Granite State Rural Water Association

OPERATOR

NEWS FOR WATER AND WASTEWATER PROFESSIONALS

Sumer 2018

Supporting Water and Wastewater Systems in New Hampshire

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"Quality on Tap" a public relations campaign for water utilities. See page 13 for story.

Strategies for Common Sense Planning

By Justin Shaw

Planning is the process of thinking and preparing for activities required to achieve a desired goal. During everyday life we are generally doing micro-planning such as dinner or macro such as retirement. People in general tend to focus on the mundane daily tasks and procrastinate those that are paramount. At work, the same problem occurs with planning out general duties while procrastinating on projects that "can wait."

When proper planning action is not taken appropriately, things break, emergencies happen and we are left struggling to come up with a solution. The stresses of these situations may be unbearable and we end up saying "if I had only addressed this before I wouldn't be spending this much time now".

Let's take a quick look at a scenario from your place of work at the water treatment plant. Let's say you receive a call from the Fire Department and they inform you that a tractor rolled over in a hay field near one of your wells and the gas tank ruptured emptying its entire contents onto the ground. Additionally, the accident happened about three hours ago. The Fire Department didn't realize they should call you because they didn't realize

(Continued on page 6)

Who We Are

Granite State Rural Water Association supports public water and wastewater systems by providing training, onsite technical assistance, and legislative representation.

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Bruce Bottomley, Representative to NRWA

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President's Message



Dear Members,

I must give credit to management and staff of the Association since they have been resilient through organization changes such as assignments and unexpected circumstances coming at them in recent times. Working through office reorganization, assisting with new auditors, and filling staff vacancies along with normal day to day tasks can be overwhelming. The way everyone pitches in a handles these challenges is an impressive environment. Why I am not surprised? This is how people in the Water and Wastewater industry work best. My fellow industry workers that I have known over the many years have operated this way by meeting the challenges that come their way every day. This experience helps prepare for the unexpected because in solving daily problems it stimulates our thinking to develop a better understanding of possible situations you might be faced with. Hands on corrective action is sometimes the best training. Of course it is hard to plan for every possible event and over planning can be a waste of time. Therefore a risk factor must be associated with those possibilities and rated for efforts of being prepared. Many of the association training sessions are design to help operators develop this type of thinking and use of it on a regular basis. I hope that this kind of thinking is encouraged by management for current and the next generation of industry workers. Please take advantage of these learning opportunities.

Our National Rural Water representative, Bruce Bottomley, Jen Palmiotto, myself and field staff will be attending the national Rural Water membership meeting in mid September giving you a NH voice and important presence with other State organizations. We are also looking forward to a good attendance at the September Operator field day. Hope to see you then.

Philippe Maltais
Board of Directors, President

From the Executive Director



Dear Member,

I look forward to seeing you at our upcoming annual membership meeting and Operator Field Day on September 11, 2018. I look forward to celebrating the accomplishments of our members during our awards ceremony and can't wait to see who will be the winner of the 2018 Drinking Water Taste Test contest.

There is a new funding source in town and I encourage you to check it out: the NH Drinking Water Trust Fund. Systems can apply for funding for both infrastructure and land protection projects. We just helped a municipality submit an application for the recent August 6th deadline. If you would like assistance preparing an application, please give us a call.

Lastly, have you ever heard of the "Quality on Tap" campaign? Designed by National Rural Water Association, it is a great way to educate your community about the clean drinking water you provide. Read how Hooksett Village Water District is using this logo on page 13 of this newsletter.

Enjoy these dwindling days of summer and I look forward to seeing you in September.

Jennifer Palmiotto, PhD
Executive Director

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Your Letters!

Your letters help secure funding for training and on-site technical assistance programs.

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TELEPHONE: 603 466 3302 . FAX: 603-466-3302

EST. 1805

July 17, 2018

Granite State Rural Water Association
Jennifer Palmiotto
47 Main St.
PO Box 596
Walpole, NH 03608

Dear Jennifer:

I would like to thank Granite State Rural Water Association and Scott Clang for recently assisting us with leak detection throughout the Town. We knew we were losing water, but were unable to locate any problem areas. Your quick response is much appreciated and Scott found two streets with sizeable leaks, which we are repairing now. We are fortunate to have your organization and knowledgeable personnel to assist us when needed.

