for individuals on public lands
- **High Density Development on Watershed Land** – Legislation to address concerns with high density developments on watershed lands is expected to be introduced.

These are just a handful of the issues that CWWA will be lobbying for this year. In addition, we will be meeting with new lawmakers, committee chairs, ranking members and new commissioners this January. If you are interested in getting more involved in CWWA's Legislative and Regulatory advocacy efforts, let us know. It is a wonderful opportunity to help shape the policies affecting the water industry.

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Connecticut Water Utilities Develop Unique Sustainability Projects and Practices

“Sustainability” has become the byword across the country in agriculture, construction, power generation and civic planning. Here in Connecticut, water utilities have recognized the value and have developed practices and programs that are both useful and ingenious. What follows are examples of that from four utilities: The Metropolitan District Commission (MDC), the South Central Regional Water Authority (RWA), the Connecticut Water Company and Aquarion Water Company.



The MDC's Green Capitols Project

The Green Capitols Project, is part of the U.S. Environmental Protection Agency's (USEPA) national initiative designed to use public buildings in municipalities, capital cities and campuses across the country as demonstration areas for green infrastructures so they can be viewed by public officials and homeowners.

This project is a collaborative effort among the MDC, Connecticut Department of Environmental Protection (CT DEP), US EPA and State Capitol Facilities to integrate green demonstration areas on the historic capitol grounds. The goal is to limit the amount of stormwater runoff entering stormwater systems, in order to demonstrate how going green can be cost-effective, and be an environmentally preferable alternative to how conventional stormwater currently travels to treatment plants. The green design encourages infiltration of stormwater

into the ground and provides detention so that peak rates of runoff to drainage systems are reduced.

“The MDC treats millions of gallons of stormwater each year that would not otherwise require treatment. Every gallon of stormwater we can remove from the combined sewers of Hartford reduces treatment and operating costs for the MDC,” said MDC Chief Executive Officer Charles Sheehan. “We believe the Green Capitols project will demonstrate alternatives to traditional pipes and catch basins for the management of stormwater. Adoption of green alternatives will result in the diversion of this water from our sewer system.”

In Connecticut, improvements to the state Capitol will include a rainwater harvesting system, which will capture roof water for use in site irrigation, permeable paver and pervious concrete walkway demonstration areas, porous asphalt parking areas, urban and residential rain garden infiltration areas, and a green roof.

The CT DEP provided technical assistance and partial funding while the MDC designed the plans and managed the construction for the state capitol project which will serve as a demonstration site for other municipalities to view for future projects.



The MDC's Intern Rain Garden

Members of the MDC's Diversity Internship Program have completed the design and installation of a rain garden at the Eleanor Buck Wolf Nature Center in Wethersfield.

The 550 square foot rain garden is filled with over 100 native plants that will collect and absorb rain water from roofs, parking lots and sidewalks before reaching storm drains. This collection of stormwater runoff reduces the amount of polluted water that reaches local streams and ponds, lowers the frequency of flash flooding and helps to maintain natural water table

Continued on page 4

Connecticut Water Utilities Develop Unique Sustainability Projects and Practices (cont'd)

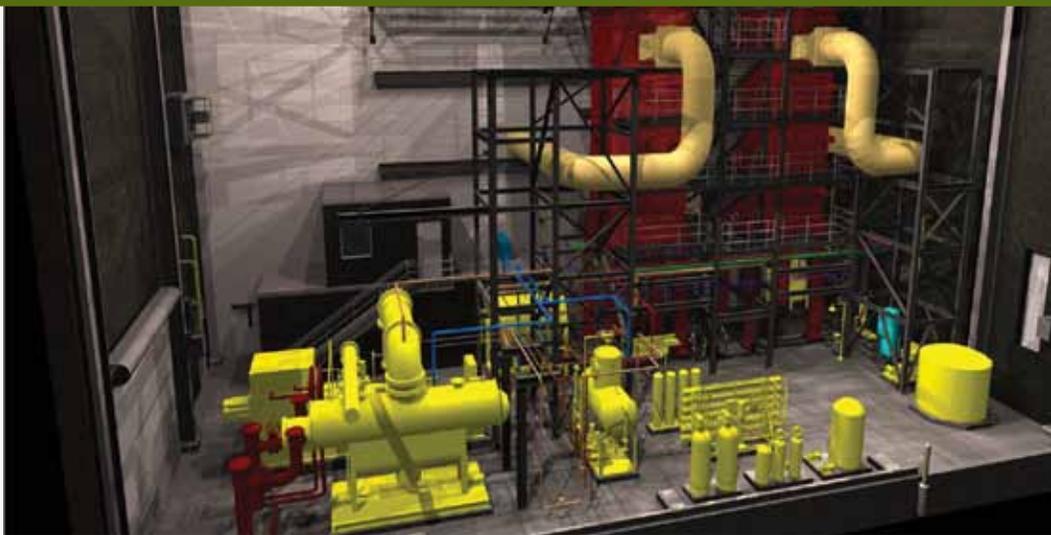
levels. For six weeks MDC interns worked together to select a site, design plans and specifications and acquire the necessary permitting and authorizations from MDC and local officials. They were also charged with fundraising activities to finance the project, and purchase the necessary tools and materials needed to do this project which took two full days to complete.

MDC's Diversity Internship Program is a highly-competitive 10 to 12 week summer program targeted specifically for college students from diverse backgrounds, seeking relevant work experience related to their major. Interns are assigned important work projects throughout the District and each one is required to complete a special project by the end of the summer. They gather one afternoon per week for various discussions and training (e.g., how to create a resume, etc.). The rain garden was the result of a team-building project that was part of the weekly special program.

The Hartford Water Pollution Control Facility Produces Clean, Green Energy

The MDC has embarked on an exciting project at its Hartford Water Pollution Control Facility to produce clean, green energy from a natural, renewable and free fuel source: wastewater treatment solids.

Wastewater treatment is a very energy intensive process requiring several steps to treat wastewater to a sufficient level to allow for acceptable discharge into our waterways. Energy use for this



process is significant. On an average treatment day, the plant uses enough energy to light more than 35,000 one-hundred watt bulbs!

To offset the cost of that electric demand, a new process is under construction to capture the excess heat generated from the existing incineration of solids and use the heat to produce steam in a new boiler. The steam generated will pass through a turbine and drive a generator that produces electricity.

The project will produce about 1500 kW of electricity, or about 40% of the plant's current needs. The electrical production process is scheduled to be operational in 2011.

The CT Department of Environmental Protection's Clean Water Fund awarded the District \$19.2 million in American Recovery and Reinvestment Act (ARRA) funding to support this Clean Water Project, the total cost of which is \$27 million.

Current Sustainability Practices at the Regional Water Authority

The RWA has taken a global view of sustainability, making it an integral part of almost every department and function within the organization. It's also interesting to note how many of these initiatives are also good business for any utility.

Customer Service

- Bill payment on line – avoids paper costs; fuel costs for delivery of mail.

Distribution & Construction Departments

- Use of electronic work orders for the majority of work activities to minimize the use of paper.
- Use of recycled earth materials for backfill on pipe installation/repair work.
- Use of solar powered traffic message board.

“Sustainability: providing an adequate and reliable water supply of desired quality — now and for the future — in a manner that integrates economic growth, environmental protection and social development.”

– A definition of sustainability developed by
The American Water Works Association.

- Minimize the discharge of water to waste during tank maintenance/inspection. Water is pumped into the distribution system and consumed, or divers are used to totally eliminate the need to drain tank water.

Engineering

- Cleaning & Lining Program – while it is cost effective to rehabilitate pipe through lining, a non-invasive method that avoids open-cut trenching is also seen as an environmental benefit.
 - Reduces pavement
 - No manufacturing of new pipe
 - Cleaning and lining reduce friction loss, leading to less pumping costs
 - Less pipe breaks, so less water wasted

Environmental Planning

- Stormwater wetlands creation – water quality, aesthetic, and habitat benefits to region.
- Site Plan reviews, land use planning for water supply protection – encourages environmentally sustainable development.
- Discontinued use of copper sulfate algicides in RWA reservoirs – reduced environmental impact from copper toxicity, utilize natural means to control algae.
- In-lake management to improve raw water quality, e.g., selective withdrawal, aeration, monitoring – reduces chemical usage, filter backwashes.