I also would like to thank Vinnie Melendez for his guidance on the preparation for performing smoke testing on our sewer main interceptor. His commitment to helping our system on a regular basis is always greatly appreciated. Thank You.

Sincerely,

Jeff Tennis
Superintendent

Cc Vinnie Melendez

Cc Scott Clang

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Thank You! New and Renewing Members From January-June 2018

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Bellemore Sewer, Septic and Drain
Birch Bend Condominium Assn
Birdsall, Thomas
Bristol Water & Sewer
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Cardigan Mountain School
Cardin, Paul
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Chocorua Meadows Association
Christman, Erik
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Grafton County Complex
Green Valley Mobile Home Park
Greenville Estates Village District
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Hanover Water Reclamation Facility
Highland Links Colony
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Lakes Region Water Co., Inc
Lamirande, Bryan
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Levine, Richard
Littleton Water & Light Department
Long Island Bridge Campground
Lower Bartlett Water Precinct
Marlborough Water Works
Mascoma Valley Reg'l School District
Merrimack Village District
Merrymeeting River MHP
Milton Water District
New England Service Company
New Hampshire Community Loan Fund
New Hampton Village Precinct
New London Public Works
New London-Springfield Water Precinct
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Rockingham County Complex
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Soda Brook Cooperative
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UNH Durham Water Systems

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Common Sense Planning

the well was there or that it was the water supply for your community's water system. What are you going to do? Who should you notify? Do you have the correct phone numbers? Why didn't they call earlier? Did you plan for this?

All of these could be the questions you procrastinated about and now you need the answers. Obviously, a scenario at your home may leave you with a bruised ego, a larger project to fix and your spouse's full authority to say "I told you so". But a scenario at work has much greater consequences.

We can look into the specifics of this situation and start talking about SOP's and Points of Contamination, and Security, but to be honest we all have heard this before and we all know better. Most systems have an Emergency Response Plan somewhere on a shelf, but it probably hasn't been reviewed for years. More than likely, the volunteer fire fighters or police are all different from a few years ago and their knowledge of water systems may be limited.

The purpose of this short article is to kick start the planning processes. Start thinking about the emergency plans and dusting them off and updating them. Most importantly, work on educating and communicating with other departments and those that may be referenced in the Emergency Manual. The next newsletter will build on this theme by discussing a full-scale emergency exercise and the benefits that it provided to all of those involved.

Thank you Renewing Members

(Continued from Page 5)

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Achieving Efficiency With the Use of GIS

By Brian Vose

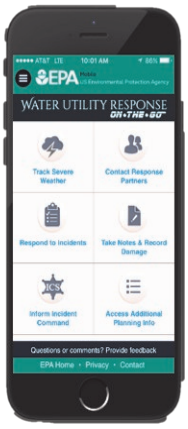
Emergency response preparedness can be inherently difficult due to the number of parties that can be involved and the various regulations that must be complied with. As a reminder, On March 15, 2002 NHDES adopted Administrative Rule Env-Dw 503.21, requiring all community systems to have and maintain an emergency plan. The EPA has created an app that consolidates the critical information found in your emergency response plan, making it accessible to you on your smartphone or from the web browser on your computer.

What can this app do, specifically? The app holds contact information for your response partners, including: Mutual Aid, DES Wastewater Engineering Bureau, EPA Regional Office, NHDES Drinking Water/ Groundwater Bureau, and custom contacts within your utility or organization. *On-The-Go* also has a 'Severe Weather Tracker' with local weather information, national forecasts from NOAA, US Hazards Assessment, the Storm Prediction Center (the SPC displays heavy rain, snow and fire events), and the US Drought Monitor; among other models for tracking weather.

This app also has the 'Inform Incident Command' tool which can be used to populate and share ICS forms as necessary, and a note taking tool for recording damage assessments for your assets. Perhaps the most helpful tool within the application is the 'Incident Action Checklists'. This tool consists of checklists in case of a drought, extreme cold or winter storms, flooding, wildfire, tornado, hurricane, and other incidents which are not common in New England. Having an incident checklist will help to keep your utility in compliance with state and federal regulations and improve your overall response effort. Additional planning information concerning the Water/ Wastewater Agency Response Network (WARN), as well as guidance documents from the EPA and NHDES can be found in the app as well.

So, how can you access this application? You have a couple of options. Depending on

(Continued on page 10)



On-The-Go Water Utility App





You're Invited to

Operator Field Day 2018

- Join other operators to celebrate the work you do.
- Earn up to 4 Training Credit Hours towards your license renewal.
- Learn about products and services for your system at our trade show.
- Compete in our annual *Meter Toss* and *Water Taste Test contests*.
- Enjoy a fun day at Mt Sunapee Resort with BBQ and Chairlift rides

Seminar Series

Earn up to 4 TCHs credits

- Halting Nitrates with Permeable Reactive Barriers
- Slashing Water Treatment Costs with Solar Energy
- Using Drones for Asset Management
- Locating Metallic and Non-Metallic Pipes
- Finding Groundwater Resources
- Funding Options for Utilities
- Pipe Bursting for Asbestos Pipe Replacement
- Is Clear Water Clean Water?
- Dealing with Arsenic in Groundwater
- Drinking Water Regulatory Roundtable

Event Details

Date: September 11, 2018

Location: Mount Sunapee Resort
Newbury, NH

To Register: Mail in registration sheet (see reverse side) or go online to Www.Granitestatewater.org









Attendee Registration

Utility/Company Name: _____

Mailing Address: _____

City/State: _____ Zip: _____

Phone: _____ Fax: _____

Attendee 1: _____
(Primary contact person)

Email Address _____ cell #: _____

Attendee 2: _____

Email Address _____ cell #: _____

Attendee 3: _____

Email Address _____ cell #: _____

Attendee 4: _____

Email Address _____ cell #: _____

Register on or before 08/17/18 and Save!

	On or Before 8/17/18	After 8/17/18
GSRWA Members:	$60	$75
Non-Members:	$80	$95
Registration Fee (from above):	# of attendees _____ X $ _____ = Total $ _____	

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For more information contact us at: Tel 603.756.3670 Fax 603.756.3675

Achieving Efficiency with GIS (Continued from Page 7)

your device, you can download the Response *On-The-Go* app from the Google Play store or from Apple's App Store. You can also download this to your utilities' tablet, if you do not have a smartphone. If you do not have access to a smartphone or tablet, you can access the app on your desktop computer by entering https://watersgeo.epa.gov/responseotg/ into your web browser.

Finally, it is important to note that while this application does not replace a formal emergency response plan, it can be an effective tool in facilitating coordination and improving situational awareness.



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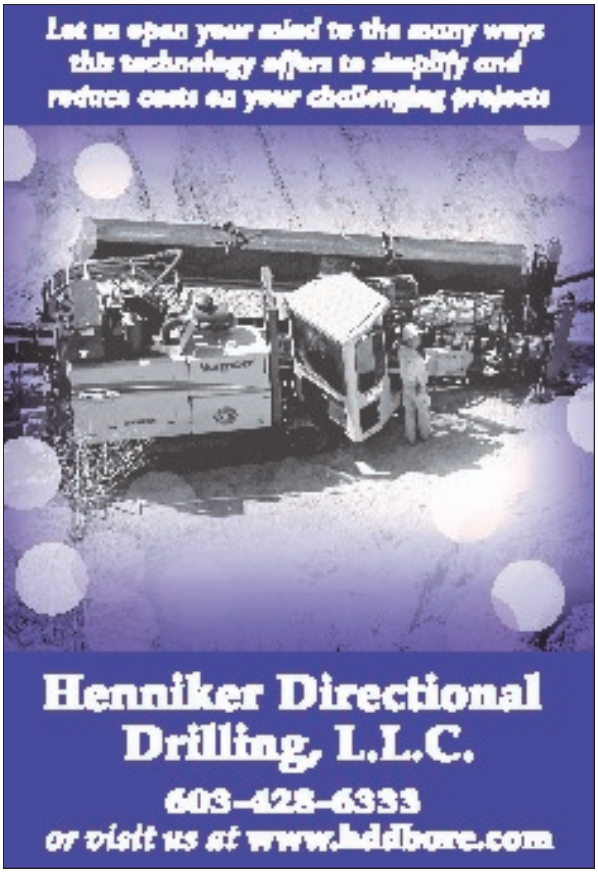
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SUEZ

A Trade Show and Conference and So Much More

By Heidi Lauricella

The word that defines Granite State Rural Water's Operator Field Day is "and". This much loved annual September event is not just a trade show, it's not just a series of seminar trainings. It's those things plus a whole lot more!