Facilities

- Facilities are maintained through a comprehensive asset management program. We maintain an aggressive program of life-cycle based asset replacement; i.e., as units approach the end of their useful life they are replaced prior to serious breakdown or poor efficiency
- Lighting in all facilities is, or will be upgraded to high efficiency T-8 lamps and electronic ballasts. Natural light is used wherever possible in building construction and renovation.

Fleet

- Fleet units maintained above standards to ensure the fleet is running well. Keeping a vehicle's engine well maintained reduces emissions and reduces costs.

Continued on page 6



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Connecticut Water Utilities Develop Unique Sustainability Projects and Practices (cont'd)

We also do our own in-house emissions testing to assure the units are running per state emission laws.

- Began an anti-idling initiative to lower our carbon footprint, costs and maintenance dollars.

Land Management

- Acquisition of open space lands for water supply protection – long term benefits to water supply and region including aesthetics, air quality, passive recreation, wildlife habitat protection, maintain water quality of freshwater bodies and Long Island Sound and helps to reduce cost of municipal services.

Natural Resources

- Forestry program – sustainable use of a natural resource for human needs while maintaining water supply and habitat functions.
- Operate diversions and maintain healthy forest cover on our watersheds to minimize eutrophication of our reservoirs over the long term (many decades)
- Stabilize service roads to prevent erosion
- Keep Gaillard lake level high, when possible, to maximize head for turbine
- Minimize lawn-style landscape areas - use once per year mowing to maintain meadow conditions where trees are inappropriate.

The RWA took these sustainability points and created a handsome Earth Day poster.

SUSTAINABLE SOLUTIONS

at the  Regional Water Authority

THE LAND:

- Create stormwater wetlands
- Reduced hazardous waste
- Acquire open space land for water supply protection
- Forestry program promotes sustainable use of a natural resource for human needs while maintaining water supply and habitat
- Stabilize service roads to prevent erosion
- Minimize lawn-style landscape areas
- Use natural landscaping
- Green design at the Whitney Water Treatment Plant

IN THE OFFICE:

- Use electronic work orders
- Bill payment on line
- Paper records are shredded and recycled
- Use recycled paper for copiers, printers and all printed materials
- Reuse office supplies as long as practical
- Issue electronic reports as much as possible
- Printer/toner cartridges are picked up, refilled and reused
- Remote access to network for some employees
- Turn off lights when not in use
- Recycle bottles, cans, magazines and newspapers
- Purchase recycled office supplies when possible

FLEET MANAGEMENT:

- Run two hybrid vehicles
- Bid specifications require low emission LEV engines when available
- Vehicles are maintained above standards to reduce emissions and costs
- Newer units have LED lights rather than strobe emergency lights, which reduced engine idling
- Longer oil change intervals, generating less waste
- Capture all spent anti-freeze and send it to a recycler
- Preventative measures to avoid spills at refueling areas
- Purchase ultra-low sulfur diesel fuel
- Anti-idling initiative
- Fuel tanks monitored for leaks on a daily basis

RWA FACILITIES:

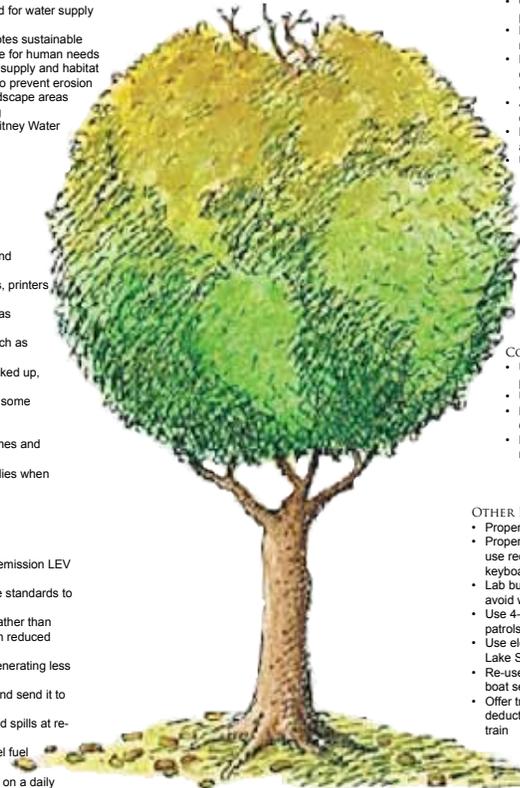
- Lighting uses high efficiency T-8 lamps and electronic ballasts; LED lamps used where possible
- Comprehensive asset management program to ensure efficiency
- Roofing materials are either made from recycled materials or are recyclable.
- Digital control systems that reduce energy costs used to control lighting and heat/ventilation
- Janitorial service uses only biodegradable cleaning agents and trash bags
- Recycle glass, plastic, cardboard, metal and office paper
- Use low-flush toilets at all facilities

CONSTRUCTION:

- Use recycled earth materials for backfill on pipe installation/repair work
- Use solar-powered traffic message board
- Minimize discharge of water to waste during tank maintenance and inspection
- Pipe cleaning & lining rather than pipe replacement

OTHER EFFORTS:

- Properly dispose of used electronics
- Properly dispose of used batteries and use rechargeable batteries for cordless keyboards and mice
- Lab buys reagents in smaller quantities to avoid waste because of expiration dates
- Use 4-stroke gas motor for reservoir patrols and water quality monitoring
- Use electric motors for rental boats at Lake Saltonstall
- Re-use old personal flotation devices as boat seat cushions
- Offer transit savings through payroll deductions for employees who use the train



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Sustainability and Water Conservation at Connecticut Water Company

Connecticut Water Company established a Corporate Responsibility Committee in 2008. The committee is comprised of a cross-functional team of employees whose job is to review the company's commitment, success and leadership in fostering socially responsible programs and policies; enhancing environmental stewardship, sustainability, and asset management; and consolidating the company's efforts to conduct its business affairs as a responsible corporate citizen. It does this by engaging all Connecticut Water employees in the process by taking their ideas and suggestions and seeing them through implementation.

The Committee explores the best means of accomplishing initiatives that are suggested by employees. Among the areas implemented or being studied:

- In response to employees' strong desire to minimize travel between region offices, video conferencing capability has been installed at all five region offices. Also, a video conference log data base has been developed to track person-hours saved from driving to meetings, gallons of gasoline not consumed and pounds of carbon dioxide not emitted.
- The Company has a goal to maximize vehicle efficiency by assessing employee job responsibilities, vehicle size and fuel efficiency when selecting a vehicle. When possible the company is migrating away from less fuel-efficient trucks and other traditionally large utility vehicles. The company has recently purchased a number of hybrid vehicles for employees who must travel to all regions of the state.
- An Energy Management Program Committee has been formed to help the company become more energy efficient. Their work will include performing energy audits of facilities and exploring renewable/alternative energy source opportunities.
- The company is exploring the possibility of allowing employees to telecommute from their home. Telecommuting will help the company minimize its carbon footprint through decreased energy consumption, air pollution, and traffic congestion. Other benefits include employee retention, increased productivity, recruitment and business continuity. A pilot program is currently being developed.

Water Conservation

The company is committed to helping our customers use water wisely. In addition to providing water conservation tips to our customers, in 2006 the Company installed a Water Calculator on its website. The calculator allows customers to calculate potential water saving if water conservation devices are installed or from changes to water use habits.

In 2009, the company became a partner with EPA's WaterSense program, which promotes the use of water efficient products. The WaterSense logo and a link to the WaterSense program are included on the Company's website. The WaterSense program will be promoted through Dialogue, In Your Community, bill stuffers and other company literature.

The company has also joined the Alliance for Water Efficiency, which is a stakeholder-based not-for-profit organization dedicated to the efficient and sustainable use of water. The Alliance is a strong advocate for water efficient products and programs, and provides information and assistance on water conservation efforts.