Putting the "Field" in Operator Field Day

Because Operator Field Day (OFD) is held at Mount Sunapee Resort, all of us get to enjoy a bit of the great outdoors. Attendees are invited to bring forth their hidden athlete by picking up a water meter and giving it a hurl. The furthest toss earns the much sought after prize of "Bragging Rights". Any twisted muscles resulting from said competition can be worked out, just steps away, with a relaxing chair massage. Also on the gentler side of things, one can experience that unexplainable connection between person and nature but working a dowsing rod to find water hidden underground. Lastly a ride up the chair lift passed newly changing foliage offers a refreshing break from the events happening far below.

And that's just the beginning… Since we are an association dedicated to clean water, we hold our own Drinking Water Taste Test Contest. Current GSRWA system members can enter a sample of their water to be judged on clarity, odor and taste. The winning system will receive an all-expense paid trip to Washington DC to compete at the national level! If you are person who needs more than just water to drink, not to worry. Mt Sunapee always lays out an amazing barbeque of spicy pulled pork and sweet cornbread.

And because one day is just not enough….
Everyone is welcome to join GSRWA and New England Backflow for a day of golfing. In its third year, the GSRWA Annual Golf Scholarship Tournament invites teams and individuals for a game of four-person scramble the day before OFD. Of course the day can't just end there! Golfers and non-golfers alike are gathering at Salt Hill Pub for a delicious meal and lively conversation before resting up for the next big day.

And lastly… you're invited! Operator Field Day is an event that celebrates the work you do as a water professional. Won't you join in the fun?



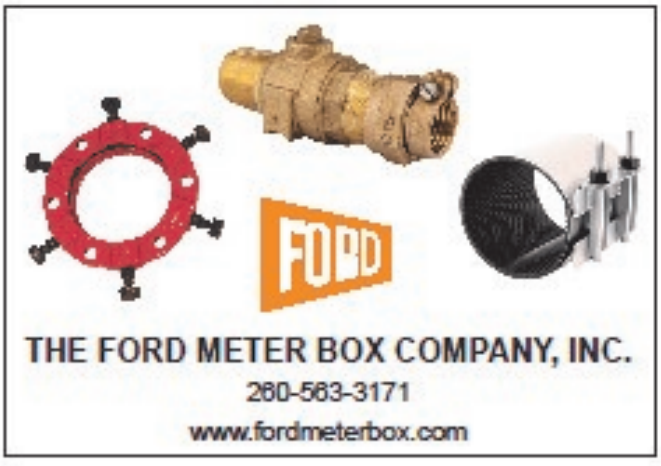
Have You Heard of Quality on Tap?

"Quality On Tap – Our Commitment, Our Profession" is a nationwide, grassroots public relations campaign designed by National Rural Water Association for the drinking water industry. QOT promotes public drinking utilities focusing on the safety of public drinking water and the expertise of the technical professional who ensure water quality.

Americans often take for granted that they have the highest quality, most affordable, water piped directly to their homes and businesses. Quality On Tap! was created in 1996 as the first practical, hands-on guide promote better public relations for water utilities. It contains the tools small water systems need to educate the public about the work we do and the quality water we produce.

Hooksett Village Water Precinct has joined the thousands of water systems across the country who use the Quality on Tap logo. According to Superintendent Mike Heidorn, "We're in the process of giving a "facelift" to our vehicles, office and pump stations. We are proud of the service we provide and want our appearance to reflect the level of effort we put into operating and improving the system, day in and day out. The logo accurately and succinctly captures that spirit. We've received several enthusiastic comments about the logo and the trucks in the last few days alone, so I think it's effective." Mike continued "We've been really trying to 'up our game' in terms of PR lately, despite the difficulty of fitting in PR efforts amongst all the other tasks on our To-Do List. We've been doing outreach meetings, an occasional newsletter, Town reports, etc. – but it's never enough." Join the movement by requesting a "Quality on Tap" logo today. Contact us at (603) 756-3670.

Quality On Tap!
Our Commitment Our Profession







Vinnie's Quiz Corner

Operators, test your general knowledge of water and wastewater systems.

Vinnie Melendez
Wastewater Specialist
vmelendez@granitestatewater.org

Multiple Choice

1. In the laboratory test for suspended solids, the solids are removed from the wastewater sample by?
A. Boiling the sample
B. The addition of acid
C. Raising the pH
D. Filtration

2. Which of the following is not present in activated sludge?
A. Aerobic bacteria
B. Anaerobic bacteria
C. Protozoa
D. Fungi

3. Digested sludge may be placed on sand drying beds or?
A. Discharged into the river.
B. Spread on land.
C. Pumped to a settling tank.

4. Which of the following effects the drying of sludge?
A. Climatic conditions
B. Sludge age
C. Sludge composition
D. Depth of sludge application
E. All of the above

5. If objectionable odors are produced from the stack of a sludge incinerator, the most probable cause is:
A. Too low a temperature
B. Too septic a sludge
C. The organic content of the sludge is too high
D. The organic content of the sludge is too low

6. Vacuum filters are used to:
A. Reduce the moisture in undigested sludge
B. Dewater digested sludge in preparation for heat drying
C. Prepare sludge for burial or use as fill
D. All of the above
E. None if the above

7. If chlorine costs .15 cents per pound, what is the daily cost to chlorinate 5 mgd of wastewater to an initial concentration 2.6 mg/l ?
A. 16.26 a day
B. 22.32 a day
C. 2768 a day
D. 18.45 a day

8. What is the primary purpose of a preventative maintenance program?
A. Increase the use of backup equipment.
B. Correct equipment breakdowns.
C. Eliminate inventory of spare parts
D. Avoid future equipment problems.

9. Which of these chemicals may be used for odor control in sewers?
A. Chlorine.
B. Muriatic acid.
C. Potassium chloride.
D. Sodium chloride.

10. What are the two most important safety concerns when entering a confined space?
A. Corrosive chemicals and falls.
B. Bad odors and claustrophobia.
C. Extreme air temperatures and slippery conditions.
D. Oxygen deficiency and hazardous cases.

11. When a fire hydrant is operated, it should be?
A. Opened enough to have flow.
B. Opened fully.
C. Opened halfway.
D. Regulated to flow required.

True or False

12. T or F Surface water runoff refers to waters that overflow the banks of rivers and streams.

13. T or F A water bearing geological formation is commonly called an aquifer .

14. T or F The pH of digesting sludge in a healthy anaerobic digester should be near 6.0 .

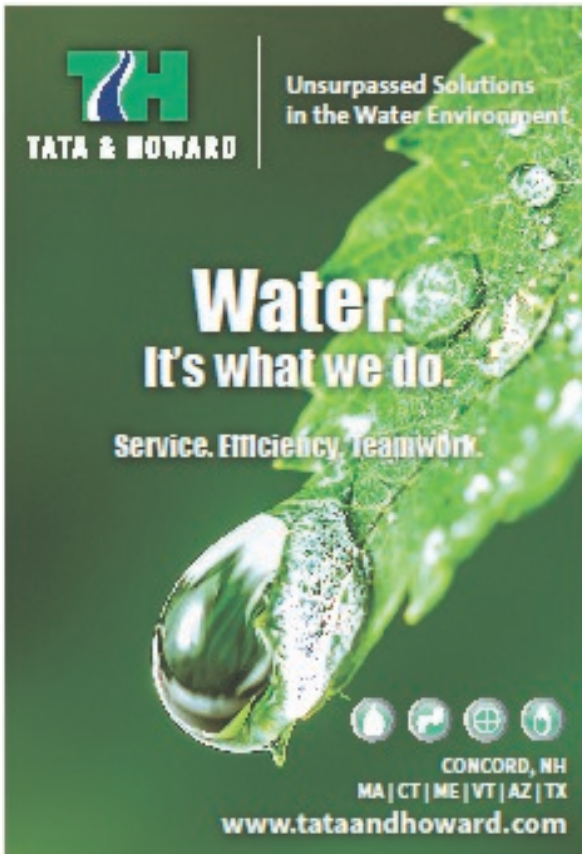
15. T or F A VFD can be used in combination with a three phase generator to increase the ability of the machine to power larger motors.

Answers

1. D.
2. B.
3. B.
4. E.
5. A.
6. D.
7. A. Lbs = (Flow in mgd) (Density of water) (Conc. In mg/l) = 5.0 x 8.34 x 2.6 mg/l = 108.42 lbs x .15 = 16.26 a day
8. D.
9. A.
10. D.
11. A.
12. False
13. True
14. False
15. True

References:

Water Environment and Technology publication
Wastewater Collection System Operator Study Book (WEF) Publication
Sewer Geek Practice Exam Questions


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