In 2010, the company installed three demonstration xeriscape gardens. (*Editor's note: See page 12 of the Summer, 2010 issue of InFlow-Line for pictures of these gardens and some of the people who created them.*) Signs identify the gardens and a brochure explaining how xeriscape gardens can help to conserve water and the type of plants used in the gardens was developed. Information on the gardens and a copy of the brochure are available on the company's website.

Sustainability at Aquarion Water Company of Connecticut

The American Water Works Association (AWWA) recently developed the following definition of "Sustainability": providing an adequate and reliable water supply of desired quality — now and for the future — in a manner that integrates economic growth, environmental protection and social development.

Aquarion Water Company believes the business of sustaining an adequate and reliable supply of safe, clean drinking water for future generations is integrally related to protecting the environment from which the water comes. In recognition of this concept, Aquarion has developed a business model, corporate philosophy and brand as "Stewards of the Environment."

Continued on page 8

Connecticut Water Utilities Develop Unique Sustainability Projects and Practices (cont'd)

Aquarion has and will continue to develop its annual business planning process with the understanding that sustainability is key to the success of our business objectives and to customer satisfaction with our performance.

A notable example of this philosophy is Aquarion's Saugatuck River "Managed Flow Project" with The Nature Conservancy (TNC). Aquarion and TNC are collaborating to identify opportunities to modify management of the reservoirs within the Saugatuck River Watershed to achieve more ecologically sustainable flows.

Another example is Aquarion's public outreach, which includes educational programs on source water protection. Proper watershed management is key to the long-term sustainability of a safe drinking water supply, and educating youth provides Aquarion the opportunity to assist in the development of tomorrow's business leaders. Programs such as Aquarion's support of students from the Groundwork Bridgeport team, Earth Day events, youth environmental education and fishing programs, and its recent role in the EPA-sponsored Water Boot Camp further demonstrate the company's commitment to long-term sustainability.

"Going Green" is but one of many sustainability initiatives that drive the way we manage our business. Examples of sustainable energy practices at Aquarion include energy and carbon audits; lighting upgrades; electric demand management, and solar and wind installations. "Going Green" also includes the retooling of an internal, sustainable recycling program known as "Get Caught Recycling," which led to the use of "green" certified cleaning products throughout the company. Our own GREEN TEAM, comprising employee volunteers, continually reviews and updates the sustainable programs.

We also are assisting the City of Bridgeport with its "Be Green 2020" initiative and is performing an advisory role with the city's Energy and Conservation Plan.

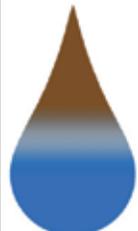
Aquarion reaches out to the public with water conservation campaigns, often by its participation in area and regional public events and school programs, where the message is "Use Water Wisely." These conservation initiatives are managed by a group of volunteer employees who participate in the company's Water Conservation Committee.

In addition to participating in programs and events, the committee promotes conservation by offering various means for customers to save water in their homes and businesses. For example, it has developed water audit guidance materials for commercial and industrial customers that are now available on Aquarion's website, www.aquarionwater.com, along with other conservation-related information such as how to read meters and spot leaks. The committee also has developed a residential water audit kit that is distributed at environmental and conservation events.

Aquarion's website contains a link that allows customers to purchase rain barrels at a significant discount each spring and, as a partner in the EPA's "Water Sense" program, the company also offers a link to the agency's site.

In closing, Aquarion has and will continue to further development sustainability practices in fulfilling its mission of being the "Service Provider, Employer and Investment of Choice through a Relentless Commitment to Excellence."

(Editor's note: Thanks to CTAWWA National Director Marcey Munoz for suggesting the topic of this article and for gathering material from the water utilities.) 



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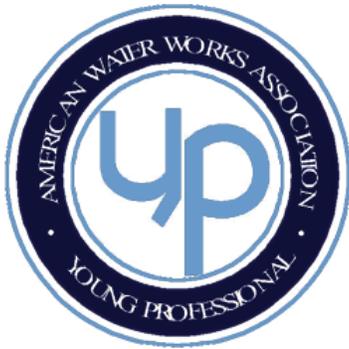


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Fresh Ideas 2011

A Call for Presentations

Win A Trip To Washington, D.C.



The AWWA Connecticut Section Young Professionals Committee is issuing a call for presentations called “Fresh Ideas”. Fresh Ideas is a nationwide competition with a goal of increasing new member involvement in AWWA, encouraging young professional participation from all areas of the water industry, stimulate progressive thinking and reduce the financial hardship for new members who want to attend the AWWA Annual Conference and Exposition (ACE). Topics presented through Fresh Ideas at ACE in the past have ranged from methods to monitor, model and remove microbes and contaminants to treatment plant design.

Requirements for submitting abstracts:

- Abstracts should be no longer than ½ page at single spacing.
- Topic is open be limited to the water industry.
- Author must not have presented at prior AWWA events.
- Author must be a CTAWWA member. (YP reduced membership rate of \$99)
- Topic must not be a sales pitch.

Eligibility for Fresh Ideas requires presenters to be Young Professionals. “Young Professionals” are engineers, operators, designers, technicians and students who are under the age of 35. “Fresh Ideas” will be presented at ATCAVE 2011 on February 23, 2011, where a panel of judges will award the presenter of the best “Fresh Idea” \$1,000 towards the expense of attending ACE11, where that “Fresh Idea” will be presented. ACE11 is being held in Washington, DC in June 2011.

Abstracts are to be submitted in electronic format no later than December 20, 2010 to:

Michael McManus, Co-Chair MPMcManus@tighebond.com

Or

Tom Loto, Co-Chair TLoto@Pirnie.com

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ATCAVE 2011 – Another way of saying “Opportunity”

ATCAVE (Annual Technical Conference and Vendor Exposition) marks its 15th year anniversary on Wednesday, February 23, 2011. Connecticut's drinking water industry decision makers will be at ATCAVE 2011.

The vendors play the key role in the ATCAVE trade show and product demonstrations. From support of the CTAWWA Associates Committee chaired by Bryan Tanner of Holland Co., to the welcoming of returning and new vendors in the water industry, the support of the industry professionals continues to grow.

“ATCAVE has grown over the past 15 years, and the Associates Committee has been there from the very beginning. Their efforts in soliciting booths, offering marketing advice, booth assignments and traffic flow are much appreciated,” said Pam Monahan, Executive Manager of CTAWWA.

According to the Trade Show Exhibits Association, 51 million people attended trade shows last year in the United States. Trade shows connect buyer to seller and people to people in a way that virtual marketing can never achieve.

ATCAVE 2011 provides vendors with the opportunity to meet and network with potential customers and clients, acquaint colleagues in the industry, and show support for the one organization that represents the drinking water industry across the nation – the American Water Works Association.

The managers, operators and supervisors who attend ATCAVE are the people who understand water industry issues and make recommendations that result in the sale of equipment and processes to their companies.

ATCAVE includes something for everyone. From valves to consultants, the latest in computer security, billing, safety, and more, the vendors providing the services continue to disseminate innovative solutions and cutting edge trends. Vendors at previous ATCAVE events realize that if the Connecticut drinking water industry is important to their business, then participation in this show is where they should be.

The general format remains the same with expanded seminar attendee breaks from education programs so key individuals in the water industry can see, up close, the most recent trends, newest products and services that the industry has to offer.

CTAWWA's conference host is The Crowne Plaza in Cromwell, a premier exposition facility offering roomy and well-equipped space. There is a vendor reception on Tuesday evening, February 22, with a vendor breakfast on the morning of ATCAVE. The

hotel is offering a block of rooms for overnight guests on Monday at preferential pricing.

ATCAVE takes place on Wednesday, February 23 from 10AM to 4 PM with a two-hour break for lunch for the seminar attendees. Exhibitors who display at ATCAVE will receive two free luncheon tickets. Vendors are encouraged to sign up for product demonstrations. Filled to capacity for the past few years, vendors who are interested in participating should reserve their space now.

“On the Dot”, a game conceived and facilitated by CTAWWA National Director and former CTAWWA Chair, Marcey Munoz of The MDC, provides increased traffic and networking opportunities for the vendors. Vendors have generously contributed to the game over the years such exciting items as sports tickets, gift cards, electronic equipment and the like.

For companies considering participation in ATCAVE, a trade show is a non-stop series of beginnings. Every moment from the second the doors open until the end of the day is a moment where a potential new customer is met for the first time.

Tips for participating in trade shows include doing your research before you arrive, bringing your friendliest and most knowledgeable employees, having an eye-catching, attractive booth set-up, and bringing a supply of chocolate or mints to include with a clever giveaway to serve as magnets to passersby.

There are many reasons for participating in a trade show, among them, networking, showcasing new products and innovations, brand exposure, reaching the people who make decisions for the business, and learning new trends in the industry.

Watch the mail in late fall for registration forms and the sponsorship opportunities that are available. The information will also be posted on the CTAWWA website – www.ctawwa.org. For further information, please contact the ATCAVE Vendor Booth Specialist, Kathy Fortin of SNEW, at 203-762-7884 x 4302, kfortin@snew.org.

Demand for exhibitor space for this exciting event is expected to be a sell-out once again, so reservations should be made early. If you want your product or service to be seen by water industry decision makers, reserve your space at the Connecticut Section AWWA's on February 23, 2011. Remember, if the Connecticut drinking water industry is important to your business, then ATCAVE 2011 should be the one place you should be this year. 💧

CWWA Compliance Corner

New Accident Reporting Regulations for Private Water Companies

Private water companies are now required to notify the state Department of Public Utility Control (DPUC) of any accident involving personal injury or public safety connected with or due to operation of the company's property under a regulation adopted by DPUC. Notification must be made through DPUC's web filing system or, if not possible, via phone, fax or mail. The regulation became effective on July 6, 2010. If you have questions regarding compliance with this new notification requirement, please forward your questions to CWWA's Executive Director Betsy Gara at gara@gmlobbying.com.

New Limits on Security Deposits for Business Customers

The legislature adopted Public Act 10-190 which limits the amount a private water company and other DPUC-regulated public service companies may require as a security deposit from a business/commercial customer to one and a half times the estimated average monthly bill. DPUC has advised that water companies, which bill on a quarterly basis, should simply halve the estimated quarterly bill to determine how much they may collect as a security deposit.

"If you collect social security numbers from customers or employees, you are required to adopt a privacy protection policy outlining how the confidentiality of the data will be protected."

Privacy Protection Laws – Are you in Compliance?

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

Utilities Subject to FTC's Red Flags Rule

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 doesn't 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. 



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CTAWWA Accepts Credit Cards

You can use your credit card to pay for CTAWWA meeting, educational courses and other section-related fees. Check ctawwa.org for details.



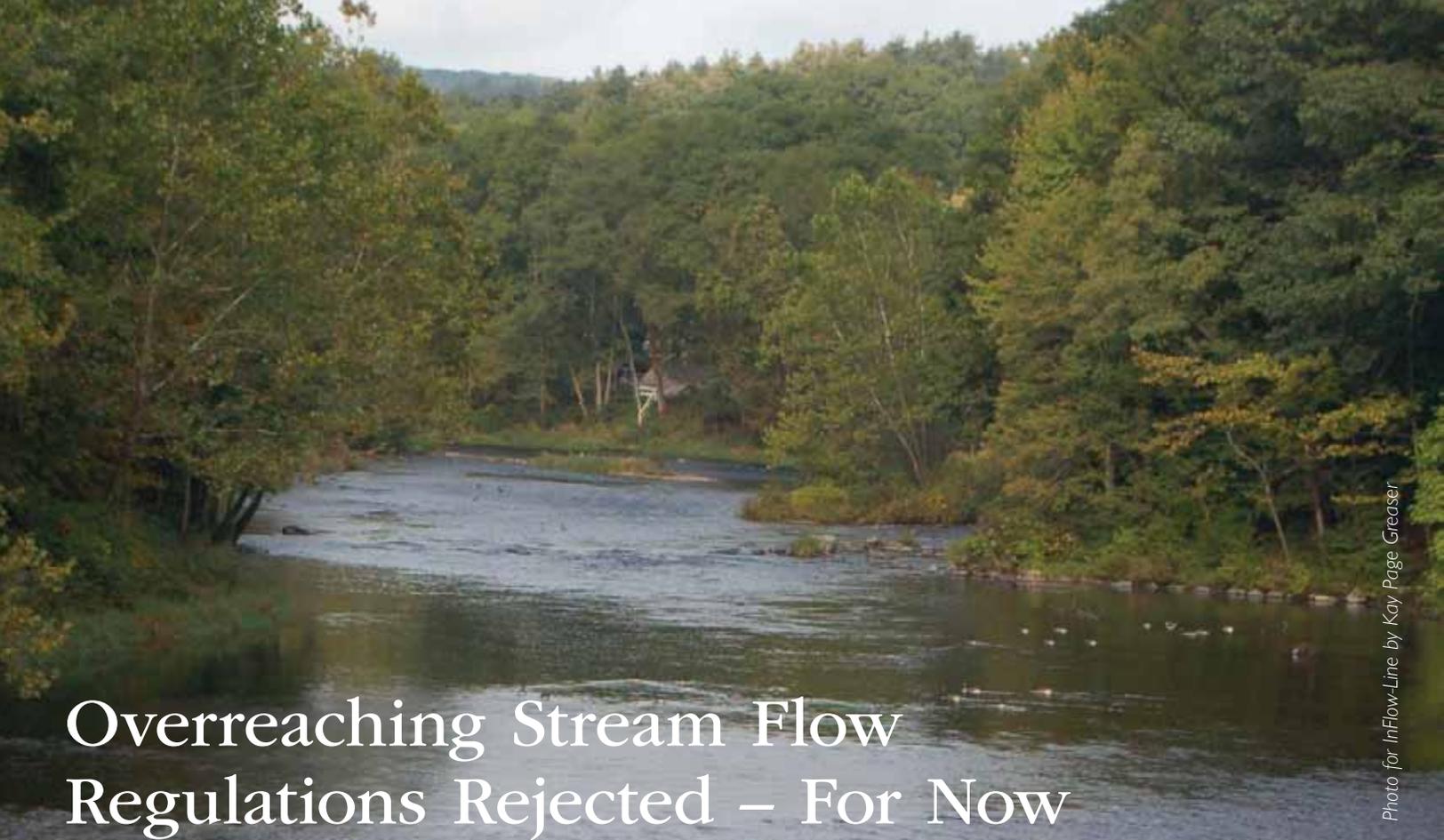


Photo for InFlow-Line by Kay Page Greaser

Overreaching Stream Flow Regulations Rejected – For Now

On October 26, the legislature's Regulations Review Committee unanimously rejected DEP's proposed stream flow regulations without prejudice, after more than an hour of discussion.

Lawmakers directed DEP to go back to the drawing board and narrow the scope of the regulations. In questioning DEP, lawmakers focused on the following concerns:

- 1) **Classification Process** – The uncertainty and vagueness of the classification process and how it would be difficult to truly assess the impact of the regulations until the classifications were done were issues that were raised by committee members. In addition, lawmakers questioned why DEP couldn't do the classifications first and then outline compliance requirements to bring more certainty to the process
- 2) **Groundwater** – Many lawmakers commented that they did not believe the legislation was intended to cover groundwater and that there were problems with the way the regulations attempted to regulate groundwater
- 3) **Overreaching/Over-regulating** – Lawmakers also agreed that the regulations were overreaching and the concerns raised by various groups were troubling
- 4) **Exemptions** – Concerns regarding the lack of clear exemptions in the regulations were raised. Noting the negative impact on agriculture, golf courses and water supplies, lawmakers questioned why DEP didn't include specific exemptions

- 5) **Legal Recourse** – The lack of legal recourse to challenge DEP orders or classifications was also noted by lawmakers.
- 6) **Cost** – Many lawmakers raised concerns regarding the cost of compliance and the impact on business, water customers and agriculture
- 7) **State & Municipal Costs** – Some lawmakers expressed disbelief that the state could implement the regulations within available appropriations. Others were concerned about the cost to municipalities.

Lawmakers also directed DEP to include all stakeholders in the process of revising the regulations to ensure that the interests of agriculture, the business community, golf courses and water companies were addressed.

Under the rulemaking procedures, DEP has 35 days from the date of rejection to resubmit the regulations to the Regulations Review Committee, although it could request an extension. If no extension is granted, the revised regulations will be voted on by the Regulations Review Committee on December 21, 2010.

CWWA spearheaded a broad-based coalition of farmers, business groups, union and non-union construction trades, golf course operators, realtors, municipal leaders and water companies to urge lawmakers to reject the proposed stream flow regulations. The chairs of the committee, Sen. Joan Hartley (D-Waterbury) and Rep. T.R. Rowe (R-Trumbull), have indicated that they would like to see stakeholders come together and find some middle ground that protects the state's aquatic life without jeopardizing water supplies needed for public health, safety, economic development and agriculture.

"We are very relieved that the committee understood the far-reaching concerns with the proposed regulations. If enacted, the regulations would have resulted in severe water supply shortages in many communities, jeopardizing the public health and safety of Connecticut residents as well as negatively affecting business and agriculture," said Elizabeth Gara, Executive Director of the Connecticut Water Works Association.

Under the regulations, communities would have faced severe reductions in public water supplies, ranging from 10 to 40%. "This represents a dangerous drop in water supplies and would have serious implications for Connecticut's residents and communities," Gara said.

CWWA and other stakeholders are now meeting with DEP and lawmakers to try to come to some middle ground. In addition to advocating that groundwater should not be included in the stream flow regulations at this time, CWWA is pushing for changes that will protect safe yield and margin of safety so public water suppliers can meet their obligation to provide customers with an adequate supply of potable water.

For more information on this issue, please contact CWWA's Executive Director, Betsy Gara, at 860-841-7350 or gara@gmlobbying.com. 

The Connecticut Water Works Association Announces **New Board Appointments**

The Connecticut Water Works Association, Inc. (CWWA) elected the following officers and directors for 2010-11 at its Annual Meeting:

Dave Medd was elected President of CWWA. Medd is currently an Operations Manager for Aquarion Water Company. Also elected were: Vice President, Ted Norris, South Central Connecticut Regional Water Authority; Treasurer, Jonathan Avery, Hazardville Water/Jewett City Water; Secretary, Stephen Pratt, The Metropolitan District; Past President, Tom West, Southington Water Department; and directors Susan Suhanovsky, Torrington Water Company; Don Carver, Waterbury Bureau of Water; Robert Wesneski, Avon Water Company; Michael Elliott; Norwalk 1st District Water Department; George Adair, Wallingford Public Utilities; and Nick Rinaldi, Connecticut Water. Carlene Kulisch representing the South Central Connecticut Regional Water Authority, Guy Russo of the Middletown Water & Sewer Department and Maureen Westbrook of Connecticut Water Company have been named Legislative Committee Officers.

CWWA is an association of public water supply utilities that promotes state legislation and regulations to ensure reliable high-quality public water supplies to meet the needs of Connecticut's residents and businesses.

For more information, please contact CWWA's Executive Director, Elizabeth Gara, at 860-841-7350. 



CWWA

Contact Information

Betsy Gara, Executive Director
1245 Farmington Avenue, Suite 103
West Hartford CT 06107
860-841-7350
gara@gmlobbying.com

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AWWA Member Appreciation

Connecticut Section AWWA acknowledges local members of the American Water Works Association during November, Member Appreciation month.

And, in 2010, CTAWWA welcomes Yale University as its first student chapter. Talks are underway to have two more student chapters in 2010-2011.

American Water Works Association (AWWA) has more than 60,000 members representing every part of the water profession, and is the largest association of water professionals in the world. The AWWA community connects the utilities that provide safe water throughout the world, manufacturers and consultants that bring top products, expertise and knowledge to their customers, and professionals who make a difference every day on the job.

AWWA members share personal knowledge and experience, volunteer, plan for the future of the industry, develop new technology, and inspire new generations to be a part of the water profession. Most important, members are leading advances for public

health throughout the world. It is for these, and many other contributions, that AWWA and the Connecticut section are truly grateful for their members.

“We are so appreciative of the members of Connecticut Section AWWA,” CTAWWA Chair Bill Kennedy said recently. “They bring a wealth of information, networking possibilities and more all to advance the cause of providing safe drinking water.”

During the month of November, members reaching an anniversary year will receive AWWA Service Award pins to recognize 5, 10, 15, 20 and 25 years of membership. All AWWA members are receiving a thank you in the mail with a special bookstore coupon enclosed.

Membership co-chairs for CTAWWA are Marcey Munoz at The MDC (mmunoz@themdc.com), and Pam Monahan (ctawwa@snet.net).

Founded in 1881 AWWA was created by 22 scientists, engineers, and educators who saw the need for ongoing communication between water professionals as well as the development of standards of practice for products and procedures to ensure consistent water quality. ♪

CTAWWA welcomes these new members

Natalie Allan	Yale School of Forestry and Environmental Studies	Donald Horrigan	The Metropolitan District	James Rudd	Liberty Bank
Ann Marie Anop	Southington Water Dept.	Ony Hoymoune		Janet Ryan	Regional Water Authority
Mark Batorski		John Hudak	The Jorgensen	Andrew Rycerz	The Metropolitan District
Allison Bellows		Tony Jorgensen	Law Firm, LLC	George Sanborn	Local Water LLC
Greg Bonacors	Waterbury Water Bureau	Peter Kasacek		Wylie Sawyer	Aquarion Water Company
Allissa Bonomo		Klevis Kimca		Hetal Shah	Aquarion Water Company
Allan Bushnell		Mike Lynch		Bruce Silvestro	
Jessica Cajigas	New England Interstate Water Pollution Control Comm.	Jorge Mallma	The Metropolitan District	Daniel Sullivan	Kent School Corporation
Gregory Cappannari		Paul Marchinetti	Paramaco, LLC	Jonathan Tomlinson	
Joseph Clark		Lori Matthiey	Conn. Public Health - Drinking Water	Connie Tuozzoli	
James Collins	Yale School of Forestry and Environmental Studies	Patrick McNamara		Jacqueline Velez	City of Meriden
David Defrancesco		Walter Opuszynski		Peter Villa	
Nicholas DeGemmis		Stephen Palmer		Dennis Waz	
Virgilio Delgado		Kyle Pelletier		Cedric Westry	
Donna Digianvittorio	Regional Water Authority	Lloyd Pinnock	The Metropolitan District	Keith Wiczorek	
Linda Discepolo	Regional Water Authority	Dave Poorman		Evelyn Yoder	Regional Water Authority
Mingo Espinosa		Edward Rachuba	Southbury Training School	Andre Yontef	
Carolyn Giampe	Aquarion Water Company	Shokoofeh Rezazadeh	Aquarion Water Company	Joseph Zorica	
Steve Giordano		Donald Robicheau			
Paul Goulet		Scott Rogers	The Metropolitan District		
Sean Hetherington		Robert Rohan	Blake Equipment		
		John Romero	Gateway Communiky		
		College			

Extech Acquired by Acuren Inspection



Ted Lund, President of Extech, LLC

Extech, LLC announced in August its acquisition by Acuren Inspection Inc. Headquartered in Deep River, Connecticut, Extech, LLC provides corrosion

control services, inspection and sediment removal of water tanks and inspection of chemical product storage tanks. Extech is a pioneer in the use of specialized robotic inspection equipment.

Acuren is the largest provider of nondestructive testing (NDT), inspection, and engineering services in North America. Both Acuren and Extech serve major corporations across many industries including: Petrochemical, Refinery, Pipeline, Pulp & Paper, Power Generation, Pharmaceutical, Aerospace, and Automotive.

"This acquisition allows Extech to significantly expand its service offerings to better meet the needs of its customers. We're very excited

to become part of Acuren. Our businesses share common cultures and commitments to safety, reliability, and innovation. We look forward to sharing our expanded inspection offering with our clients and our water inspection expertise with the Acuren organization," said Theodore Lund, President, Extech, LLC.

"Extech brings a unique service line to Acuren that is entirely complementary to the needs of our clients, allowing us to broaden our service offering and uncover new business opportunities," stated Peter Scannell, President/CEO of Rockwood Service Corporation.

Extech and Acuren, along with Sperry Rail, RAT International, Bretech, and Hellier, are part of the Rockwood Service Corporation companies. Rockwood is a leader in inspection and testing, operating from 100 offices in more than 20 countries throughout the world.

For more information on Extech, visit www.extechllc.com. To learn more about Acuren Inspection, Inc., go to www.acuren.com 



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Letter from the CTAWWA Chair

There are a number of noteworthy things happening within our organization that should be of interest to our members. One of the most noteworthy is the ongoing fund-raising effort put forth by the Water for People Committee currently chaired by Dave Banker. Countless hours are spent by the people on this committee each year, raising funds that are used to build treatment systems to provide safe drinking water to communities in developing countries. This year's annual WFP golf outing at Tunxis Plantation raised \$18,500 for this organization and everyone who participated had fun doing it! Special thanks go to Steve Melanson, Dan Lesnieski, Josephine Lingua and all of the volunteers who worked that day.

A very successful "Water Boot Camp" sponsored by the CTAWWA and EPA, was hosted by Aquarion Water Company this summer under the guidance of John Herlihy and Dave Kuzminski. (See the summer 2010 issue of InFlow-Line for additional details.) Eighteen Bridgeport High School students were honored with certificates of completion after attending an intensive two weeks of "water" education provided by John, the staff of Aquarion and instructors Dave Kuzminski and Sebastian Augustino of the Portland High School system. Having attended the closing ceremony, it was clear to me that the students genuinely appreciated the opportunity to participate in this educational program. They will likely see this as an important life experience when they reflect back on it, and perhaps it will guide them toward a career in water.

The Annual Technical Conference and Vendor Expo (ATCAVE) will be coming to the Crowne Plaza in Cromwell on Wednesday, February 23, 2011. This is an event that grows each year and it is expected that this year's event will be no exception. Utility operators needing CEUs to maintain their state certifications can attend the education sessions and obtain CEUs. Last year there were 64 vendors displaying products and/or services for the water industry. This is a great opportunity to catch up on new and current technology by just walking around and seeing the products and talking to vendors. As in the past, the Department of Public Health will have a significant presence at this event. DPH has been an important partner for this event over many years and I would like to thank them for their continued support for our 2011 event. They provide a large piece of the education program and also support this event with funding.

The Joint Annual CTAWWA & CWWA Conference is currently being planned for May 25-27, 2011 at the Goat Island Hyatt in Newport, Rhode Island. The CTAWWA has received great pricing from the host hotel and it is hoped that this will encourage a high level of participation. Educational sessions will be held each day and CEUs will be offered.



This is an important conference that allows members to network and learn about current legislative issues and regulatory changes, as well as to hear about interesting technical and management topics affecting the water industry.

It takes a lot of effort to plan and coordinate events like the ones noted above. Much of the decision making and support comes from the various committees that make up the organization and as always, there is a need for more volunteers. The CTAWWA currently has 22 committees and many are looking for additional energetic and enthusiastic participants. Our success relies mostly on volunteer work, so I encourage you to think about joining a committee. Curious about joining a committee? You can attend any committee meeting as a guest and then decide if you want to join later. Please feel free to contact me at 860-278-7850 ext 3803 or at bkennedy@themdc.com if you think you might be interested and I will make sure you are invited to the committee meeting of your choice. Listed below are the committees:

- ATCAVE
- Associates
- Cross Connection
- Education
- Laboratory Operations
- Membership
- Operator Certification Program
- Public Information
- Regulations and Research
- Safety
- Small Systems
- Source Water Protection
- Water Conservation
- Water Resources
- Water for People
- Water Treatment Plant Residuals
- Web Site
- Young Professionals

You can find more information on CTAWWA committees at <http://ctawwa.org/committees.htm>

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

CTAWWA Associates Committee News

The Connecticut Section's Associates Committee has kicked off the new year and we will once again be looking for your support of the annual CTAWWA Enhancement Program.

Section members of the Manufacturer, Supplier, Consultant, Service Provider, and Contractor categories have consistently contributed significant time and financial resources to CTAWWA. The Associates Committee strongly believes that these special efforts have enhanced the success of the Section, and sponsors have received recognition for their outstanding support.

The Enhancement Program has sponsored luncheons, speakers, welcome gifts, scholarships, and fund-raising raffles at the various Section events. This past May, the Associates Committee awarded a total of \$7,000 in scholarships to 11 college students with ties to Section members. You will be receiving information in the coming weeks regarding how you can participate in the Section Enhancement Program. Why not be a part, and reap the benefits?

Visit www.ctawwa.org/enhancement.htm for a listing of last year's Enhancers, and consider becoming a part of this important team.

Thanks for your continued support! 💧

2010-2011 Associates Committee

Mark Anderson	Ferguson Waterworks - EPPCO
Leonard Assard	Heitkamp, Inc
Thomas Bedus	Neptune Technology Group, Inc.
Dennis Boucher	Fay Spofford & Thorndike, LLC
Dennis Bove	Premier Laboratory, Inc.
Jeffrey Friedman	Superior Products Distributors
Chris Hodgson	Natgun Corporation
Jeff Houser	Atlantic States Cast Iron Pipe Company
Donald P. Iannicelli	Geolnsight, Inc.
Mariusz Jedrychowski	Wright-Pierce
Dick Johnson	Utility Services Co.
Bruce Kirkland	Able Engineering, LLC
Daniel Lesnieski	Connecticut Water Company
Greg Lyons	G.L. Lyons Associates
Rich Mazur	Everett J. Prescott, Inc.
Eric J. Muir	Malcolm Pimie, Inc.
David E. Pinsky	Tighe & Bond, Inc.
Dave Riter	Mueller Company
Chris Shea	Aqua Solutions, Inc.
Bryan Tanner	Holland Company, Inc.
Robert Tedeschi	URS Corporation
Christopher Wester	Weston & Sampson Engineers, Inc
Adam Yanulis	CDM

The Magazine of Connecticut's Drinking Water Industry

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

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

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

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South Norwalk Electric & Water Opens New Plant For Tour



The plant's Zenon Membrane Cartridges



After the tour, the CTAWWA held one of its regular board meetings in the new treatment plant.



The centrifuge area of the plant is explained to those taking the tour.



Everyone gets a look at the plant's clarifiers



On August 25, 2010, South Norwalk Electric & Water opened its new membrane treatment filtration plant in Wilton for a tour by CTAWWA board members and SNEW customer service personnel.

Following the tour, the CTAWWA board held a meeting at the plant.

The plant, opened in May 2008, provides rigorous treatment for the water from four reservoirs: City Lake, Rock Lake and Popes Pond Reservoirs in Wilton and the New Canaan Reservoir in New Canaan.

The treatment process includes raw water coarse and fine screens, alum coagulation with rapid mixing and flocculation, membrane filtration by an immersed membrane ultrafiltration process and granular activated carbon filters for taste and odor control. The treatment process also includes an automated control and data acquisition system as well as chemical delivery, storage and pumping systems. The treatment process removes contaminants and helps SNEW maintain compliance with current and anticipated EPA regulations. A disinfectant is added to protect against microbial contaminants and fluoride is added to aid in dental health.

SNEW serves about 42,000 people and treats approximately 5.0 million gallons of water per day, which is distributed through a network of 135 miles of pipeline.

SNEW says that it expects the new plant to have a useful life of 30 years or more.

More information on the construction of the plant can be found in the Spring, 2007 issue of *InFlow-Line*. 

All photos by Kathy Fortin



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 - ✓ Utility membership is voluntary and free.

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CWWA/CTAWWA

Fall Joint Meeting Tackles Tough Issues

The CWWA/CTAWWA joint meeting was held on October 29 at MountainRidge in Wallingford, a venue that was surrounded that day with beautiful fall foliage. But the beauty of the surroundings was all but forgotten as the attendees got down to work on some serious issues.

Carlene Kulisch (Kulisch Consulting) and Maureen Westbrook (Connecticut Water Company) began the day with a comprehensive update on emerging legislative and regulatory issues as they applied to the drinking water industry.

From the Drinking Water Section of the Connecticut Department of Public Health, Lori Mathieu, Public Health Services Manager, outlined the department's regulatory and legislative priorities for 2011.

Paul McCary (Murtha Cullina, LLP) showed a very attentive audience why recreational liability was such a complex issue. He noted that utilities that open watershed land for recreation are at risk from those who are injured.

Dave Radka (Connecticut Water Company), Peter Galant (Tighe & Bond) and Greg Sharp (Murtha Cullina)

reviewed the Connecticut DEP's latest setbacks in their attempt to put forth revised Streamflow Regulation and suggested that the battle is far from over.

Upgrading Connecticut's Aging Water Infrastructure was discussed from several critical points of view by Guy Russo (Middletown Department of Water & Sewer), Steve Rupar (RWA), Sara Ramsbottom (Capacity Development Unit of the DPH's Drinking Water Section) and Dan Zeitlin who represented Congresswoman Rosa DeLauro's office.

After lunch, attendees heard two keynote presentations, the first from Jane Dowling, Chief of US EPA Region 1. Following Ms. Dowling's remarks, Mario Rizzo of the Greater New Haven Water Pollution Control Authority presented "Liquid Assets," a documentary on the critical role that our water infrastructure plays in protecting public health and promoting economic prosperity. The documentary was originally produced by Penn State Public Broadcasting and has been shown on public TV stations across the country. 



Annual fall joint meeting at Mountain Ridge in Wallingford



Carlene Kulisch and Maureen Westbrook of CT Water Co. made a presentation on Emerging Legislative and Regulatory issues. Maureen is shown during her part of the presentation.



The meeting included numerous tabletop displays. Here, the E.J. Prescott display gets some attention.



Dave Radka of Connecticut Water Company during his part of the presentation on the Streamflow regulations.



(l to r) Sara Ramsbottom from Connecticut DPH was joined by Steve Rupar, Regional Water Authority and Guy Russo, Middletown Water & Sewer Department in a presentation on Upgrading Connecticut's Aging Water Infrastructure.



Paul McCary of Murtha Cullina explained the many twists, turns and technicalities involved in managing Recreational Liability.

Gateway Community College

CT Dept. of Public Health Water Treatment Certification
 CT Dept. of Environmental Protection Wastewater Certification
 Environmental Science/Technology

Courses Spring 2011

Course	Name	Location	Day	Time	Crdts
WMT 102	Special Topics in Water Treatment	North Haven Campus	Wed	5:20–8:10 PM	3
WMT 103	Special Topics in Water Distribution	MDC Training Facility - Hartford	Mon	4:30–7:20 PM	3
CWM 106	Intro to Utility Mngt (Substitute course for WMT 105 Water Utility Mngt)	Metropolitan District Commission Training Facility – Hartford	Thurs	4:30–7:20 PM	3
CWM 112	Clean Water II	North Haven Campus	Mon Wed	4:30–6:20 PM 7:00-8:50 PM	3
CWM 114	Clean Water III	North Haven Campus	Mon Wed	7:00-8:50 PM 4:30–6:20 PM	3
ENV 182	Solar Photovoltaic Systems I	North Haven Campus	Fri	9:00 AM – 1:50 PM	3.5
EVS 100	Intro to Environmental Science	North Haven Campus North Haven Campus New Haven Campus	M,W Mon Tues	9:30–10:50 AM 5:20–8:10 PM 7:00–9:50 PM	3
EVS 200	Toxicology	North Haven Campus	Wed	4:00-6:50 PM	3
EVS 221	Qualitative & Quantitative Field & Lab Analysis II	North Haven Campus	Tues,Thurs	7:00-9:50 PM	4
EVS 296	Env Science & Toxicology Internship	TBA	TBA	TBA	4

The spring semester starts on Jan 21, 2011 and ends on May 16, 2011

New students can receive admissions materials by contacting the Admissions Office at 203-285-2010. Continuing students, already admitted to the college, can receive registration materials by contacting the North Haven Campus Records Office at 203-285-2304. Continuing students may also register on-line at the following address: www.gwcc.commnet.edu.

Questions regarding these classes or the college's Water Management, Clean Water (aka Wastewater) and Environmental Science and Technology Programs should call 203-285-2428.

News from Water For People...

Water For People Donors Challenged to Make a Million Dollar Impact

IMPACT² campaign aims to match \$500,000 investment

In October, Water For People announced the 2010 Rosenthal Million Dollar Challenge: IMPACT².

For the third consecutive year, New Orleans-based philanthropists Stephen and Sandy Rosenthal have donated \$500,000 to Water For People, challenging others to match their investment in support of Water For People's mission to end global water poverty.

Funds raised through IMPACT² will be used to further Water For People's vital work in Africa, Asia, and Central and South America. Their unique approach results in solutions that stand the test of time by leveraging donor dollars with community, government, and partner investments; utilizing basic free-market business principles; empowering social entrepreneurs; training in operations, maintenance, and finance; and monitoring annually for 10 years.

"Our family foundation has made several major gifts to Water For People over the last few years. Our due diligence has revealed a well run, transparent, and honest organization. We are impressed by their monitoring and evaluation; the results are compelling. This tangible proof of sustainability shows that our money and time are well invested," said Stephen Rosenthal.

"We are thrilled to be the recipient of the Rosenthal family's continued support and look forward to once again meeting this challenge," said Wende Valentine, Water For People Assistant Director of Individual Major Gifts.

"Around the world, developing countries are littered with broken wells and abandoned latrines," Rosenthal said. "Clean water and safe sanitation are truly compelling needs. However, it does little good to meet these needs if systems quickly break; if girls have to return to a life of carrying water, and babies continue dying from preventable waterborne illnesses. That's why we support Water For People. The organization goes beyond just counting how many people have services

that first year. They place greater emphasis on how long those systems last—if they are truly sustainable in future years."

To donate to this campaign, please visit waterforpeople.org/milliondollarchallenge.

Water For People Announces 2010 Hite Award Winner

Betty Jordan of Dallas, Texas

Water For People has announced that Betty Jordan was the 2010 Robert W. Hite Outstanding Leadership Awardee. The Robert W. Hite Award annually recognizes an individual who models the best in leadership with innovation, creativity, and commitment to the principles of Water For People. Ms. Jordan received the award on October 5, 2010, at the Water Environment Federation's Annual Technical Exhibition and Conference in New Orleans, LA.

As the 2010 recipient of the Robert W. Hite Outstanding Leadership Award, Ms. Jordan inspires others to share in the vision of a world where all people have access to safe water and sanitation facilities.

Ms. Jordan is a principal in Alan Plummer Associates, Inc., an architecture and engineering firm in Dallas, TX. She is a Professional Engineer, and has degrees in Biology, Chemistry, and Civil Engineering. As the Manager of Technology for APAI, she mentors young engineers and works with others to ensure new technologies are fully evaluated and appropriately incorporated into solutions for clients. Ms. Jordan is currently serving as the President of the Water Environment Association of Texas and is on the Board of Trustees of the Water Environment Federation.

The Robert W. Hite Outstanding Leadership Award honors an individual leader for service to Water For People. It is awarded to a person who has demonstrated active leadership to benefit others, and is supportive of Water For People's mission. It acknowledges a person who inspires a shared vision, is forward thinking, and truly envisions a world where all people have access to safe water and sanitation. 💧

The American Water Works Association

Water Utility Management Institute

(In partnership with Utah State University)

Salt Lake City, Utah
January 24 – 28, 2011

The management institute is for anyone in a leadership position. This affordable five-day course will teach you how to put effective management and supervisory skills to work for you and your organization.

You'll learn to make better leadership decisions, communicate more effectively, avoid costly mistakes and get the results you want. Also, with attendees coming from all over the country, this is a terrific opportunity to share knowledge of the water industry. Plan on attending yourself or sending other managers and supervisors who would benefit from this superior skills program.

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Classes meet each day from 8:00 a.m. to 4:30 p.m.

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(Instructor: Dr. Brent Soffe)

Provides participants with a knowledge of contemporary leadership principles, essential skills and general functions of management, the role of the supervisor, goal setting and time management.

DAY 2: THE LEADERS ROLE IN PERFORMANCE MANAGEMENT

(Instructor: Dr. Brent Soffe)

Models of communication and giving and receiving feedback. Understanding work group dynamics, managing teams, group problem solving, team leadership strategies, total quality management and characteristics of high-performance teams.

DAY 3: MANAGING CONFLICT (Instructor: Van Potter)

This workshop emphasizes skills needed in purposefully and appropriately managing conflict, understanding and benefiting from emotions, converting mind-body integration principles into powerful tools, recognizing and expanding perceptions, operating from purpose and developing powerful conflict resolution communication methods.

DAY 4: EMPLOYEE SELECTION

(Instructor: Dr. Brent Soffe)

Participants will identify ineffective selection methods, learn about the key elements in an effective employee selection system, conduct a legally defensible employment interview, and develop a set of employee interview guidelines that can be implemented in their organizations.

DAY 5: THE LEADERSHIP OF CHANGE

(Instructor: Van Potter)

Designed to help managers fully understand the nature and necessity of change, its impact on people, and how to meet the challenge it presents. Participants learn strategies that help speed up the process and minimize the productivity decline. Emphasis is placed on coaching and leading a team through a complex change situation.

CERTIFICATION

A formal certificate will be prepared for parties who successfully complete the required course objectives. This certificate is prepared and presented by American Water Works Association. OPTIONAL UNIVERSITY CERTIFICATION is also available for the extra fee of \$50 per student and is presented by Utah State University. This Management / Leadership certificate is primarily for those needing university certification to meet training requirements for various professional affiliations. However, any individual desiring to receive the Utah State University certificate may do so by paying the extra \$50 fee.

Continued on page 24

Water Utility Management Institute (continued)

FEES, LOCATION & REGISTRATION

The Basic Water Utility Management Institute fee is \$499 (plus optional \$50 fee for Utah State University Certification). This includes all instruction, workbook and handout materials.

All institute sessions will be held in the meeting room at Comfort Suites Hotel, 171 North 2100 West, Salt Lake City, Utah 84116. Participants may arrange their own lodging at the Comfort Suites Hotel and take advantage of special rates by mentioning their participation with the AWWA Management Institute. The Comfort Suites Hotel is a full-service hotel including a full complimentary breakfast each day and a courtesy airport shuttle.

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Salt Lake City, Utah 84116
(801) 715-8688 or 1-800-424-6423

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For further information, contact Chuck Christensen at (801) 281-0107 or chuckets@msn.com

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MDC Receives 2010 Eagle Award from the US Small Business Administration



(l to r) Bernard M. Sweeney, District Director of the U.S. Small Business Administration's Connecticut District Office, Scott Jellison, Chief Operating Officer of the MDC and Jeanne A. Hulit, U.S. Small Business Administration's Regional Administrator for Region I

“The MDC proposed doing training sessions for minority contractors who wanted to do work on the Clean Water Project. A lot of contractors received assistance on what was required to show they have the capacity to do the work,” said Bernard Sweeney, Connecticut District Director for the SBA. “We put them through a training session and they came out knowing exactly what they had to do.”

In September 2010, the SAM partnership was extended for another two years at a graduation ceremony held at Capital Community

College. In addition, the MDC has established a consortium of experienced business development organizations to implement a “Business Resource and Opportunity Initiative,” which offers assistance to minority-owned, women-owned and disadvantaged business enterprises for participation on the MDC’s Clean Water Project Construction Program.

Upon presenting the award at the event, Sweeney thanked partners, including the MDC, for supporting business communities. The SBA also recognized the MDC for its partnership with the Small Business Week Awards Program, a SBA celebration recognizing the contributions of other lenders in Connecticut.

Continued on page 26

The Metropolitan District (MDC) was awarded the 2010 Eagle Award by the U.S. Small Business Administration at its Annual Lenders and Partners Meeting in North Haven on October 7, 2010. The MDC was one of eight SBA lending partners recognized for its commitment to “...aiding, counseling, assisting and protecting the interest of small businesses...” and for “...providing financial, contractual and business development assistance and advocating...” on behalf of small business.

In 2008, the SBA and the MDC entered into a partnership called the Strategic Alliance Memorandum (SAM) to develop and foster mutual understanding and a working relationship to strengthen and expand small business development in the local area. As a result of this partnership, contracting opportunities and bonding capacities for small minority and women-owned businesses have increased.

An advertisement for CDM. The top half features a blue background with a water drop creating ripples. The text reads: "listen. think. deliver.®" and "CDM is proud of helping New England Communities meet their water and infrastructure needs for more than 60 years." The bottom left shows a photograph of a park with people on bicycles. The CDM logo and website "www.cdm.com" are at the bottom left. The location "Wethersfield, Connecticut" is at the bottom right.

MDC Receives 2010 Eagle Award from the US Small Business Administration *(continued)*

“The MDC promotes a contracting service climate of acceptance and inclusion that values and promotes cultural awareness, tolerance and respect throughout the community it serves, by actively participating in and sponsorship of programs designed to develop skilled and economically viable local small businesses,” said Chuck Sheehan, Chief Executive Officer of the MDC. “The MDC also clearly understands that the success of any diversity strategy is inexorably tied to a proactive corporate wide philosophy of inclusion where diversity is imbedded in every element of its business model.”

The MDC Sponsors Small Contractor Training and Development Program at Capital Community College in Hartford

The Metropolitan District (MDC) has renewed its partnership with the Associated General Contractors of CT, the Hartford Economic Development Corporation’s Business Resource Center, Capital Community College and the US Department of Commerce Minority Business Development Agency, to assist small minority and women owned contractors and suppliers in business and project management through a comprehensive eight week, 32-hour Small Contractor Training and Development Program.

The program’s curriculum, developed by the construction industry, provided participants with practical training in construction and business practices, such as strategies and successful tactics for handling short and long term project responsibilities.

Recently, twenty small minority and women owned contractors and suppliers completed the program. The scope of the program included contract preparation and interpretation,

construction law, contract and project administration, estimating and job costing, planning and scheduling, supervisory overview, accident prevention and risk management.

MDC Chief Operating Officer Scott Jellison and Capital Community College President Dr. Wilfredo Nieves congratulated the students with certificates of completion at a graduation ceremony held on August 17, 2010.

Jellison stated, “The MDC recognizes the importance of sponsoring a collaborative opportunity between local organizations, businesses and educational institutions with the common goal of providing project management and leadership skills to local small minority and women owned contractors and suppliers. We commend the students of the Small Contractor Training and Development Program for their diligence and commitment to succeeding in the construction industry.”

“Capital Community College is pleased to be a partner in the Metropolitan District Commission Small Contractor Training and Development Certificate Program. The graduation ceremony held at the college demonstrates the success and hard work of the certificate recipients and the results of collaboration between the partners to address workforce training and development, said Dr. Nieves, President of Capital Community College. ♪



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Advertiser Index

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www.awwa.org	
Black & Veatch	6
www.bv.com	
Burns Construction Company	2
www.burnsconstruction.com	
CB&I	2
www.cbi.com	
* CDM	25
www.cdm.com	
* DYK Incorporated	5
www.dyk.com	
* Everett J. Prescott, Inc.	1
www.ejprescott.com	
* Extech, LLC	15
www.extechllc.com	
* Ferguson Waterworks	BC
www.ferguson.com	
* Geolnsight	26
www.geolnsightinc.com	
GHD	11
www.ghd.com	
* Harper International	19
www.solutionsbyharper.com	
* Heitkamp, Inc.	8
www.eheitkamp.com	
J&S Valve	IBC
www.jandsvalve.com	
* Leggette, Brashears & Graham, Inc.	27
www.lbgweb.com	
Maguire Group, Inc.	26
www.maguiregroup.com	
The Maher Corporation	8
www.themahercorp.com	
* Natgun	IFC
www.natgun.com	
* New England Water Utility Services	27
www.ctwater.com	
R.H. White Construction	15
www.rhwhite.com	
* Roald Haestad, Inc.	27
www.haestad.com	
Shoreline Diving Services, Inc.	13
* Tighe & Bond	27
www.tighebond.com	
* Weston & Sampson	13
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